Indira Gandhi Institute of Medical Sciences Sheikhpura, Patna (Autonomous Body under Department of Health, Government of Bihar)

TENDER FOR SECURITY GUARD SERVICES

ON OUTSOURCE BASIS

AT IGIMS, SHEIKHPURA PATNA

Indira Gandhi Institute of Medical Sciences

Sheikhpura, Patna-800014, Bihar PHONE-0612-2297099/2297631

Website: www.igims.org

Tender No. 04 / IGIMS / Security / M.S. / 2017

TENDER FOR PROVIDING SECURITY SERVICES in IGIMS, PATNA

1.Introduction

IGIMS Patna, an Autonomous Body under Department of Health, Government of Bihar invites sealed bid under two bid system from Security Service Provider Sponsored/ Empanelled by Directorate General Resettlement (DGR), Department of Ex-Servicemen Welfare, Ministry of Defence, Govt. of India for deploying ex-servicemen Security personnel in the Institute on outsource basis as per details given in the Bid document.

2. Availability of Tender Document

Tender document can be downloaded from Institute website: www.igims.org. Prospective service providers desirous of participating in the bid may view and download the tender document free of cost from the Institute website. However bidders have to submit with the bid documents the tender fee of Rs.5000 (Rs. Five thousand) and earnest money deposit (EMD) of Rs.05.00 lakhs (Rs.Five lakhs) only through Demand Draft / Pay Order from nationalised banks drawn in favour of IGIMS, Patna.

A pre-bid meeting will be held on 11.08.2017 at 11.30 in office chamber of Medical Superintendent, IGIMS, Patna. Prospective bidder will have to present a power point presentation on Agency's roadmap of security profile, including fire-security arrangement for the Institute complex.

3. Important Dates

Date of publication & downloading of Bid documents	28.07.2017
Pre-bid meeting	11.08.2017
Closing of Bid submission	21.08.2017 up to 3.30.00 Hrs.
Opening of technical bid	22.08.2017 at 11.30 Hrs.

4. Instructions to bidder

a) The bidders are directed to make survey of IGIMS campus for having a first- hand assessment on security environment of hospital, college, hostels and other areas of Institute complex before entering into security bidding process.

b) Tender shall be of two bid systems –technical and financial. The tender Documents (technical and financial in two separate envelopes) shall be submitted with a covering letter detailing the bid-contents in each envelop. The covers shall be superscripted "Technical bid for Security Guard Services in IGIMS, Patna" and "Financial Bid for Security Guard Services in IGIMS, Patna. 'Financial Bid' of only technically qualified bidders will be opened.

- c) The bidders should fulfil the technical checklist parameters and submit the indexed documents for evidences (Annexure-'2').
- d) EMD shall be in shape of DD/Pay Order of nationalised Bank. No bank guarantee towards EMD will be acceptable. EMD of unsuccessful bidders will be returned without any interest on tender finalisation and execution of the agreement with the successful bidder.
 - e)The EMD shall be forfeited if successful bidder fails to start the work within stipulated time or fails to comply with terms & conditions of the contract.
 - f) Bidder declaration in Annexure-1

5. Eligibility criteria

- 1. Bidder should be DGR Empanelled ESM Security Agency in having ex-service security personnel from central government Para military forces like CRPF/BSF/ITBF/Defence services or state police services on its manpower resources. Proof of valid registration in DGR ESM Security and proof of being run by Exserviceman / ex-Para military personnel registered under Ex-Servicemen Welfare Association under Ministry of Defence is to be submitted.
- 2. The Agency shall have annual turnover not below Rs.3.00 Cr.in preceding three financial years during the block period of five years(2012-13 to 2016-17)).
- 3. The Agency shall have valid licences from Labour Department and trade and commercial licences for carrying out outsourcing activities from appropriate Govt. Bodies in terms of due compliance of following Statutory Laws / Acts and Rules and Regulations thereon.
 - (a) The Payment of Wages Act 1936
 - (b) The Employees Provident Fund Act, 1952
 - (c) The Contract Labour (Regulation) Act, 1970
 - (d) The Payment of Bonus Act, 1965
 - (e) The Payment of Gratuity Act, 1972
 - (f) The Employees State Insurance Act, 1948
 - (g) The Employment of Children Act, 1938
 - (h) The Motor Vehicle Act, 1988
 - (i) The Minimum Wages Act, 1948
- 4. The bidder must be registered under Bihar private Security Act, 2011 (self-attested photocopy)or will have to get registration within 15 days of award of work.
- 5. The Agency shall deploy ex-servicemen having experience in handling security affairs in Hospital preferably. List of Security personnel for last three years be submitted with the bid.
- 6. Agency should not be blacklisted by government organisation anywhere in India.

