

OFFICE OF THE DEAN,
GOVT. MEDICAL COLLEGE, KANKER CHHATTISGARH



TENDER NO: GMCK/TEND/2023/02
TENDER DATE : 10/02/2023

TENDER FOR OUTSOURCING OF SECURITY SERVICES
at
GOVT. MEDICAL COLLEGE, KANER (C.G.)

Cost of Tender Document	-	Rs 2000/- (Rupees Two Thousand Only)
Last Date for Purchase of Tender Documents-		09/03/2023 (02:00 PM)
Last Date of Submission	-	10/03/2023 (02:00 PM)
Tender Opening Date	-	10/03/2023 (05:00 PM)

INDEX

Chapter 1:	Instructions to Bidder	4-12
Chapter2:	Eligibility of Bidder/Prequalification Criteria/Technical Bid	13
Chapter3:	Conditions of Contract	14-21
Chapter4:	Price Schedule/Price Bid	24
Chapter5:	Contract/Agreement Form	25-26
Chapter6:	Annexure & Schedule	26-29

Chapter 1: Instruction to Bidder

1. EMD	5
2. Clarification of Biding document	5
3. Amendment in bidding document	6
4. No. of Proposals	6
5. Tender Process	6-9
8. Award of contract	9
7. Performance Security	10
8. Other Important instructions	10-12

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EARNEST MONEY DEPOSIT (EMD) or BID SECURITY

1. EMD acts as a safe guard against bidder's with drawing/altering its bid during the bid validity period. EMD (or Bid Security) is must all bidders except for those holding EMD exemption Certificate from competent authority of State/Central Government. However the bidder needs to provide sufficient documentary evidence in support of the exemption along with the tender document to avail the same.
2. EMD shall be paid by way of F.D. in the name of the Dean Govt. Medical College Kanker, Chhattisgarh. The EMD shall be submitted along with pre qualification/technical documents.
3. The Bid Security (EMD) without interest shall be returned to the unsuccessful bidders After finalization of contract within 1 month.
4. The EMD submitted by the successful bidder should be returned without any interest after the successful bidder deposits the performance security according to conditions stipulated in the bid document.
5. The bidder shall pay Bid Security (EMD) as per Annexure "A" If the bidder withdraws from the bid in any respect within the period of validity of the bid.
6. If any document/information provided by the bidder in support of its eligibility is proved to be false or forged then EMD may be forfeited.
7. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms & conditions of the contract.
8. Without EMD, bidder will not be consider for further process / rejected. (Except bidder submitted document & Eligible for exemption of EMD)



Clarification of bidding document

A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing or by e-mail at the Purchaser's mailing address indicated in the Invitation for Bids. A pre-bid meeting is scheduled on date mentioned intender notice at Govt. Medical College, Kanker, Chhattisgarh. Presence of the Bidder or Authorized Representative of the bidder is a must.

The purpose of the meeting will be to clarify issue and to answer questions on any matter that may be raised regarding the tender document clauses/ terms & conditions. Tender inviting authority reserves the right to take decision on nature and extend of amendments



Amendment in bidding document

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by a name amendment. All such amendments will be made available on tender website.

In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for the submission of bids.

Tender Process

A bidder shall submit only single tender. If more than one tenders are submitted, all the bids of concerned bidder shall be summarily rejected.

The tender process will be of 2 cover system, consisting:

Cover – A: EMD, Prequalification/ Technical Bid

Cover – B: Price Bid

Technical Bid and the Financial/Price Bid should be submitted in two covers; Both the envelopes are in turn to be put in another envelope. This envelope should be superscripted prominently as 'TENDER for OUTSOURCING OF "SECURITY SERVICES"' All the three envelopes are to be duly sealed.

Each of the envelopes should be addressed to DEAN, GMC KANKER

Unseated, conditional tenders and tenders without EMD shall not be entertained

Any bid received after the specified time and date for submission of bids shall be rejected and returned to the bidder unopened.

Cover A-

In separate folder named as "Pre-Qualification B Technical Bid"

1	Name & Address of the tendered /Organization/Agency with phone number, email and name telephone/mobile number of contract person.	
2	<p>Experience of having successfully completed similar works during last 03 year sending last day of month previous to the one in which applications are invited should be either of the following.</p> <p>Three similar completed works employing at least 50 personnel's costing not less than the amount equal to 70% of the estimated cost</p> <p style="text-align: center;">OR</p> <p>Two similar completed works costing not less than the employing at least 75 personnel's and amount equal to 80% of the estimated cost</p> <p>Definition of "similar work" is the work related with the security services in Government/PSU, Autonomous body or a reputed or Organization.</p>	Submit relevant documents.

3	Experience in the work of providing Security Services. Particular of experience (attach certificate, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand during last 3years along with a certificate from the organization where the job was carried out.	Submit Satisfactory work completion documents																					
Organization where the job was carried out.																							
<table border="1"> <thead> <tr> <th data-bbox="252 591 325 801">SN</th> <th data-bbox="325 591 660 801">Name of Organization with complete address and telephone numbers to provide</th> <th data-bbox="660 591 788 801">From</th> <th data-bbox="788 591 900 801">To</th> <th data-bbox="900 591 1082 801">Total Contract period (in Yr./Months)</th> <th data-bbox="1082 591 1251 801">Total contract amount (in Rs.)</th> <th data-bbox="1251 591 1422 801">Reason for termination</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			SN	Name of Organization with complete address and telephone numbers to provide	From	To	Total Contract period (in Yr./Months)	Total contract amount (in Rs.)	Reason for termination														
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4	Undertaking of the agency confirming the availability of the adequate manpower of required qualification and experience for deployment in Medical Colleges of Chhattisgarh.	Please submit declaration as Annexure 'B'																					
5	Set-up of your Agency, clearly indicating details of managerial, supervisory and other staff-																						
(a)	Is the establishment registered with the Government; please give details with document/evidence																						
(b)	Do you have Live Labour license, Please provide details and attach a copy																						
6	Please give EPF No: ESI Code: Gratuity Act Registration No.	Please submit copy of the relevant document.																					
7	a. Are you governed by minimum wages rules of the Govt. of C.G.? b. The agency be sides providing security services should be capable of monitoring Traffic safety, Parking and Tress passing	please submit declaration as Annexure 'B'																					
8	Please attach copy of last 3 years of Income Tax Return																						
9	The bidder should have an office in Raipur, if yes please provide office address. If not then, give undertaking on firm's letter head that an office should be opened in Raipur within 30 days of the award of work.	Submit relevant documents																					

