

अखिलभारतीयआयुर्विज्ञानसंस्थान, मंगलगिरी

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI
ANDHRA PRADESH

*A CAB under Ministry of Health & family Welfare, Government of India
Old TB Sanatorium Road, Mangalagiri, Guntur (AP), 522503*

Tender No. AIIMS/MG/Store/Tender/2021-22/Engagement of Security services

**ENGAGEMENT OF AGENCY FOR PROVIDING SECURITY
SERVICES ON JOB OUTSOURCING BASIS AT AIIMS
MANGALAGIRI**

DISCLAIMER

This tender is not an offer by the All-India Institute of Medical Sciences, Mangalagiri, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Mangalagiri with the selected bidder/firm/agency.

Notice Inviting Tender
TENDER FOR
“Engagement of agency for Providing Security Services on Job
Outsourcing Basis”
at
All India Institute of Medical Sciences, Mangalagiri

CRITICAL DATE SHEET

Published Date	27/04/2021
Bid Document Download / Sale Start Date	27/04/2021 Time 02.00PM
Pre bid meeting	07/05/2021
Bid Submission Start Date	27/04/2021 Time 02.00PM
Bid Submission End Date	18/05/2021 Time 3.00PM
Bid Opening Date	19/05/2021 Time 03.30PM

SECTION- 01

INSTRUCTION TO BIDDERS

1. Director AIIMS Mangalagiri invites online bids on single stage two bid system for “Engagement of agency for Providing Security Services on Job Outsourcing Basis at AIIMS, Mangalagiri”.
2. Tender document may be downloaded from AIIMS website www.aiimsmangalagiri.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted under any circumstance.
4. Bid documents may be scanned with 100 dpi which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS website www.aiimsmangalagiri.edu.in and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and tenderer is liable to be banned from doing business with AIIMS Mangalagiri.
6. The Technical qualifications and documents required with technical bid are mentioned in Annexure –A

General Terms and Conditions: -

1. Manual bid shall not be accepted in any circumstance.
2. The complete bidding process in online bidding, Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-
4. <https://eprocure.gov.in/eprocure/app>.
5. Quotations/Bid should be valid for 180 days from the tender due date i.e., tender opening date.
6. The bidder must be having a valid labour license, ESIC, EPF, GST, PAN numbers and all other permissions, registrations, licences etc. which are applicable in the present case, on the date of submission of bids.
7. Documentary evidence of all permissions, registrations, licences etc. mentioned above must be enclosed with the tender document.
8. A copy of firm/company registration must be enclosed with the bid document.
9. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc must be submitted as part of technical bid.
10. The no. of posts shown is approximate and may vary as per demand of the Institute at the time of placement of order and during the course of work. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the Bid will be liable to be forfeited. Furthermore, on completion of the stipulated time period, Work Order may be cancelled and will be awarded to another qualified bidder with the negotiated terms & conditions as per Institute’s norms.
11. All disputes shall be subject to Mangalagiri Jurisdiction only
12. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> at Security office, AIIMS Mangalagiri Premises at the prescribed time.
 - i) Financial bids of only those bidders will be opened whose technical bids are found suitable by the expert committee appointed for the purpose.
13. **Award of Contract**
 - i) AIIMS Mangalagiri will award the contract to the bidder whose quotation has been determined to be substantially responsive based on the Quality cum cost based (QCBS) model and with the highest marks /rank i.e., total of technical evaluation marks (70% weightage) & financial evaluation marks (30% weightage) shall be deemed as the successful bidder and shall be considered eligible L1 bidder for further process. A bid will be considered as substantially responsive if it conforms to all terms & condition of the bid documents without material deviations.