5. Scope of work

The services shall include security of working staff, fire safety of building, hospital assets / equipment(s) and appliances, civil work construction and electrical machineriesetc., and restrict the trespassers in car parking / Hospital wards / Medical Collegeand Boys & Girls' hostels. The service provider shall have to ensure

strict compliance of instructions issued by the Institute especially on maintaining the security access to Ward-Blocks, OT Complex, ICUs, Emergency and Authorities' chambers so as to check and control the entry of unauthorized persons. Keep close check on incoming/outgoing materials. Ensure overall safety and security of men and materials.

Duty of Security Guard, inter alia shall include the following:

- > Checking of vehicles and goods including equipment(s) and tender material items coming or going out of the Institute building area through check of gate pass.
 - Providing Security of Institute Assets
 - Security of visitors
 - Key management- Security of different keys of different departments.
 - > Fire Fighting and Vigilance over on the fire security aspects.
 - > Taking preventing measures against theft, pilferage, sabotage etc. in the Institute complex.
 - Protect Institute equipment(s) and materials-civil, electrical or any other within Institute, college, boys'& girls' hostels and residential premises
 - Operation of lifts and fire fighting equipment
 - > Control and check misuse of water and electricity
 - ➤ Any other special instructions issued by the Institute authority.
- Checking and keeping records of outgoing materials through gate passes. No material is allowed to be taken out of the Institute premises without gate passes, duly authorised and signed by authorized officer to this effect.
- Maintaining the incoming, outgoing records of office/private vehicles and restricting the authorised or any unauthorized vehicle to be parked inside the Institute within specified time.

<u>Duty of Security Supervisor, inter alia shall include the following:</u>

- > Undertaking regular internal and external foot patrols of Institute site and making daily reporting to Institute administrative authority for attendance of deployed guards/other staff.
- > Protecting the property against loss, theft, damage and waste.
- > Conducting regular floor walks throughout different shifts to ensure the smooth running of security operations.
- Make sure that Security guards are performing their duties to the appropriate standard.
- > Ensuring that Institute site is a safe and pleasant environment for patients / outsiders at all times in terms of traffic congestions on roads or inside Institute complex.
- Detecting, resolving and reporting any security breaches.

- > Assigning tasks and duties todeployed security personnel.
- Investigating security breaches and incidents.
- Making sure that security personnel have a full understanding of their duties.
- Responding to emergency situations as and when arise.

Duty of Junior Fire Security officer, inter alia shall include the following:

Regular checking of fire safety equipment(s) and fire security arrangement, mock drill operation of fire safety, propagating fire safety awareness in the institute and about safety measures.

The successful bidder will enter into an agreement with IGIMS, Patna for providing duly qualified & experienced manpower as per recruitment rule of IGIMS, Patna, and onsatisfying the conditions under Para 6 & 7 below.

6.BID& BID EVALUATION

1. Prior to the detailed evaluation of Technical and Financial bids, IGIMS, Patna will determine the substantial responsiveness of each bid to the Bid document. Substantially responsive bid will be one which confirms to all the terms and conditions of bid document without material deviation. The determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

A bid determined as substantially non-responsive will be rejected and shall not subsequent to the bid opening be made responsive by correction of the non-conformity points by the bidder. However, IGIMS may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

The financial bids of those bidders whose technical bid has been satisfactorily evaluated and found substantially responsive, will be opened subsequently after due notice. Arithmetical discrepancy in the financial bid shall be rectified in the following manner.

If there is discrepancy between the unit price and total price that is obtained by multiplying the unit price and the quantity, the unit price shall prevail and the total price shall be corrected in the format Cell accordingly. If there is discrepancy between the words and figures, the amount in words shall prevail. The decision of IGIMS shall be final in this regard and the bid will be rejected if the bidder does not agree to the decision in this regard.

The lowest bidder is to be evaluated on the basis of contractor Service charges per month. The financial bid having Agency service charges ofRupee zero, nil, fraction of rupees or other abnormally low quotes will be construing as to kill the tenderand such bid will be summarily rejected. The Contractor service charges are to be quoted in per cent to monthly wages as well as in whole Rupee. Any deviation from the same may lead to summarily rejection of the bid. In case of tie on the quoted rates of Service charge from more than one prospective bidder, tender will be finalised through draw of lotas per decision of Director. No representation against the decision shall be entertained. The decision of IGIMS in this regard shall be final and binding.

