

OFFICE OF THE DEAN

GOVERNMENT MEDICAL COLLEGE KEANKER

Email- gmckanker@gmail.com

SN. 648/Tender/Est./2023

Kanker, Date 17/ 03/2023

Corrigendum Letter

Corrigendum-2: Extension of last date of bid submission for Security Services and Amend pages of tender Document.

With respect to letter no. 774/Security Services/2023 Kanker dated 10/02/2023 and SN. 648/Tender/Est./2023 Kanker, Date 10/03/2023. Issued by Govt. Medical College Kanker on 10/02/2023 and 10/03/2023, all Prospective bidders are hereby inform that the Committee constituted by Dean has extend the last date submission of Tender of Security Services and amended the tender documents. The last date submission of Tender of Security Services is as follows:

Particulars	Original Date	Revised Date
Bid Submission Closing date	20/03/2023 (2 PM)	27/03/2023 (2 PM)
Bid Opening date	20/03/2023 (5 PM)	27/03/2023 (5 PM)

Note:- The amended pages of security tender document is attached.



Dean

Govt. Medical College
Kanker

PREVIOUS

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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
09	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

PAGE NO- 09

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".

AMENDMENT

PAGE NO- 07

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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.

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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.

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PAGE No.- 24

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 (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.

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ANNEXURE-"E"

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*	Security Inspector *	No of Supervisor*
1	Govt. Medical College Kanker			

***The number of required personnel as per institutional requirement.**

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 *	GST (As applicable)	Total
Security Supervisor (Skilled)						
Security Inspector (Semi Skilled)						
Guard (Un Skilled)						

- **Operational charges *:- Should not be less than 5% of minimum Wages decided by labour dept. of C.G. Govt. It shall also include all charges i.e. Bonus, Leave salary, liveries, insurance, contractor's margin and other taxes applicable, if any (except GST)**
- 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:

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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

AMENDMENT

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Charter 6: Annexure

ANNEXURE "A"

Category	No	Name of the College/ Institution	Estimated cost (Per Year)	EMD (INR)	Turn over (INR)		<u>Manpower Required</u> * -
					Annual Avg. To	To in Last 3 years	
	1	Govt. Medical College Kanker	1 Crore	3 Lakhs	75 Lakhs	<u>1.5 Crore</u>	

Note: *The number of required personnel as per institutional requirement.

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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 1 Crore	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 5 be allotted, maximum up to 05 marks
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

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		30-50 Crore	7
		30-50 Crore	9
		More than 50 Crore	10
		1 marks for each hospital will be allotted, maximum up to 05 marks	5
2	Financial Profile Annual Average Turnover in last 03 FY (2019-20, 20-2021,2021-22) [Generated out of Security & Housekeep in work only]	2-5Crore	5
		5-10 Crore	7
		10-15 Crore	9
		Above 15 Crores	10
3	Customer Feedback (Performance) The service feedback by customer getting services of similar nature of work. (Submit Relavent Document)	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
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		1-3 offices	4
		More than 03 offices	5
6	Number of own Training Center for Security services	01	3
		1-3	4
		More than 03	5

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

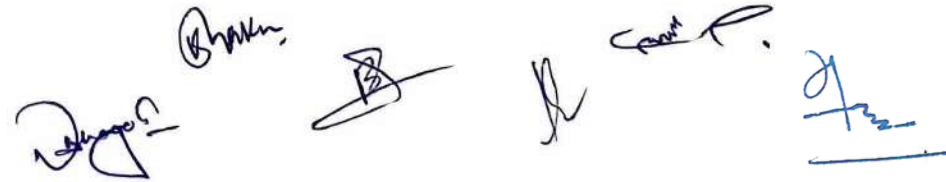
They shall safeguard the Institutional site, buildings, movable and immovable assets, equipments and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex / premises. The security personnel shall be deployed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

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- 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

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Amended

Jagdeep

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related issues for running zero tolerance services.

- n) 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.

related issues for running zero tolerance services.

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

5.1. Main Entry Gates:-

- a) There are **Three main vehicular gates at Komaldev Hospital, 2 at MCH Hospital and 2 at GMC Kanker Building.**
- b) Guards for any eventuality and with communication devices should be posted at the gates **as per availability**.
- 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) Recording of registration number of vehicles (entry as well as exit)
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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.

5.3 Medical College :-

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- 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 causal 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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