- ii) In case of tie i.e., same score for two or more firms the L1 will be decided on the basis marks scored in technical evaluation and in case of marks in technical evaluation also being same, on the basis of the marks scored by vendor in second, third & sixth rows of criteria of technical bid evaluation.
 - iii) In comparable situation, the tender evaluation committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
 - iv) The following deviations will be deemed material deviations:
 - v) Non-submission of appropriate Bid Security;
 - vi) Bid-validity period less than that stipulated in this tender document;
 - vii) AIIMS Mangalagiri decision regarding responsiveness of bids will be based on the contents of the bid itself without recourse to extrinsic evidence and will be final.
 - viii) A bid determined as substantially non-responsive will be rejected by AIIMS Mangalagiri and shall not be considered beyond tender opening stage by correction of the non-conformity.
 - ix) AIIMS Mangalagiri may waive any minor infirmity or non-conformity or irregularity in a bid which in its opinion does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
 - x) Notwithstanding the above, AIIMS Mangalagiri reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
 - xi) The bidder whose bid is accepted will be notified of the award of contract by AIIMS Mangalagiri prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
 - xii) The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.
14. **Earnest Money: Exempted**
15. The Bidder should have at least 3 years' experience of providing security services to Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed Private Companies and also having executed at least a single contract of minimum value of ₹50 .00 Crore per year of contract of providing security services last three years (i.e., 2018-19, 2019-20, 2020-21).
16. The average annual turnover of the bidder in the last three financial years ending 31/3/2021 should be not less than ₹50.00 Crore. The bidder should submit a copy of audited balance sheet for the last three (03) financial years (2018-19, 2019-20, 2020-21.) and certificate issued by Chartered Accountant verifying the annual turnover.
17. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (such as Private Security Agencies (Regulation) Act 2005) and Andhra Pradesh Private Security Agencies (Regulation) Rules, 2008 etc. as per law valid at least for 12 months from the date of the opening of tender.
18. **Tender Cost : - Exempted as per GFR -2017.**
19. In case the service provider requires any clarification regarding the tender documents, they are requested to contact the Sr. Store Officer, AIIMS Mangalagiri through e-mail: sr.storeofficer@aiimsmangalagiri.edu.in on or before end date of clarification as per critical date sheet.

Faculty In charge (Stores)
(For Director, AIIMS Mangalagiri)

SECTION- 02

TERMS & CONDITIONS

1. **Pre-Bid Meeting: -**

The pre-bid Tender meeting will be held on 07/05/2021 by Virtual (ZOOM) regarding clarifying any points regarding these tender documents by the prospective bidders. Joining link for Pre – Bid meeting will be made available on www.aiimsmanagalagiri.edu.in . The agency(s) may get clarified any confusion regarding any terms and condition of the contract during pre-bid meeting and thereafter any claim of doubt/confusion or any things relating to this contract will not be entertained and it will be deemed that the agency has understood everything about this tender. Thereafter, the technical bids will be evaluated. A meeting will be held to verify the documents as submitted in support of qualifying criteria in respect of only technically qualified bidders and they have to produce original documents for verification. Those who will fail to produce any desired document in original on the appointed date and time, their bid will be rejected without giving them any further opportunity.

2. **Performance Security Deposit (PSD): -**

- i) The successful bidder shall have to submit 3% of total value as performance security deposit (PSD) within 21 days from the date of issue of Letter of Award (LOA). In case of the contract fails to submit the requisite PG within 21 days from the date of issue of LOA the contract shall be terminated duly forfeiting dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item.
- ii) Performance Security Deposit is mandatory. Central State PSUs/autonomous bodies are however, exempted from submission of Performance Security Deposit.
- iii) Successful bidder/firm should submit performance security as prescribed in favour of “AIIMS, Mangalagiri” to be received in the *office of Sr. Stores Officer, First Floor, Dharamshala Building, AIIMS, Mangalagiri, Andhra Pradesh -522503*
- iv) The Performance Security should be established in favour of “AIIMS Mangalagiri” through any Schedule Bank with a clause to enforce the same on their local branch at Mangalagiri.
- v) Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.
- vi) Forfeiture of Performance Security Deposit

3. If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS MANGALAGIRI shall without prejudice to its other rights and remedies hereunder or at the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS MANGALAGIRI from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

4. **Contract Period: -**

- i) The duration of the contract shall be for a period of Two (02) years which may be extended or curtailed, at the discretion of the Institute. Extension(s), if any, will be granted for a period another one year at a time, on mutually agreed terms and conditions, subject to successful/satisfactory completion of initial contract. The Agency, however, will have no right to claim extension on the basis of satisfactory completion of the initial contract. The extension will be entirely at the discretion of the Institute.
- ii) The period of the contract may be curtailed/terminated before the completion of the contract period due to reduction/cessation of manpower requirement or owing to deficiency in service or substandard quality of the manpower deployed by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Mangalagiri.
- iii) AIIMS Mangalagiri reserves right to terminate the contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency. The agency, however, will have no option to withdraw from the contract on its own during the initial contract period of two years.