2. RIGHT TO ACCEPT OR REJECT ANY BID: Following is the guiding decisions for the bidders.

- a)Tender will be accepted and Contract will be finalized with only those who in the opinion of IGIMS authority shall have capacity and resources to execute the security contract with the institute within prescribed time schedule.
- b) IGIMS reserves its right to accept or reject any bid without assigning any reason whatsoever. IGIMS does not bind itself to accept the lowest tender and reserve the right (I) to reject any or all tenders (ii) the right to accept any portion of the tender offered without assigning any reason and he can also reduce or extend the period of contract without assigning any reason.

c) In case the lowest bidder (L-1) fails to execute the bid agreement within stipulated period, the Institute shall be free to enter into contract agreement with another bidder agreeing to provide services at lowest bidder's rate (L-1).

7. Terms and Conditions of Outsourcing

- 1) Term of contract is for 12 calendar months. Extension of contract will be subject to rules and regulations in force and subject to satisfactory performance of security jobs or on requirement of security staff on outsource basis. The Institute however, reserves right to terminate the initial or renewed contract on security services without assigning any reason at any time after giving two months' notice to the Service Provider.
- 2)The agency shall deploy ex-servicemen for day and night shift duty of 8 hours. In case of deployment of Security Guard, Supervisor or Security Gunmen other than the ex-servicemen the contract of the agency shall be liable to cancel. In case services of non-ex-servicemen which, in any case should not exceed 15 numbers for any month, is accepted by the administration then payment of such staff will be restricted to the Un-skilled workers' Minimum Wages of Labour Resource Department of State Government.
- 3)The antecedents of security staff deployed shall be got verified by the Agency from local police authority and an undertaking in this regards to be submitted to the Institute and Institute shall ensure that the Agency complies with the provisions.
- 4)The Security Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liability covered under the Bid Agreement to any other agency or organization by whatsoever name be called at any circumstances.
 - 5) Conditional quotations like "subject to immediate acceptance" or "subject to prior confirmation" etc., shall be summarily rejected
- 6)**Performance Guarantee:** The successful bidder (Agency) has to deposit 10 (ten) per cent of the annual contract value as Security Deposit in shape of Demand Draft / Bank Guarantee from any nationalised Bank in favour of "IGIMS, Patna" Security deposit shall remain valid for the period of sixty (60) days beyond the date of completion of all contractual obligations by the agency including statutory obligations, if any. The Bank Guarantee is to be submitted in For (Annexure-4)
- 7)The bidders have to bid for the service charge in percentage in the column of bid document format. Format should not be changed for explanations / clarifications etc.by the bidders.
- 8)Lump sum quotation shall not be accepted and such bid shall be rejected. Service charges shall be expressed in per cent of wages as well as corresponding Rupee value. Service charges of bidders shall cover all the ancillary expenses related to security deployment.
 - 9)The bidder should have minimum qualified security personnel of captive 130 numberfor deployment in the Institute. Numbers of personnel,

however, shall vary as per Institute requirements.