B. Bhakur

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10	Having minimum annual average turnover/total turnover in last 3. Years (FY 2019-20, 2020-21, & 2021-22) should be as per Annexure 'A'.	Submit relevant documents
11	PAN No (Please attach copy)	
12	Registration under PSARA (Private Security Agency Regulation Act)	Submit copy
13	Trade License No / Gumashta under shop establishment act	(Please Submit)
14	Service Tax Registration No/GST Registration of CG State	(Please Submit)
15	Acceptances of terms & condition attached (Yes/No). Please sign each page of tender document.	As per Annexure "C"
16	Power of Attorney / authorization for signing the bid documents	
17	Please submit an undertaking that no case is pending with the police against the proprietor/firm/partner or the company (Agency). In addition to that the firm/agency is presently not black listed by any State Govt./Union Territory/ Govt. of India/Govt. organization/ Govt. Health Institutions	As per Annexure "C"
18	Details of the bid security (EMD)	Submit copy
19	Kindly mention the total number of pages in the tender document. With credentials attached.	
20	ISO 9001:2008 / ISO 14001 / ISO 18001 /ISO 26000/ ISO 27001/ any other ISO equivalent certificate.	Submit relevant documents
21	Must have the own training center or facility to train the guards by other agency (Certificate indicating that the agency is presently providing training facility to guards of the tendered)	
22	Valid labour license issued by concerned department of Government for employing at least 100 persons.	Submit relevant documents
23	Current Bank Solvency certificate issued within one year from the date of tender amount rupees 50 lakh.	Submit relevant documents
24	Registration with NSIC development scheme (EMD exemption).	Submit relevant documents



Cover —B. Price Bid

- a. The Final price to the purchaser with break up as price bid format . ANNEXURE 'E'
- b. The bidder should consider all mandatory statutory payment e.g. PF, ESIC etc. in the price bid including other administration and operational cost/charge, which should be justifiable.
- c. Price bid (of qualified bidder) will be opened only for those bidders that deemed satisfactory and responsive during prequalification/technical bid (Cover A). Price comparison will be done on basis of sum of the total cost quoted for individual institution as per number of the guards, gunmen & supervisors mentioned in Annexure "A".

Award of contract-**Award Criteria**

Purchaser shall award the Contract to the qualified Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid subject to the bidder agrees to all terms and condition of the tender.

Note.-No bidder shall try to influence the Purchase on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded. Any effort by a bidder to modify his bid or influence the purchaser's in the purchaser's bid comparison or contract award decision shall result in the rejection of the bid.



Purchaser's right to accept any bid and to reject any or all bids:

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason what so ever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

Issue of notification of award

The issue of Notification of Award shall constitute the intention of the Purchaser to enter into contract with the bidder. Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by e-mail or by cable or Post. The bidder shall within 15 days of issue of the Notification of Award, give his acceptance along with agreement document & in conformity with the bid document. In case the bidder is not willing to unconditionally accept the contract within the specified timeframe, the EMD submitted will be forfeited.

Performance security

As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) will deposit an amount equal to 5 % (Five) of Annual Contract value towards Performance Security Deposit in the form of FDR/Bank Guarantee in the Favour of respective institution drawn on any Scheduled Bank and payable at Kanker. Performance security is to be furnished within 30 days from release of Purchase order. Performance security (FDR/Bank Guarantee) shall be for a period of 60 days beyond from the contractual obligation.

In case of breach of contract by the supplier, the performance security is to be forfeited. If the supplier duly perform sand completes the contract in all respect, the performance security shall be returned to the supplier without any interest, on completion of all such obligations under the contract.

Other Important instructions

1. The Dean Govt. Medical College, Kanker has the right either to add or remove the name of Security from the list of existing Security already working in the institution. No shifting of Security will be permissible without the prior approval of the Dean.
2. All the pages of the tender should be signed by the owner of the firm of his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with tender.
3. The purchaser shall have all rights to modify, addition, subtraction of any term(s) and condition(s) of the tender and different bids there in during any time of tender process, which shall be communicated to the bidder.
4. The bidders shall be solely responsible for College websites for any addendum/ amendment issued subsequently to the bid document and take into consideration the same while preparing and submitting the bids.
5. The initial period of contract shall be for 1years which may be extended for a period of 1 year for maximum of two terms by mutual agreement depending on performance of the Agency and at discretion of the Head of the Institutions.

6. The Dean, Govt. Medical College, Kanker, Chhattisgarh will be the final authority for any changes in tender terms.
7. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be closed along with tender.
8. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions.
9. The bid shall be valid and open for acceptance of the competent authority for a period of 60 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.
10. To assist in the analysis, evaluation and computation of the bids, the competent authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
11. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the provisions of Minimum Wages Act.
12. The quoted rates shall not be less than the minimum wages of Govt. of Chhattisgarh and shall include all statutory obligations. The rate quoted should be consolidated with Employer EPF contribution, ESI contribution, GST and other applicable charges.
13. **Blacklisting:**
 - i. The Bidder who submits false, forged or fabricated documents or conceals facts with intent to win over the Bid; bid security Deposit of such Bidder firm will be forfeited and firm will be liable for blacklisting for a period of not less than 2 years. The firm will also be liable for Legal action depending on the facts & circumstances of the case.
 - ii. If the successful Bidder after being declared LI Bidder or after entering into an agreement, withdraws or fails to honor commitments as per the Bid conditions, Performance Security of such Bidder firm will be forfeited and firm will be liable for blacklisting for a period of not Less than 2 years.
14. Bidders are requested to study the terms and conditions of the tender document carefully and then submit tenders accordingly.
15. Site visit and verification of information
 - 1) Bidders are advised/ encouraged to submit their respective Bids after visiting the Health facilities and ascertaining for themselves the information regarding the same and any other matter considered relevant by them
 - 2) It shall be deemed that by submitting a Bid, the Bidder has
 - made a complete and careful examination of the Tender Documents

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- received all relevant information requested from the Authority
- acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the Tender documents

16. An authorized representative may remain present at the time of opening of the tender

Chapter 2: Eligibility of Bidder/Prequalification Criteria/ Technical Bid

1. Experience of having successfully completed similar works during last 03 year sending last day of month previous to the one in which applications are invited should be either of the following.

Three similar completed work employing at least 50 personnel's costing not less than the amount equal to 70% of the estimated cost

OR

Two similar completed works costing not less than the employing at least 75 personnels and amount equal to 80% of the estimated cost.

Definition of "similar work" is the work related with the security services in Government/PSU/Autonomous body or a reputed organization.