5. **Engagement of Security Personnel:** The Contractor shall make its own arrangements for the engagement of all Security and other administrative personnel for providing security services in Institute premises and shall use all diligence in arranging for a sufficient and suitable supply of such personnel but all such arrangements in India shall be in accordance with the general local usage and subject to the Applicable Laws. The deployment of the ASO/security guards/ Fire Guard /supervisors/Fire Supervisor/ gunman/ CCTV Operators/ CCTV maintenance Supervisor should be as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Andhra Pradesh Private Security Agencies (Regulation) Rules, 2008.
6. **Right of Acceptance:** - Director, AIIMS, Mangalagiri reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Mangalagiri will be at the discretion to decide to whom the contract will be awarded as per the terms and conditions of this tender.
7. **Validity of the bids:** - The bids shall be valid for a period of 180 days from the date of opening of the tender and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder(s) shall be entertained. This has to be so specified by the tendered in the commercial bid which may be extended, if required.
8. **Subletting of contract:** - The tender is not transferable. One tenderer shall submit only one tender. The successful firm will not be allowed to sublet the contract or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Mangalagiri, which will be at liberty to refuse if thinks fit.
9. **Bid Evaluation Criteria and selection procedure:** - A two-stage procedure shall be adopted for evaluating the proposals. **The selection will be done using Quality cum Cost Based Selection (QCBS) process. 70% weightage would be given to the Technical evaluation and 30% weightage would be given to the financial bid.** The financial bids of only those firm/agencies will be opened who qualify technically. All calculations will be up to two decimal points with rounding off except where specifically provided otherwise.
10. **Evaluation parameters for Technical Bid** – Technical bids as per the conditions mentioned at Annexure A will be evaluated as under:-

Sr. No.	Description	Parameter	Points	Max. Points
1	Turnover of last 03 financial years	Below 50 Cr.	0 Pts.	15 Pts.
		From 50 to 100 Cr.	10 Pts.	
		Above 100 Cr.	15 Pts.	
2	Number of Hospital Manpower deployment. (Three Years)	Below 500 No.'s	0 Pts.	20 Pts.
		500-1000 No.'s	10 Pts.	
		Above 1000 No.'s	20 Pts.	
3	Number of Manpower on roll as on date of last date of submission of Tender	500-750 No.'s	10 Pts.	20 Pts.
		750-1000 No.'s	15 Pts.	
		Above 1000 No.'s	20 Pts.	

4	Total Experience	3 to 5 Years	5 Pts.	20 Pts
		5 to 10 Years	10 Pts.	
		Above 10 Years	20 Pts	
5	Quality Related Parameter - Valid ISO Certificate	Company (HQ) + Local Branch Off.	10 Pts.	10 Pts
		Only Company (HQ)	05 Pts.	
6	Regional Office or Branch Office in AP & Telangana and other States	AP & Telangana	15 Pts.	15 Pts.
		Other States	10 Pts.	
Total Points				100 Pts.

The above Parameters shall be evaluated by the Technical Evaluation Committee.

- All the bidders must attach only the necessary relevant document/proof/license for deserving the marks mentioned in the above-mentioned table from Sl.no.01 to Sl.no.06.
- After issuing LOA the selected agencies are required to bring and display their own security equipments to the AIIMS, MANGALAGIRI as per Tools and Equipments. (Equipments should not be older than one year from the date of issuing of LOA.)
- Physical verification of barracks and equipments will have to be done before issuing work order.
- As per the instruction of the evaluation committee for deserving the suitable marks along with proper papers/bills/license and other proof. For this purpose, the AIIMS, MANGALAGIRI will not give any amount of rupees. The date and time will intimate to all the bidders before 24 hours only.
- The technical evaluation committee may also make surprise visit and inspect the bidder's office, Head office, branch office, training academy, firefighting training academy, control room, vehicles and may take interview of the bidder's driver, officers, managers, training officer, HR officer.
- During the above-mentioned surprise visit and inspection if anything found false, not up to standard, not the way of correct process, the evaluation committee will reject the bidders technical bid, in this regard the decision of the technical evaluation committee is final and binding.

PART-A

Rate quoted will include all statutory obligations of the service provider under Gratuity, Insurance of security personnel, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Security tools and equipments, Uniform for security personnel, registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel and all the tools and security equipments as per the quantities mentioned in Schedule Works/ Requirements, service charges exclusive of taxes etc. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected. All the above expenses must be included only in the service charge of the bidder.