- Age and qualification: The deployed staff should be in the age group of 30 years to 50 years as on 30th June 2017.All the personnel deployed by the contractor shall be medically fit and their antecedent verified prior to their deployment in the Hospital. Persons at higher risk should be vaccinated against Hepatitis 'B'. Minimum qualification will be 10th (Matric) passed from recognized State / Central Government Board.
- 11) Wages and payment: Wages shall be fixed amount for different types of services which is given in the financial bid. However, in case of deployment of supervisor/guard ex-servicemen category minimum wages of un-skilled labour as per Labour and Resource Department, Government of India will be paid. As wages for different services are all inclusive, no bonus, privilege leave, HRA or any other allowances will be payable.
- In order to obviate the scope of irregularities / delinquencies in compliance of statutory payments by the bidder, the IGIMS as a Principal Employer for security personnel on outsourced basis via ServiceProvider reserved its right ofcheques/DDs payment for total EPF/ESIC amountin respect of deployed security staff. Applicable Goods and Service Tax (GST) will be paid, if admissible for providing services in the institute in Health Sector. Necessary Government notification to this effect shall be submitted by the bidder.
- 13) Bank account of individual deployed personnel is to be opened in Allahabad Bank, IGIMS Branch Patna by the successful bidder as payment will be made through e-transaction. Agency shall furnish proof of monthly salary payment and payment of all the legal entitlements to the workers in the preferred monthly bill.
- 14) The security staff shall not accept any gratitude or reward in any shape from general public for rendering services in the Institute complex.
- 15) The security staff deployed to duty in different Departments of IGIMS, Patna will have to follow the duty time of department concerned in operational area. They may also be posted to work in shift as per the institute's requirements. No extra payment will be made on this account.
- 16) Bidder should note that L-1 shall be decided based on the sum average of the service charge quotations for different type of manpower services; payment of service charge, however, shall be as per quoted rate made against individual posts.
- Any pecuniary loss to the Institute due to dereliction in the security duty will be recovered from the Agency. The decision of the Director of the Institute will be final and binding on the agency. In the event of any theft, burglary, pilferage or damage/ sabotage to the materials, equipment(s) or any machinery, the Agency shall be liable to compensate for the loss unless it is established that in spite of all possible measures taken by the security agency and the security personnel on duty, the same could not be avoided. The security agency shall take adequate measures to prevent repetition of such incidents. The institute shall have the right to recover such losses from the charges payable to the security agency or from other sources including Security deposit of security agency.
- 18) Tenderer will be bound by the documents furnished by it to this Institute, In case, any furnished documents subsequently found to be false at any stage, it would be deemed to be a breach of terms of contract making the agency liable for legal action in addition to termination of contract as Management may think fit.
 - 19) In deployment of staff on outsource basis, the relationship between Institute and the Service provider shall not be of "Master" and

"Servant". In case of termination of the contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will not have any claim for absorption or any relaxation or concession for absorption in the regular or other capacity in any future jobs/posts in the Institute.

- Service provider will be wholly and exclusively responsible for payment to the deployed security personnel including compliance to all the statutory obligations under any legislation / Acts as applicable from time to time including Minimum Wages Act, EPF Act, ESI Act etc. The contractor should indemnify the Institute on stamp paper at all times against all claims, damage, or compensation under the provisions of Payment of wages Act,1936, Minimum Wages Act,1948, Employers' Liability act 1938, Industrial Dispute act, 1947, Maternity Benefit act 1961, Payment of Bonus Act, 1966 or any other law relating thereto and rules made there under from time to time. The Institute will not incur any liabilities for any expenditure whatsoever on this account
- 21) The Agency shall not claim nor shall be entitled for perks and other facilities/allowances admissible to casual, ad-hoc, regular/confirm employees of this institute during the currency or after expiry of the contract.
- 22) On award of job, the Agency shall mention the Individual EPF account / ESI Registration number of deployed staff as well as the GST registration number/TDS Account number. The deployed staff shall be in security uniform and bear IDs with photographs, fathers' name, Addhar card number, full address and other details like blood group etc.
 - 23) In case of deficiencies in quality service, penalty as deemed fit by the Institute will be deducted from the agency service charges.
- Payment Mode: Each month admissible wages will be preferred by agency in first week of following month. Sixty per cent (60%) of claim shall be discharged within 10 working days; balance shall be paid after due accounts checks. Separate DD / Cheques for Statutory payments against Individual EPF account / ESI Registration number of deployed security personnel will be issued. Goods and Service Tax (SGST), TDs etc. will be as per rules in force. All Payment shall be through ECS mode in bank accounts.
 - 25) Canvassing in any form is prohibited and such tenders will be rejected.
- The Director, IGIMS, Patna may terminate the agency if subsequent to award of work it came to noticethat agency is blacklisted by any department of state/central government / Local Bodies / public sector undertakings / Municipalities.
- 27) In case of any dispute or differences arising in implementation of bid agreement, the Court in Patna shall have jurisdiction to decide the case.

Sd/-

Director IGIMS,PATNA

Bidder Declaration

To The Director IGIMS, Patna	
Ref. Your TE document nodated	
We, the undersigned have examined the above mentioned TE document, including amendment/corrigendoreceipt of which is hereby confirmed. We now offer to	with your above referred document for the summerewith and made part of this tender. with Bid Security /EMD) @10% of the contract pain binding upon us and may be accepted at any foresaid period and this tender may be accepted is executed, this tender read with your written your above-referred tender enquiry.
	(Signature with date) (Name and designation) Duly authorised to sign tender if on behalf of firm

TECHNICAL Bid Parameters

(Bidders are to fill-up the technical parameters below and adduced the evidence/supporting papers with the bid document)