2. There should be no case pending with the police against the Proprietor / Firm / partner or the Company (Agency).
3. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
 - a) PF Registration:
 - b) ESI Registration:
 - c) Service Tax/GST Registration (GST Registration of Chhattisgarh State required n s Chhattisgarh Store & Purchase rule 2002 Amendment 2020):
 - d) Valid Labour License
4. Bidder must have license under Private Security Agency Regulation Act 2005 (PSARA) from Chhattisgarh state.
5. ISO9001:2008/ISO14001/ISO18001/ISO26000/ISO27001 any other ISO equivalent certification.
6. Tendered must have the own training center or facility to train the guards by other training agency (Certificate indicating that the agency is presently providing training facility to guards of the tendered).
7. The agency besides providing security services should be capable of monitoring Traffic safety, Parking and Tress passing.
8. Valid labour licenses issued by concerned department of Government for employing at least 200 persons.
9. Current Bank Solvency certificate issued within one year from the date of tender amount rupees 50 lakh.
10. Bidders turn over should be as per Annexure "A".
11. If the bidder fails to obtain the valid license within the stipulated period, for whatsoever reason, this Agreement shall automatically stand terminated and The Dean, Govt. Medical College, Kanker shall be at liberty to recover losses, If any, from the Security Deposit of the bidder.

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Charter 3: Conditions of Contract

<u>A -General Terms & Conditions:</u>	14-17
Use of contract document & information	15
Liquidated damage	15
Penalties	15
Force majeure	15-16
Clause for termination of contract	16
Resolution of Dispute	16
Governing language	16
Contract agreement	16
Payments	17
Compliance with laws	17
Governing law and jurisdiction	17
Severability	17
Modification	17
Variations	17
<u>B. Special Terms & Conditions</u>	18-23

A. General terms & conditions:

1 - Use of contract document & information

The Service Provider shall not, without the tendering authority prior written consent, disclose the Contract, or any provision thereof, or any information furnished by tendering authority in connection therewith, to any person other than a person employed by the Service provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

2- Liquidated Damage

The Service Provider shall pay liquidated damages for non-performance to the Employer at twice the daily remuneration rate payable for each day that the services have not been provided on the site within the stipulated time given in the work order. The total amount of the liquidated damages shall not exceed 10% of the monthly remuneration for that service. The Employer may deduct liquidated damages from payments due, of the Service Provider. Payment of liquidated damages shall not affect the Service Provider's other liabilities.

3- Penalty Clause

- As and when the institution requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the authority. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the concerned institution shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty of the same amount for non-observance of the terms of contract.
- In case of any loss that might be caused to the concerned institution due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, the Head of the institution shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to the concerned institution besides imposition of penalty.
- In case of non-compliance with the contract, the 'Client' reserves its right to:
 - Cancel / revoke the contract; and /or
 - Impose penalty as defined in scope of work under special Terms & Conditions.

4. Force Majeure

- Notwithstanding the provisions of the tender, service provider shall not be liable for for feature of its liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For purposes of this clause and clause "Force Majeure" means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include but are not restricted to, acts of the employer in its sovereign capacity, wars or revolutions, fires flood sand epidemics.



If a force majeure situation arises, the tender shall promptly notify the employer in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing the supplier shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

5. Clause for termination of contract

- The contract can be terminated by giving one month notice on either side.
- In case of frequent lapses on the part of the security personnel deployed by the contractor, the authority shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- After completion of one year of contract, if the college/institution authority is satisfied with the service of the contractor, the further continuation of the contract will be for next year otherwise the contract will be terminated.
- Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
- The Tenderer may at any time terminate the Contract by giving written notice to the contractor, if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.

6. Arbitration/Resolution of Dispute

- In case of any dispute or differences arising under the terms of this Agreement the same shall be settled by reference to arbitration by a Sole Arbitrator to be appointed by The Dean, Govt. Medical College, Kanker Chhattisgarh. The provisions of Arbitration and Conciliation Act 1996 shall be applicable.
- In case of any dispute between the Agency and the concerned institution, Dean, Govt. Medical College, Kanker, C.G shall have the right to decide. However all matters of jurisdiction shall be at the local courts located at place of work.

7. Governing Language

The contract shall be written in English/Hindi language. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the English/ Hindi language.

8. Contract Agreement

- An agreement shall be signed with the successful bidder as per contract agreement format mentioned in chapter 5.
- The contract shall come in to effect on the date of signing by both the parties. The contract shall be valid for a period of 1 year from the date of signing of contract. The contract can be extended for one year for maximum of two terms, on the same terms and conditions with mutual consent. In such cases the Service Provider shall have to deposit the BC for the extended period.

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9. Payments:

- The Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or office concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The service provider shall deposit the monthly remuneration in the respective bank account of the housekeeping Staff and shall furnish a consolidated statement of such deposit along with his claim of reimbursement. As far possible the payment will be released by the second week of the succeeding month. (Subject to availability of fund).
- The bills/invoices (as prescribed under GST Act 2017) will be accompanied with a copy of Attendance and Performance formats. The AO (Authorizing Officer)/Hospital Manager- (HM) will check the bills & certificates, verify them and along with a statement of penalties to be levied based on the KPIs (key Performance indicator), and release the payments as per its bills/invoices including GST (as per prevailing rates prescribed under GST Act 2017) before 15 of the month, after deduction of applicable TDS (Tax deduction at source) as per prevalent government norms (Subject to availability of fund). The Bank Statement of the employees of previous month must be submitted along with bill & invoice for verification and compliance of Payment of minimum wages as per Laws/act/rules by State Government.
- The wages will be revised as per revision of the minimum wages by State Government time to time and the service provider will inform for the same to the concerned authority.

10. COMPLIANCE WITH LAWS

The Service Provider shall take due care that all its documents comply with all relevant laws and statutory regulations and or finances, guidelines in force which includes all laws in force and effects of the date hereof and which may be promulgated or brought in to force and effect there in after in India including judgments, decrees, in junctions, writ so for order of any court of record, as may be in force and effect during the subsistence of this Agreement applicable to the Service Provider.

11. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by the laws of India. The Courts at Kanker, Chhattisgarh shall have jurisdiction over all matter arising out of or relation to this Agreement.

12. SEVERABILITY

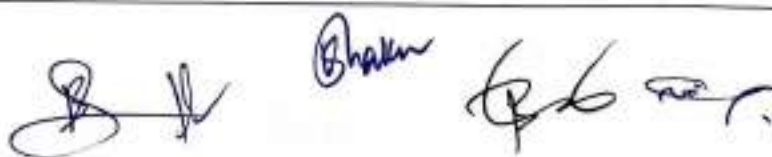
In the event that any provision of the term & conditions is held to be invalid or union for capable, the remaining provisions of term & conditions will remain in full force and effect.

13. MODIFICATION

Modification of the terms and conditions, including any modification of the scope of the Services, may only be made by written agreement between the Parties.

14. VARIATIONS

Client may, by written notice to the Service Provider, direct the Service Provider to vary the scope, sequence or timing of the Services and the Service Provider shall be bound to comply with that direction. All such variation shall be in writing.



B. Special terms & conditions

A. Scope of Work:

Providing Security services at Govt. Medical College Kanker, Chhattisgarh by deploying required number of Security Personnel.