PART-B

- Outsourcing agency will provide 2 Nos. of two-wheeler model (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel and maintenance. The vehicle should not be older than 3 (three) year from the date of manufacturing;**
- All bills must be backed up by the copy of the daily Log book.**
- Valid Registration certificate issued by the concerned RTO.

- d) The service charge should be quoted as a percentage of wages and employer's EPF/ESI contribution. Quoting of fixed amount as service charge will result in summary rejection of the bid. The Service charge quoted should be responsive and the same should be inclusive of GST, provision for all expenses incidental to the execution of the contract by the bidder, including but not limited to, supervision, leave reserve, workman's compensation insurance, salary slip, Maintenance of record, stationery etc.. Employer's contribution towards EPF, ESI; if applicable and other taxes will be paid on reimbursement basis on production of valid documents/challan. The amount of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, wage revision of the security personnel's will be applicable as per **central labour commissioner (GOI) from time to time.**
- e) The bidder must quote the service charge of at least 2%. In case of less than 2% service charge is quoted by the same will be treated as non-responsive bid. The bidders may be called upon to explain their business model and scope of profit at the rates quoted by them. In case the bidder fails or refuses to do so, the bid may be declared as not responsive. The bidder shall quote percentage up to 2 decimal point. If the bidder quotes percentage with more than 2 decimal points. Then up to two decimal point will be taken into consideration without rounding up.
- f) The proposal with the lowest cost bid will be given a financial score of 100 and other proposals will be given financial score that are inversely proportionate to the lowest cost bid. Financial bids declared non responsive will be awarded zero marks. For e.g., assuming that out of technically qualified bids a firm "A" who has quoted 5% service charge is lowest one. It will be given a financial score of 100. Other technically qualified firms who have quoted above 5% will be given the financial score as worked out in the following examples.

Firms	Bid Rate	Financial Score
Firm "B"	6%	$5/6 \times 100 = 83.33$
Firm "C"	7%	$5/7 \times 100 = 71.43$
Firm "D"	8%	$5/8 \times 100 = 62.50$

Selection process – The contract will be awarded to the firm scoring highest combined score. For working out the combined score for award of contract, the following formula will be applied:

$$\text{Combined score} = \{T(w) \times T(s)\} + \{F(w) \times F(s)\}$$

where: -

T (w) stands for weight of the technical proposal

T (s) stands for technical score

F (w) stands for weight of the financial proposal

F (s) stands for financial score as worked out above

For example, if a firm score 80 marks in technical bid and 50 marks in financial bid the total points will be worked out as follows :-

$$\{T(w) \times T(s)\} + \{F(w) \times F(s)\}$$

$$[(70/100) \times 80] + [(30/100) \times 50]$$

$$\text{Total} = 56 + 15 = 71 \text{ Points.}$$

The proposals will be ranked in terms of total points scored. The proposal with the highest combined score (H-1) will be considered for award of contract.

11. Award of Contract

- a) AIIMS Mangalagiri will award the contract to the bidder whose quotation has been determined to be substantially responsive and with the highest marks /rank i.e., total of technical evaluation

marks (70% weightage) & financial evaluation marks (30% weightage) shall be deemed as the successful bidder and shall be considered eligible L1 bidder for further process. A bid will be considered as substantially responsive if it conforms to all terms & condition of the bid documents without material deviations.

- b) In case of tie i.e. same score for two or more firms the L1 will be decided on the basis marks scored in technical evaluation and in case of marks in technical evaluation also being same, on the basis of the marks scored by vendor in second, third & sixth rows of criteria of technical bid evaluation.
- c) In comparable situation, the tender evaluation committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
- d) The following deviations will be deemed material deviations:
 1. Non-submission of appropriate Bid Security;
 2. Bid-validity period less than that stipulated in this tender document;
 3. AIIMS Mangalagiri's decision regarding responsiveness of bids will be based on the contents of the bid itself without recourse to extrinsic evidence and will be final.
 4. A bid determined as substantially non-responsive will be rejected by AIIMS Mangalagiri and shall not be considered beyond tender opening stage by correction of the non-conformity.
 5. AIIMS Mangalagiri may waive any minor infirmity or non-conformity or irregularity in a bid which in its opinion does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
 6. Notwithstanding the above, AIIMS Mangalagiri reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
 7. The bidder whose bid is accepted will be notified of the award of contract by AIIMS Mangalagiri prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