Sl. No	Parameters	Bidders' response
1)	Name of participating agency/firm	·
2)	Legal status of Agency	
3)	Empanelment Registration no in DGR Ministry of Defence	
	with year of registration and listof ex-servicemen	
	indicating the rank/post prior to retirement.	
4)	Full address of Registered office of agency	
5)	Name of Proprietor / Director with full address	
6)	Contact person(s) name with mobile/phone numbers	
7)	PAN / GIR / TAN No.	
	(attach the photocopy)	
8)	GST Registration details	
	(attach the photocopy)	
9)	EPF Registration details	
	(attach the photocopy)	
10)	ESIC Registration details	
	(attach the photocopy)	
11)	Allahabad Bank account	
	(attach the photocopy)	
12)	License details from Labour Resource Department and	
	from Commercial Department.	
13)	Annual turnover of agency/firm for the last five years	
	during 2012-13 to 2016-17.	
14)	Work experience: Name of the organisation where	
	bidder has successfully completed at least one similar	

	works of value not less than Rs. 3.00 cr. (valid evidences				
	be submitted)				
15)	EMD details				
16)	Bid fee details				
17)	Registration number of Agency under Bihar Private				
	Security Act				
18)	Affidavit over no case/enquiry/investigation pending in				
	police/govt. organisation/ courts etc.				

Date:
Place:

(Signature of authorised person)

Name and seal:

FINANCIAL BID (COVER-II)

SI.No	Type of services required.	Bidders' quoted Numbers	Qualification and experience	wages per month (in Rupee)		charges vages at
(1)	(2)	(3)	(4)	(5)	(6) In	(6) In
					%	Rs.
1.	Supervisors		10+2 from recognised State/Central Board; three years' experience.	Rs. 18000		
2.	Gunmen		10+2 from recognised State/Central Board	Rs.16000		
3.	Security Guard		10 th pass from recognised State/Central Board	Rs.15000		
4.	Junior Fire Security Officer		Diploma in Fire Security. Degreeholder may also be considered.	Rs. 22000		

Wages is applicable for ex-servicemen staff only; for non-ex-servicemen Minimum Wages for unskilled labour as per rate under Labour Resource Department of Bihar

Government will be applicable vide sub-Para 11 of 7 General Terms and conditions. Bidder has to fill up only Service charges

L-1 in the Bid quotation shall be decided based on the average of the consolidated type of services charges in column (6) but payment of service charge shall be as per quoted rate against individual post or type of services by the bidder.

Date:

Place:

(Signature of authorised person)

Name and seal:

Annexure-4

Proforma of Performance Bank Guarantee

conditions of Services (her agreement")	n of the Director Indira Gandhi Institute of Medical Sciences, Patna(hereinafter called "The Client") having offered to accept the terms and the proposed agreement between IGIMS, PATNA and (hereinafter called "the said contractor(s) for the work of Contract Housekeeping nafter called "the said aving agreed to production of an irrevocable Bank Guarantee for Rs
1.	We (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
contractor(s). liability unde	We

	We, the said Bank, further undertake to pay to the IGIMS, PATNA any money so demanded not with standing any dispute or disputes raised by the my suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The by us under bond shall be a valid discharge of our liability for payment there under, and the contractor(s) shall have no claim against us for making
under or by virtue	We
fullest liberty wit extend time of pe PATNA against liability by reason any indulgence b	We
6. 7. PATNA in writin	This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s). We
(Rupees	This guarantee shall be valid up to unless extended on demand by the IGIMS, PATNA Notwithstanding anything mentioned above, ainst this Guarantee is restricted to Rs Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged. day of

Evaluation of Technical Bids on 19.04.2017 on Security vide tender no. 01/Admn./NIT/Security Guard/2017 dt.16.7.2017

Sl. No.	Technical Parameters						
1	DGR Registeration	✓	✓	✓	✓	✓	✓
2	Registration details	✓	✓	✓	✓	✓	✓
3	Ex-servicemen/Paramilitary	✓	✓	✓	✓	✓	✓
	Officials details						
4	Annual a/c	✓	✓	✓	✓	✓	✓
5	ESIC Registration	✓	✓	✓	✓	✓	✓
6	EPF Registration	✓	✓	✓	✓	✓	✓
7	Labour Licence	✓	✓	✓	✓	✓	✓
8	Captive MP	✓	✓	✓	✓	✓	✓
9	EMD	NSIC	✓	NSIC	NSIC	NSIC	D.D
10	Bids fee submission	NSIC	✓	D.D	NSIC	NSIC	D.D
11	PAN No	No	✓	✓	✓	✓	✓