1. The Agency shall provide Security services by deploying adequately trained and well disciplined security personnel (both male & female) at the places as per Annexure "A". Who shall safeguard the institution buildings, movable and immovable assets, equipment's and other items at the above address from any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex/premises. The security personnel shall be deployed round the clock in 3 shifts at the institution to safeguard of the premises.
2. The Agency shall be responsible for opening / closing of the building and rooms as necessitated/directed by the Head of the concerned institution on working and closed days.
3. The Agency shall ensure that water taps/lights/ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
4. The Agency shall maintain records of inward and outward movement of men (All Medical Colleges Employees, Sub Contract or Personnel and also regulation of guests and visitors) ,materials and vehicles, etc. with proper check on the same as per instructions given from time to time by Institutional Head.
5. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
6. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at Govt. Medical College Kanker. A mock fire drill may be organized quarterly.
7. The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.

B. Terms and Conditions:

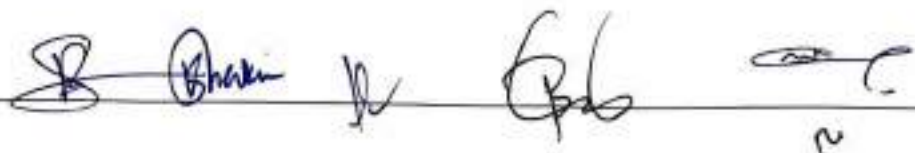
1. The security services and provision for the required manpower shall be asunder:-

Shift	Time
First	0600 hrs. – 1430 hrs.
Second	1400 hrs. – 2230 hrs.
Third	2200 hrs. – 0630 hrs.
General	0900hrs. – 1730 hrs.

However, the above number and arrangement of deployment of the security personnel is without prejudice to the right of the concerned institution to deploy the security personnel in any other number or manner considered to be more suitable in the interest of the institute.

2. The Agency shall ensure that the security personnel deputed are as per SL. No.1 of Scope of healthy and not more than 55 years of age. The Agency will get their antecedents, character and conduct verified and to submit a copy of Police Verification to concerned institution, before engaging new Security Guard.
3. The full particulars of the personnel to be deployed by the Agency including their names & addresses shall be furnished to the Dean, Govt. Medical College, Kanker Chhattisgarh, along with testimonials before they are actually deployed for the job.
4. The Agency shall not deploy or shall discontinue deploying the person(s), if so desired by the Dean, Govt. Medical College, Kanker Chhattisgarh at any time without assigning any reason whatsoever.
5. A local representative of Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of concerned institution, they shall work under directives and guidance of the institution head and will be answer able to the same. This will, however, not diminish in any way, the Agency's responsibility under contract to the concerned institution.
6. The Agency shall deploy security guards trained in all facets of security work, including fire fighting. The Agency shall provide necessary under taking and documentary evidence in this regard.
7. The visitors shall be regulated as per the directions of the concerned institution and procedure and records thereof maintained as stipulated by them. Further, the visitors shall be attended with due courtesy.
8. A senior level representative of the Agency shall visit the concerned institution premises at least twice-a-week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the Head of the institution dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
9. The Agency shall ensure that any replacement of the personnel, as required by the institution head for any reason specified or otherwise, shall be effected promptly without any additional cost to the concerned institution. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the head of the concerned institution at Agency's own cost.
10. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at concerned institution site at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, be it shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc. shall be borne/supplied by the Agency at its cost.
11. The Agency shall ensure that the personnel deployed are disciplined and do not participate in any activity prejudicial to the interest of the concerned institution / MoHFW / Govt. of India / any State or any Union Territory.

The day-to-day functioning of the services shall be carried out in consultation with and under direction of concerned institution. Proposals for efficient functioning of the security systems shall be discussed, considered and implemented from time to time by the agency with approval of the Head of the institution.



12. The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc relating to personnel deployed by it concerned institution site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the concerned institution.
13. The Agency shall also be responsible for the insurance of its personnel. The Security Agency shall specifically ensure compliance of various Laws/Acts/Rules, including but not limited to with the following and their reenactments/amendments/ modifications:-
- a) The Payment of Wages Act 1936
 - b) The Payment of Wages Act 1936
 - c) The Factory Act, 1948
 - d) The Contract Labour (Regulation) Act, 1970
 - e) The Payment of Bonus Act, 1965
 - f) The Payment of Gratuity Act, 1972
 - g) The Employees State Insurance Act, 1948.
 - h) The Employment of Children Act, 1938
 - i) The Motor Vehicle Act, 1988
 - j) Minimum Wages Act, 1948
 - k) Private Security Agencies (Regulation) Act 2005
14. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Head of the concerned institution and maintain liaison with the police. FIR will be lodged by concerned institution wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
15. The agency shall ensure that security staff appointed by them is fully loyal-to and assist the concerned institution during normal periods as well as during strike and other emergencies for the protection of personnel and property both movable and immovable to the entire satisfaction of the said institution.
16. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
17. As and when the institution requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the authority. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the concerned institution shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.



18. The Agency shall arrange to maintain at the security desk/booth, the daily shift -wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to the competent authority an attested photocopy of the attendance record and enclose the same with the monthly bill.
19. The institution shall pay the agreed amount on production of monthly bill, no other charges of any kind shall be payable.
20. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the State Government.
21. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
22. The Security personnel deployed by the Agency shall have at least the minimum elementary knowledge of reading and writing so as to be able to make entries in the registers kept at the security desk/booth whenever required and also to write their names in the Attendance Register and mark their arrival and departure by signing in the register.
23. In case of noncompliance/non-performance of the services according the terms of the contract, the concerned institution shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the Contract.
24. The Agency shall be solely liable for all payment/dues of the Workers employed and deployed by it. The Agency shall fully indemnify the institution head against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in the said institution premises/facility.
25. The decision of the Purchase committee on the behalf of The Dean, Govt. Medical College, Kanker in regard to interpretation of the Terms & Condition sand the Agreement shall be final and binding on the Agency.
26. In case of any dispute between the Agency and the concerned institution. The Dean, Govt. Medical College, Kanker ,C.G shall have the right to decide. However all matters of jurisdiction shall be at the local courts located at Raipur.
27. Chhattisgarh Store Purchase Rule 2004 will remain applicable during whole tender process.

Note: -These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between 'Client'(First Part) and the 'Agency'(Second Part) and any noncompliance shall be deemed as breach of the Contract/Agreement.



D. PENALTY : A: - PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS / DELAY IN FOR PROVIDING OF SECURITY EQUIPMENTS

SN	Name of agency up to the last day of contract period Description of Events	As and when requirement Penalty (Financial) Deduction of money from the monthly billing of the agency.
01	Failure to provide the above mentioned all the equipments from the SL Nos. 01 to SI no. 19 with above mentioned quantities within 30 days from the agreement of the contract. From 30 th Days onwards	RS. 10000/- will be deducted from the contractors monthly bill. The deduction money Rs 10,000/- must not hamper to the security guards mini mum wage. The deduction money will deduct from the contractors service charge.