12. Clarification of Offers :- 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.

13. Terms of payment: -

- a. Monthly bills are to be submitted on triplicate copies and shall attach attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only of the deployed personnel of AIIMS Mangalagiri. Printout of the banking transaction is to be submitted to the AIIMS Mangalagiri along with the monthly wage bill for payment. Any other related documents will have to be submitted before the competent Authority of AIIMS, Mangalagiri. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS MANGALAGIRI is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.
- b. Security agency would also provide salary slip in Telugu, Hindi & English to each security personnel deployed by them at AIIMS every month and the salary slip should display following details:
 - i. Name of the security Agency
 - ii. Name of the Employee
 - iii. Father's Name of the Employee
 - iv. Employee Code (issued by Security Agency)
 - v. ESI No. of the Employee/ Employer
 - vi. ESI Deduction-Employer Contribution/Employee Contribution
 - vii. EPF No. of the Employee/ Employer
 - viii. EPF Deduction-Employer Contribution/Employee Contribution
 - ix. Wages details in all respects.
 - x. Salary Sheet and Pay Slip of Security personnel will be based on the Salary structure issued by AIIMS Mangalagiri.

- c. The following under mentioned documents are very essential to submit in the AIIMS, MANGALAGIRI Account section for release of the payment: -
- i. The Security agency's request letter to the Director, AIIMS Mangalagiri for monthly payment duly forwarded by security officer/ officer in charge.
 - ii. The Security agency's undertaking for compliance of the provision of contract labour (Regulation & Abolition) Act and other laws as applicable.
 - iii. Security personnel's PF contribution statement copy for that month. (AIIMS, Mangalagiri, Exclusive)
 - iv. Security personnel's PF contribution Nationalized Bank e-Pay Order copy (ECS) for the previous month. (Copies of the P.F. Challans) and Copies of monthly returns submitted to the P.F. authorities as applicable. (AIIMS, Mangalagiri, Exclusive)
 - v. Security personnel's ESIC contribution statement copy for that month. (AIIMS, Mangalagiri, Exclusive)
 - vi. Security personnel's ESIC contribution Nationalized Bank e-Pay Order copy (ECS) for that month (ESIC Challans). (AIIMS, Mangalagiri, Exclusive)
 - vii. Security personnel's wage register in the format of FORM X Register of Wages [Rule 26(1)] with the following undertaking: - It is certified that, "I DGM/GM/..... of M/S.....Mangalagiri Branch have paid all the wages to my security personnel through their respective individual Saving Bank Account in Bank. Our company has not any due to any security personnel engaged in AIIMS, MANGALAGIRI Campus." Signature, Name-Designation-Rubber Seal.
 - viii. Security personnel's wage disbursement list through Bank and the Bank statement copy should be substantiated with Affidavit. (AIIMS, Mangalagiri, Exclusive)
 - ix. List of all security personnel individual bank Account Number issued by the Bank.
 - x. Security personnel's Biometric attendance copy verified by the Security Officer, AIIMS, MANGALAGIRI.
 - xi. Security agency's undertaking/certified certificate for providing of uniform and other accessories to the security personnel deployed in the AIIMS, MANGALAGIRI campus.
 - xii. Security agency's undertaking/certified certificate for providing of all security equipments/accessories mentioned in the tender at Point no.6 (Tools and Equipments), two-wheeler and four-wheeler mentioned in Part-B to the AIIMS, MANGALAGIRI campus security (all quantity & quality). It must be certified by the Security Officer/ officer in charge of the AIIMS, MANGALAGIRI.
 - xiii. The Security agency's undertaking/certified certificate for operational condition of his all security equipments/accessories mentioned in the tender, Point no.6 (Tools and Equipments), two-wheeler and four-wheeler mentioned in Part-B to the AIIMS, MANGALAGIRI campus security (all quantity & quality). It must be certified by the Security Officer of the AIIMS, MANGALAGIRI.
 - xiv. Deduction of money from the security agency's monthly bill—if any.
 - xv. The Security agency's Invoice copy.
 - xvi. Hiring of additional security guards for additional security arrangement during, convocation, annual sports, cultural program, Holi, Deepawali, Mega medical Camp, Examination, conference and any other additional students activity as well as institutes temporary requirement, the accounts office requires the following documents for release of payment :-
 - Requisition for hiring of additional security guard signed by the Competent Authority, AIIMS, MANGALAGIRI and counter signed by the Officer in charge/DDA.
 - Attendance sheet of deployed additional number of security guards irrespective of hours of duty and Relivers strength as deployed.
 - Security agency's Invoice copy.
 - The additional security guards irrespective of their gender & designation & time duration hired for the above mentioned any activity will get only their minimum wages and the agency will get his service charge only which is mentioned in the price bid of the tender document.
 - xvii. Security Personnel salary sheets in Prescribed Format. (AIIMS, Mangalagiri Exclusive)
 - xviii. The initial cost of the Contract shall be valid for a period of two years. No price escalation