Failure/Delay to rectify the defective security equipments

	Torch Light Missing/Deficiency/Defective/Not working	Penalty of Rs. 50/- will be deduct Search light per day from the contract or smoothly bill.
	Search Light Missing/ Deficiency/Defective/Not working	Penalty of Rs. 100/- will be deduct each Search light per day from the contract or smoothly bill.

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Chapter 4 : Price Bid

A: Description

The Tender Should Quote the price for the following institution-

SN	Name of the Institute	No of Security Guards	No of Supervisor
1	Govt. Medical College Kanker	75	02

It is clarified that the consolidated and all inclusive quoted rates should not contain the wages component less than the minimum wages of Govt. of Chhattisgarh to be provided along with the copy of the Govt. of Chhattisgarh Order on Minimum Wages to facilitate revision of rate whenever minimum wages are revised by the State Government.

B : Price Bid Format

Particular	Minimum Wages (As applicable)	EPF (As applicable)	ESIC (As applicable)	Operational charges	Other Charges	Total
Supervisor (Semi-skilled)						
Guard (Un-skilled)						

- The amount to be charged per head per month in Rupees. This is basically a part of financial bid to be compared to decide L1)
- TDS will be deducted as per Govt. norms.

*The number of required personnel may increase or decrease as per institutional requirement.

*The Dean, Govt. Medical College, Kanker has right either to add or delete the name of any institution with term and condition remaining the same.

NOTE:

1. The rate is inclusive of weekly off.
2. Bids not submitted in above mentioned format will summarily be rejected.



Chapter 5: Contract Agreement Format

(To be made on Rs.100.00 Non Judicial Stamp Paper)
DRAFT AGREEMENT FORMAT

This agreement is made at Kanker on the _____ day of _____ Two thousand Nineteen between the (Name of the Institution) (here in after called 'Client' which expression shall, unless repugnant to the context or meaning there of be deemed to mean and include its successors, legal representatives and assigns) of the First Part.

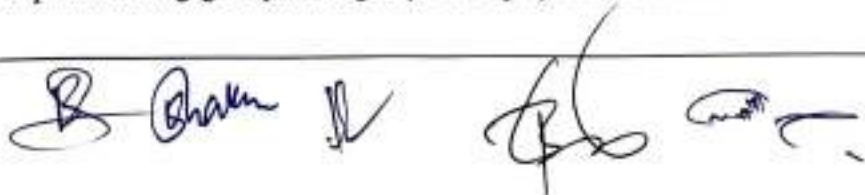
Second Part

M/s _____, having its registered at _____

(herein after called the 'Agency' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part.

WHEREAS the Dean, Govt. Medical College, Kanker Chhattisgarh is desirous to engage the Agency' for providing Security Services for Dean, Govt. Medical College, & associated Hospitals, Kanker in Chhattisgarh state on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc. relating to security personnel deployed in ----- (Name of the Institution)The Client' shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/ compensation for the personnel deployed by it at ----- (Name of the Institution) site. The 'Client' shall have no liability in this regard.
3. Any violation of instruction / agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving one month notice on either side.
5. In case of non-compliance with the contract, the 'Client' reserves its right to:
 - Cancel / revoke the contract; and /or
 - Impose penalty up to 10% of the Total Annual Value of contract.
6. Security Deposit equal to 05% of the Annual Contract Value (refundable after two months of termination of contract) in the form of FDR or Bank Guarantee shall be furnished by the 'Agency' at the time of signing of the Agreement.
7. The 'Agency' shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in ----- (Name of the Institution)
8. The Security personnel provided by the 'Agency' will not claim to become the employees of _____ (Name of the Institution) and there will be no Employee and Employer relationship between the personnel engaged by the 'Agency' for deployment in Institution site.



- 9. There would be no increase in rates payable to the 'Agency' during the contract period except reimbursement of the statutory wages revised by the State Govt.
- 10. The 'Agency' also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
- 11. Decision of The Dean, Govt. Medical College, Kanker, Chhattisgarh in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the 'Agency'.
- 12. The 'Agency' shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The 'Agency' shall keep Client fully indemnified against liability of tax, interest, penalty etc of the 'Agency' in respect thereof, which may arise.
- 13. In case of any dispute between the 'Agency' and Client', The Dean, Govt. Medical College, Kanker, Chhattisgarh shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Kanker.
- 14. The Company will be responsible for making monthly salary payment to the Employees through the Bank. It is the responsibility of the company to submit the Payment statement to the Dean office within 7 days of payment.
- 15. All the terms & conditions in the tender document will be part of the agreement and remain applicable during contract period.

THIS AGREEMENT will take effect from _____ day of _____ Two thousand Eighteen and shall be valid for five years if work satisfactory the contract will be extended for another 1 year for maximum of two terms.

IN WITNESS WHERE OF both the parties here to have caused the irrespective common seals to be hereunto affixed /(or have hereunto set their respective hands and seals) the day and year mentioned above in Kanker in the presence of the witness:

16. For and on behalf of the 'Agency'

For and on behalf of the (Name of the Institution)

Signature of the authorized Official

Signature of the authorized Official

Name of the Official
Stamp / Seal of the 'Agency'

Name of the Official

SIGNED, SEALED AND DELIVERED
By the said.....
.....(Name)

By the said.....
.....(Name)

17. On behalf of the 'Agency' in presence of
Witness.....
Name.....
Address :

on behalf of the (Institution) presence of
Witness.....
Name.....
Address.

Charter 6: Annexure**ANNEXURE "A"**

Category	No	Name of the College/ Institution	Estimated cost (Per Year)	EMD (INR)	Turn over (INR)		Manpower Required (Guard + Supervisor Gunman)
					Annual Avg. To	To in Last 3 years	
	1	Govt. Medical College Kanker	1 Crore	3 Lakhs	75 Lakhs	1.5 Lakhs	75+2






ANNEXURE- "B"

Declaration by the Tenderer

This is to certify that I/We possess a firm/ agency..... (Name of firm) providing services in field of security since last.....years having adequate no. of manpower with required qualification & experience for deployment in Medical Colleges of Chhattisgarh and I/We are providing the wages as per minimum wage rules of Chhattisgarh government My agency/firm is also capable of monitoring traffic safety, parking &trespassing.

Place:.....

Date:.....

(Signature of Tenderer with seal)

Name:.....

Address :.....

[Handwritten signatures and initials]

ANNEXURE- "C"**(In the firms letter & duly notarized)****Declaration Form**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I/We do hereby declare all information provided is true. I/ We do hereby declare that no case is pending with the police against the proprietor/firm/partner or the company (Agency). I/We have not been convicted by any court of Law nor I/We are de-recognized/blacklisted by any State Govt./Union Territory/ Govt. of India/ Govt. organization/Govt. Health Institutions. I/We agree that the Tender Inviting Authority can forfeit the Earnest Money Deposit and or Security Deposit and/or blacklist me/us for a period of 2 years if, any information furnished by us proved to be false at the time of verification and not complying with the Tender terms & conditions.