shall be entertained by the Institute during the period except the minimum wage and its linked statutory dues on account of increase of the minimum wage, as and when increased by the Government of India.

- d. The contract shall be initially for period of two years from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year-to-year basis at the sole discretion of the Competent Authority of AIIMS, MANGALAGIRI.
- e. All payments shall be made in Indian Currency by means of an Account Payee/Cheque/RTGS/NEFT transfer.
- f. Institute shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Institute shall provide a certificate certifying the deduction so made.
- g. The agency's sole responsibility to ensure the complete security & safety of the AIIMS premises. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

14. Laws / Acts:- The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Mangalagiri 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 7th of every month without fail and irrespective of any delay in settlement of its bill by the Security/Administrative Department, at AIIMS, Mangalagiri for whatever reason and without deducting any commission except PF & ESI from the wages paid by the AIIMS, Mangalagiri. The agency is required to pay the monthly wages and all allowance to its workers as engaged through online/net banking only directly to the saving bank accounts of all the workers and a certified. CASH MODE OF TRANSACTION SHALL NOT BE ACCEPTED.

The Agency shall also be responsible for the Insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -

- (a) The Minimum Wages Act 1948
- (b) The Employees Provident Fund & Misc. Provision Act, 1952
- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Child Labour (Prohibition and Regulation) Act, 1986
- (h) The Payment of Wages Act. 1936
- (i) The Factory Act, 1948
- (j) The Employment of Children Act, 1938
- (k) The Motor Vehicle Act, 1988
- (l) Private Security Agencies (Regulation) Act 2005
- (m) Andhra Pradesh Private Security Agencies (Regulation) Rules, 2008. (concerned states rule).
- (n) Shop and establishment Act under Andhra Pradesh shops and Establishment Act, 1988. (Concerned States rule)
- (o) The Pradhan Mantri Rojgar Protsahan Yojana.

15. Communication of Acceptance:- AIIMS, Mangalagiri reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Mangalagiri also reserves the right to reject any bid, which in his opinion is non-responsive/not-viable, or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their

tenders rejected out-rightly.

- 16. Breach of Terms and Conditions:-** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Mangalagiri. In that event, the security deposit shall also stand forfeited.
- 17. Right to call upon information regarding status of contract:-** The AIIMS, Mangalagiri will have the right to call upon information regarding status of contract at any point of time.
- 18. Indemnity :-**
- a) The Agency shall indemnify the Institute from, and defend and hold the Institute harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third-party claim:
 - i) due to negligence in performance of the Services provided by the Agency;
 - ii) relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;
 - iii) relating to personal injury (including death) or property loss or damage to the extent caused by the Agency or due to its employees' acts or omissions;
 - b) The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the Institute, during working hour or otherwise, the Institute shall not be liable to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon the Institute under any present or future act, law or court order the same shall be recoverable from the Agency.
 - c) There may be certain cases where negligence on the part of the Agency or the Institute for accident in the premises of the Institute causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the Institute which will be final and binding upon the agency.
 - d) All the workers providing the services under this Agreement shall be employees of the Agency and the Institute shall not have an employer-employee relationship with the employees of the Agency. The persons deployed by the service providing Agency shall not be entitled to and will have no claim for, any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute. The Agency undertakes to keep the Institute indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and the Institute is purely contractual and the Institute is not responsible/liable for the employees and for staff of the Agency.
 - e) The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
 - f) The Agency shall be solely liable for all payment/dues of the personnel deployed by it. The Agency shall fully indemnify AIIMS, Mangalagiri 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 laws or other laws to the extent they are applicable to establishment/work in AIIMS, Mangalagiri.
 - g) The Institute shall not be a party in case any dispute takes place between the Agency and his employees.
- 17. Manpower Regulations:-**
- i. The Agency shall ensure that the deployed personnel should be at least a Matriculate from a recognized School/Board and should be between 18 to 55 years of age.
 - ii. The Agency shall disburse the wages of the outsourced personnel latest by 7th of each month without fail and irrespective of any delay for whatever reason in settlement of its bill by the

Security/Administrative Department of the Institute. The Agency shall pay all statutory dues/charges like ESI/EPF etc. in respect of the workers as engaged by him under the scope of this contract. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker.

- iii. There shall be no master and servant relationship between AIIMS, Mangalagiri and the persons deployed through the Agency. The agency will be the sole employer of these personnel. The persons deployed by the Agency shall not claim nor shall be entitled to claim pay, perks and other facilities as admissible to ad-hoc, regular/confirmed employees of this Institute during the currency or after expiry of the contract.
- iv. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim for, any nor for any relaxation for absorption in the regular/other capacity at the Institute.
- v. The deployment of Security personnel shall be subject to Security Agency submitting the police verification of the said deployed security personnel within a period of 45 days of commencement of this contract. Thereafter no deployment shall be made for Security personnel whose police verification has not been done/ submitted by the Security Agency.
- vi. The agency has to submit the above-mentioned original training certificate/PMKVY scheme certificate in the AIIMS, Mangalagiri (Security department) within a period of 45 days of commencement of this contract for claiming of skilled & highly skilled minimum wages of his security staff.
- vii. The security staff of Security Agency shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Security Agency at AIIMS, Mangalagiri.
- viii. The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever
- ix. Contractor shall obtain the declaration related to point no. "iv to viii" above from deployed personnel within one month from the issue of work order and submit the same, in original in the office of Security Officer, AIIMS, Mangalagiri.
- x. The successful bidder will be required to sign a detailed agreement (form of agreement) of this bid document on a stamp paper of Rs. 100/-. The award of the contract will be subject to terms and conditions of the said agreement. By submitting the bid document the bidder will be deemed to have given his unqualified consent to all terms and conditions enumerated in the said agreement. The bidder will also be required to submit a copy of the aforesaid draft agreement, duly signed on every page, as a token of his having read, understood and consented to the terms and conditions mentioned therein.

Faculty In charge (Stores)
For and on behalf of Director,
AIIMS, Mangalagiri.

SECTION- 03
SCHEDULE OF WORKS/ REQUIREMENTS/PENALTY

1. Scope of Work of the Security Agency

The security Agency shall provide 24x7 watch and ward service in areas contained at AIIMS campuses. Invariably, the security personnel are the first point of interface with the patients and their attendants. Therefore, security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior by security personnel.

The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned area/s with/without arm, perform watch and ward function including night patrolling on the various points and prevent the entry of anti-social elements, unauthorized persons and vehicles into the campus and building in the assigned area(s).

2. Duties and Responsibilities of Security Personnel The following duties and responsibilities are location specific for AIIMS, Mangalagiri.

- i. **General Instruction:** 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 State laws as & where applicable. The Contractor must follow all the rules and regulation for deployment of all the security Guards in AIIMS, 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 relevant state laws.
- ii. The Agency shall provide Security services by deploying adequately trained and well- disciplined security personnel as per details mentioned below:

SI No.	Particulars	AIIMS, MANGALAGIRI
1	Assistant Security Officer (Should be Ex- Para military, Ex-state Police, Ex-Serviceman) M/F.	
2	Security Supervisor/CCTV Maintenance Supervisor /Fire Supervisor (should be Ex- Para Military, Ex-state Police, Ex-serviceman) M/F.	
3	Security Guards with arm / CCTV Operator/ Security control room operator/ Fire Guard) M/F.	
4	Security Guards without arm.	
	Total	

They shall safeguard the AIIMS, Mangalagiri 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 AIIMS Mangalagiri to safeguard of the premises.

Security personnel may be required for AIIMS, Mangalagiri other than sanctioned post of AIIMS, Mangalagiri.