Place:.....

Date:.....

(Signature of Tenderer with seal)

Name:.....

Address :.....

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ANNEXURE- "D"**Quality Based Score Card of Bidder**

SN	Description	Details	Score
1	Organization Capacity Bidders shall have executed similar nature of work in last three financial years in Govt./PSU/Autonomous body/reputed organization	20-30lakh	5
		30-50 lakh	7
		50 lakh	9
		More than 1Crore	10
	Bidders shall have executed similar nature of work in last 03 years in Govt./PSU/Autonomous body/ reputed Hospitals with minimum of 350 Beded	1marks for each hospital 5be allotted, maximum up to 05 marks	5
2	Financial Profile Annual Average Turnover in last 03 FY (2018-19, 2019-20,2020-21) [Generated out of Security & Housekeep in work only]	30-50lakh	5
		51-70lakh	7
		71-90lakh	9
		91 Lakh above	10
3	Customer Feedback (Performance) The service feedback by customer getting services of similar nature of work.	for each customer Certificate Satisfactory -01 marks each Good- 02marks each Excellent - 2.5 marks each will be allotted up to maximum of 10 marks.	10
4	Number of Years of experience in the field of Security services	02 marks for each year up to maximum of 10 marks	10
5	No 01 Office in Chhattisgarh	01 Office	3
		1-3offices	4
		More than 03 offices	5
6	No of own Training Center for Security services	01	3
		1-3	4
		More than 03	5

Bid Evaluation criteria

The tender will be evaluated on QCBS (Quality cum cost basis selection) system.

- There will be a weight age of 60% on the pre qualification bid and 40% on financial bid.
- Marks obtained again the pre qualification criteria shall be considered as the marks for pre qualification bid as per annexure "D".
- The weight age for financial bid will be calculated as follows.

The lowest bidder will be awarded 40 marks. The other bidders will be awarded weight age as following formula-

$$\text{Financial bid weight age} = (\text{Rate quoted by the lowest bidder} / \text{rate quoted by the bidder under consideration}) \times 40$$

For example, if the quoted average rate per person of lowest bidder is Rs. 12000 (Rate+EPF+ESIC+GST+OC) and quoted average rate per person of bidder X is Rs. 13000, then the financial bid weight age of bidder X will be $(12000/13000 \times 40) = 36.92$

- **The final score of the bid will be sum of technical/pre qualification bid weight age and financial bid weight age.**
- **The bidder getting the highest score will be considered as a successful bidder for award of contract.**






Duties and Responsibilities of Security Personnel

The following duties and responsibilities are location specific for institute

- 1.1. The Contractor shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies (Regulation) Act-2005 and must comply with and follow all the provision of Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman) Niyam-2008, under section 9 of the Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman) Niyaman-2008. The Contractor must follow all the rules and regulation for deployment of all the security Guards in the institutional, premises. The eligibility of all the security Guards, Supervisors, must be as per the THE PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005 and as per the Chhattisgarh Rajya Niji Suraksha Abhikaran (Viniyaman) Niyaman2008.
- 1.2. The Agency shall provide Security services by deploying adequately trained and well-disciplined security personnel as per details mentioned below:

SN	Particulars	Govt. Medical College & Associated Hospital Residential, Complex & Hostel, Kanker
1	Security Supervisor/ Fire supervisor/ CCTV Supervisor (Preferably Ex= Para Military, Ex – State Police, Ex serviceman) M/F	02
	Security Guards without arm (Preferably Ex-Para military, Ex-state Police, Ex-Serviceman)M/F	75
	Total	77

They shall safeguard the Institutional site, buildings, movable and immovable assets, equipments and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex / premises. The security personnel shall be deployed round the clock in 3 shifts at the institute to safeguard of the premises.

- 1.3. The officers and staff of institute will keep the Identity Cards with them and same are to be checked by the Security personnel.
- 1.4. The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at the institute site on working and closed days.
- 1.5. The Agency shall ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
- 1.6. The Agency shall maintain records of in ward and out ward movement of men (institute Employees, Sub Contractor Personnel and also regulation of guests and visitors), materials and vehicles, etc. with proper *check* on the same as per instructions given from time to time by Administrative Officer located at the institute site.
- 1.7. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
- 1.8. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at the institute site. A mock fire drill may



- be organized every month.
- 1.9 The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.
 - 1.10 The Assistant Security Officer, Head Supervisor, Security Supervisor, Fire Supervisor of particular assigned areas/buildings under their charges shall be responsible for the overall security arrangements. Respective Assistant Security Officer shall have a weekly interaction with the Competent Officers. Or their designated representative to provide and obtain feedback on the quality of service rendered.
 - 1.11. All Assistant Security Officers, Head Supervisor, Security Supervisors, Fire Supervisor will ensure that the instruction of the Institute Management (conveyed through Administrative Officer) are strictly adhere to without any lapse.
 - 1.12. The Hospital areas visited by patients, their attendants, faculty and staff of institute. No unauthorized persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access ward is to be allowed only on the basis of passes issued by institute.
 - 1.13 No equipment/engineering materials/consumable are to be taken out of the building without proper gate passes issued by the competent officers as laid down in the contractor authorized by the employer for in-out movement of store. The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.
 - 1.14 Deployment of Assistant Security Officers, Head Supervisor, Security Supervisors, Fire Supervisor Security Guards, Gunmen and Security Guards Civilian will be with the concurrence of Administrative Officer of the Institute and the same will be monitored personally by the Administrative Officer from time to time and will be responsible for its optimum utilization.
 - 1.15 The Assistant Administrative Officers, Head Supervisor, Security supervisors, Fire supervisor Security Guards Gunmen and Security Guards Civilian will also take round of all the important and sensitive points of the premises as specified by the Institution through Administrative Officer.
 - 1.16 The Security Guards on patrolling duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and other movable items left installed therein.
 - 1.17 The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
 - 1.18 In emergency situation Head Supervisor, Security Supervisors, Fire Supervisor and Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the Institute. Security guards/supervisors should be sensitized for their role in such situation.
 - 1.19 The Assistant Administrative Officer, Head Supervisor, Security Supervisors, Fire Supervisor of specific blocks/floors/areas shall interact with the respective area/department heads/ in charge for regular interaction on weekly basis. They shall take instruction and redress the complaint as may be raised in the said meeting.
 - 1.20 The Assistant Administrative Officers, Head Supervisor, security supervisors, Fire



Supervisor & security guards are required to display courteous behavior, especially towards women employee and visitors.

- 1.21 The Security Guards on Duty shall not leave the premises until his reliever reports for duty.
- 1.22 Any other provisions as advised by the institute authorities may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.
- 1.23 The Security Agency through men/infrastructure deployment will ensure proper security entry and exist points various areas of institutional campus.
- 1.24 The Contractor shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements. Hence the security contractor must ensure the code of conduct and other activities which enumerated as per the Terms and Conditions.

2. Code of conduct

The Contractor shall ensure that their security personnel

- a) Are always smartly turned out and vigilant.
- b) Are punctual and arrive at least 15 minutes before start of their shift.
- c) Take charges of their duties properly and thoroughly.
- d) Perform their duties with honesty and sincerity.
- e) Read and understand their post and site instructions and follow the same.
- f) Extend respect to all the Officers and staff of the office.
- g) Shall not drink on duty, or come drunk and report for duty.
- h) Will not gossip or chit chat while on duty.
- i) Will not leave the post unless their reliever comes
- j) Will never sleep while on duty post.
- k) Will not read newspaper or magazine while on duty.
- l) Will immediately report if any untoward incident/ misconduct or misbehavior occurs.
- m) When in doubt, approach concerned person immediately.
- n) Will take periodic rounds around the premises.
- o) Security personnel will not leaves the post without the knowledge of the Shift-in-charge. If necessary the needful arrangement will be made by the Supervisor.
- p) Security personnel should get themselves checked whenever they go out by the other shift security.
- m) Are extremely courteous with very pleasant mannerism.

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3. Confidentiality

- a). The phone number and movement plans of the Institute will not be given to anyone.
- b). The following information about the Institute will not be given to anyone.
 - i). Telephone number /any other information.
 - ii). Location and movement plans.
 - iii). Meeting and conference schedules

4. Duties & responsibility of Fire Supervisors(ESM)

- a) Readiness to respond to the fire in the concerned area.
- b) To train the security personnel in concerned areas to fight against fire.
- c) To maintain inventory of fire fighting material.
- d) To check the fire fighting system daily and report to concerned officer in case any equipment/fire extinguisher is non-functional.
- e) In case of fire, first responder and to inform all concerned.

5. Duties & responsibility of Assistant Administrative Officer

- a) To supervise the work of Security & Fire Supervisor and Security Guards.
- b) To check the security posts and deployment of security guards at various security points as per duty roster.
- c) To implement and manage comprehensive location-wide safety and security education/training and awareness programs for security personnel and prepare incident written reports on all significant incident happening at the Institute.
- d) To assist the Administrative Officer in collection of information regarding security/law and order problems.
- e) To report matter to the police as per direction of Administrative Officer.
- f) To carry out patrolling and checking duties during day and night.
- g) To investigate minor case of theft etc. as assigned by Administrative Officer.
- h) To perform any other duties that may be assigned to him from time to time by Administrative Officer.
- i) To implement and maintain security process across the Institute to reduce risks, respond to incidents and limit exposure to liability in order to reduce financial loss to the institution
- j) To supervise all security personnel and educating them of the various procedures and systems approved by the Management/Institute.
- k) Update and sign all the Daily Security Reports and same should be furnished to Administrative Officer.
- l) Assist and assign security personnel in medical emergencies.
- m) To advise/suggest better ideas to Administrative Officer proactively on all security

related issues for running zero tolerance services.

- a) Ensure the safety and security of all assets and goods of the Institute.

5.1. Main Entry Gates:-

- a) There are five main vehicular gates and few pedestrian entry/exit points in the campus.
- b) Guards for any eventuality and with communication devices should be posted at the gates.
- c) Traffic entering should be regulated with sign age's and detailed briefing to the posted guard at the main gates.
- d) Hand over entry token to all vehicles and collect the same on exit.
- e) Screening of vehicle with inverted mirror.
- f) Recording of registration number of vehicles (entry as well as exit)
- g) All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by then Security Agency.
- h) The security Agency shall ensure that the main gates (both entry and exit) are operational near the emergency / casualty 24x7 and as well as in other areas.
- i) Commercial vehicles existing the institute should be randomly checked for entry authorized as well as gate pass at the time of exit for preventing pilferage and theft.

5.2. Traffic & Road side Management:-

- a) There should be dedicated guards/personnel with identifiable dress to act as traffic marshal for managing the traffic flow will be deployed by the Security Agency.
- b) Provide support in implementation of integrated traffic management system to be developed by parking contract/Institute, which facilitates patient's movements in minimal time, keeping the residential areas free from unauthorized entry by patients/visitors/relatives and their vehicles.

In addition, the Security Staff should:-

- i. Enforce one-way movement of traffic in consultation with Administrative Officer.
- ii. Ensure that vehicles are parked at designated parking places/slots only.
- iii. Identify areas where no parking is to be allowed and enforce no parking restriction.
- iv. Remove vehicles parked at unauthorized places in co-ordination with parking contractor.
- v. Advise pedestrians to use footpaths and prevent jaywalking.
- vi. Identify areas for pedestrian crossing, establish zebra crossing and ensure that vehicles give right way to pedestrian at zebra crossing.
- vii. Keep all footpaths and open areas free from squatters at night. All such person are to be shifted to night shelter.

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5.3. Medical College :-

- a) Security guards should check the Identity (checking I-cards) of people walking/entering into Medical College. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/equipments being taken out shall be followed.
- b) Security should also restrict the entry of representatives from pharmaceutical/sales personnel who often crowd the corridors causing inconvenience to the working staff.
- c) Corridors and fire staircase should be kept clear and open.

5.4. Hostels:-

- a) Regulate entry and exit in to hostels.
- b) Prevent unauthorized persons from gaining access into the hostel.
- c) Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- d) Check all incoming vehicles and ensure their parking at designated places.
- e) Keeping a watch over staff deployed in the *mess* and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- f) To prevent ragging.
- g) Surveillance of commercial areas like Café, juice shop, general items shop, computer and photocopy shop, tea vending shop etc.

5.5. Residential Complex:

- a) Perimeter patrolling and foot patrolling on street.
- b) Manning of entry and exit points both vehicular and pedestrian.
- c) Recording details of visitors. Confirming from the resident whether the visitor is to be allowed entry.
- d) Facilitating removal un authorized vehicles and two wheelers in consultation with the parking contractor.
- e) Reporting dysfunctional streetlight, & other fixture etc.
- f) Supervising and checking un authorized residents of servant quarters.
- g) Preventing Gambling and drug pedaling in the campus.
- h) Restriction of employees of Engineering Services Department without Identity card.
- i) To prevent damaged /theft/loss of movable and immovable property of the inhabitants.

5.6. Material Movements

- a). Incoming Material- Check the documents carefully and receive the items with the due Entry and forward the concerned persons.

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- b). Outgoing Material –Before sending the material, have proper check as per Challans. not sends out any material without seal and sign of the authorizes person.
- c). Returnable and Non-returnable Items record has to be maintained. A periodic status report, i.e. weekly report will be generated by security and submitted to concerned Department for follow up action on items that have not returned on due dates.
- d. All material coming in and going out to be recorded correctly as per Challans.
- e). Materials coming in to the premises must be accompanied by a proper Challans.
- f). No item will be taken out without written permission of the authorized person.
- g). Documents for material incoming and outgoing should be implemented with a list of authorized signatories Office rubber stamp

5.7. Telephone Handling

- a). Security is instructed very strictly not to misuse the telephones facility.
- b). All calls should be handled courteously.
- c). He will take message correctly and convey to the concerned person immediately.

5.8. Patrolling Procedure

- a) The guard must ensure that once the office is closed all the unwanted lights and Air conditioning units is put off.
- b) Security should not switch off the computers, which are left on.
- c) He will keep a watch on the activities of the casual labours, daily wage workers and contractors.
- d) The patrolling team must be patrol throughout the campus every after thirty minutes throughout the day and night i.e.24X7.The patrolling team and the supervisor must ensure that no anti-social-elements, anti-social-persons, anti-social-activities, un-athorised persons, visitors, vehicles, constructions, demolition, excavations, rough driving, tree cutting, material movement, beggars, drunken persons presence in the institute premises, The patrolling team also must make sure that no smoke, fire, flood, water leakages, in the institute premises. If any person violating of campus peace, Institute, law and order immediately remove from the campus and necessary police action against him/her/them. The patrolling team must make sure that no Crime against women in campus. The campus must be safe working environment for all women.
- a) If he finds anything unusual /untoward, a written report must be given to the concerned authority after the necessary action taken.

5.9. Quick Reaction Team (QRT):-

The agency shall make sure for detailing of QRT team in all the three shifts. The QRT team should consist of at least 01 supervisor, 01 Gun man, at least 03 security guards and 01 agency's driver. The QRT team must be wear proper uniform, Helmet, equipped with baton, torch, rope, Axe, fire extinguisher, bucket, raincoat, Gun and ammunition, shield cover, communication sets ,Loud speaker and Mobile. The QRT team must standby at main gate with agency's four wheeler vehicle. During any emergency irrespective of security, safety, road accident, riot, fire, theft, any student activity and etc in the campus the QRT team will rush to the scene of the incident within 02 minutes and take necessary action and

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inform to the A.S. O and S.O.

5.10. Changing Over And Taking Over

- a) He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- b). Both the security guards /Supervisors will check the entire building thoroughly.
- c). Reliever guard should check all the documents, which are related to the security before taking over charge.
- d). They should check all the system which is in the facility/under security.
- e). Occurrence report registers to be maintained.
- f). Reliever guard checks previous shift guard before taking over charge.

5.11. Clean Desk Policy

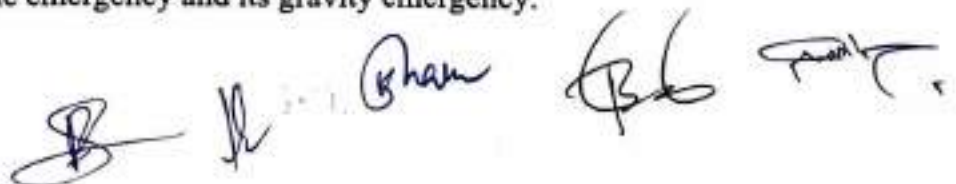
- a).All the staff should ensure that their desks are clean before they leave for the day i.e. no important Items are left on the tabletop.

5.12. Fire Control

- a). Security should know where the fire extinguishers are located / installed and be able to operate them immediately in case of any fire accidents.
- b). Check the life of the fire extinguishers, i.e. due date of next recharge. If the due date is over, give a written complaint to the institute.
- c). In case of fire, prompt action is taken by the security personnel to safe guard the life and property of the institute.
- d). In the event of any fire, rush to the spot of the fire, muster all man power available and take control office fighting operations.

5.13. Emergency Procedure

- a).The Security should have all the address and contact numbers of the nearest police station. Hospital, Ambulance and Fire Brigade.
- b). Security will immediately report if any untoward incident /misconduct or misbehavior occurs, to the Contractor and Institute.
- c). Security person should know the entire emergency exists doors and main entry gates, so that he can take suitable action at a short notice.
- d). Identity the emergency and its gravity emergency.

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FORMATE- A

Format for Attendance Certificate - to be kept with Hospital Manager

Name of the facility:
Name of the
block:

Month:
District:

Tick (✓) the box if the staff was present

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Staff Name 1															
Staff Name 2															
Staff Name 3															
Staff Name 4															
Staff Name 5															
Staff Name 6															
Staff Name 7															
Staff Name 8															

Name of the Agency's Representative
Signature

Name of the Authority's Representative
Signature

Note: In case of temporary replacement staff, note the staff name in remarks column. Also mention. Also mention the duration of the temporary replacement

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FORMATE- B
Equipment/Material Availability

Name of the facility:
Name of the
block:

Month:

District:

EQUIPMENTS	Date															Authority's Representat ive's Sign
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Date	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Equipment 1																
Equipment 2																
Equipment 3																
Equipment 4																
Equipment 5																
Equipment 6																
Equipment 7																
Equipment 8																

The final job book format to be developed by the facility in-charge (Authority's representative)



FORMATE- C

Minimum Manpower Requirement

The figures provided below are indicative and should there be a modification, it should be carried out at the tendering and contracting stage based on the local requirements.

s.n.	Facility	Area	Staff in morning shift	Staff in afternoon shift	Staff in night shift
1	Hospital	OT	2	2	1
		Delivery ward and labour room	2(women)	2(women)	1(women)
		Front Gate	2	2	1
		OPD/ICU AND WARDS	2	2	2
		other hospital premise (including outer premise)	6	6	6
		Administration Office	2	2	1
Shift wise staff			16	16	12

Total staff for Hospital= sum of staff in all 3 shifts
 = 16+16+12 = 44 Staff

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s.n.	Facility	Area	Staff in morning shift	Staff in afternoon shift	Staff in night shift
1	College	Dean Office	2	2	2
		Academic Building 1	2	2	2
		Academic Building 2	2	2	
Shift wise staff			6	6	4

Total staff for College = sum of staff in all 3 shifts
= 6+6+4= 16 Staff

s.n.	Facility	Area	Staff in morning shift	Staff in afternoon shift	Staff in night shift
1	Hostel & Residence Area	Girl's Hostel	1 (women)	1 (women)	1 (women)
		Boy's Hostel	1 (men)	1 (men)	1 (men)
		Residence Area	1	1	1
Shift wise staff			3	3	3

Total staff for Hostel & Residence Area= sum of staff in all 3 shifts
 = 3+3+3 = 9 Staff