3. SHIFT TIMINGS: -

For AIIMS, Mangalagiri (Medical College, Hospital Complex and Residential Complex Site):- The security to be posted as per requirement and need of the institute in the campus i.e., medical college,

Library, Admin Block, Hospital and Emergency etc. It also should match an integrated with the shift timings of the other staff. It is required to have 24 × 7 in 3 shifts and some areas general shift. It may vary and the tenderer shall be directed by the competent authority from time to time.

- Prolongation of the duty hours (more than 8hrs. at a stretch) shall not be permitted in general. Any such reported instances shall invite punitive financial penalty by AIIMS. In exceptional cases such as any emergency like disaster, any AIIMS's function, election of unions, agitation, epidemic etc. This arrangement may be made after obtaining concurrence of AIIMS Mangalagiri.
 - The security personnel on duty have to report at least 15 minutes in advance from the time of commencement of the shift for collecting necessary document/instruction, and to complete all other requirement formalities as approved by the AIIMS. Security Agency shall also prepare/maintain Duty roaster with breakup details of location area every month for deployment of security personnel in different location/ areas and Security Officer will ensure to verify/check same every month as per deployment. The Security personnel shall be available all times at the place of their duties as per the duty roaster without an interruption and they shall not leave their place of duty without prior permission of Security Officer.
4. The officers and staff of AIIMS will keep the Identity Cards with them and same are to be checked by the security personnel.
 5. The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at AIIMS, Mangalagiri site on working and closed days.
 6. 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.
 7. The Agency shall maintain records of inward and outward movement of men (AIIMS, Mangalagiri 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 Security Officer located at AIIMS, Mangalagiri site.
 8. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
 9. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at AIIMS, Mangalagiri site. A mock fire drill may be organized every month.
 10. 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.
 11. The Assistant Security Officer, Security 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.
 12. All Assistant Security Officers, Security Supervisors, will ensure that the instruction of the AIIMS Management conveyed through Security officer/officer in charge are strictly adhere to without any lapse.
 13. The Hospital areas visited by patients, their attendants, faculty and staff of AIIMS. 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 AIIMS.
 14. No equipment/engineering materials/consumables are to be taken out of the building without proper gate passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of store material. The specimen signature and telephone numbers of the above stated

officer will be available with the security personnel.

15. Deployment of Assistant Security Officers, Security Supervisors, Security Guards, Gunmen and Security Guards Civilian will be with the concurrence of Security Officer of the AIIMS and the same will be monitored personally by the Security Officer from time to time and will be responsible for its optimum utilization.
 16. The Assistant Security Officers, Security supervisors, 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 Security officer.
 17. **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 and to intimate the concerned officers and report.**
 18. **The security should ensure that 'stray animals' movements like pigs, cattle, cows, dogs etc. responsible for violation of duties and penalty shall be imposed appropriately by the competent authority.**
 19. The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
 20. In emergency situation, Security Supervisors, and Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS. Security guards/Supervisors should be sensitized for their role in such situation.
 21. The Assistant security officer, Security Supervisors, 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.
 22. The Assistant Security Officers, security supervisors, & security guards are required to display courteous behavior, especially towards women employee and visitors.
 23. The Security Guards on Duty shall not leave the premises until his reliever reports for duty.
 24. Any other provisions as advised by the AIIMS authorities may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.
 25. The Security Agency through men/infrastructure deployment will ensure proper security entry and exit points various areas of AIIMS campus.
 26. 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 is enumerated as per the Terms and Conditions.
- A. 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 or spend time on social media/ mobile/ youtube., 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 leave 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.
- q) Are extremely courteous with very pleasant mannerism.

B. CONFIDENTIALITY

- a) The phone number and movement plan 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

C. QUALIFICATIONS, DUTIES & RESPONSIBILITIES:

1. ASSISTANT SECURITY OFFICER:

i. Qualification:

- a. Should be minimum a Graduate.
- b. Preference should be given to Preferably Ex- Para military, Ex-state Police, Ex-Serviceman, BBA with hospital security related work experience.
- c. Should have knowledge of English, Hindi and Local Language.

ii. Duties & Responsibilities:

- a. Should be able to organize the security system. Should be in a position to analyze security needs, necessary security parameters; and best security measure available, identify possible security threats. Should be able to exercise command and control over the security personal deployed.
- b. should be required to carry out supervision of all security related activities in the organization as well as advice and assist security personnel in carrying out their duties.
- c. Should be able to carry out or supervise protocol activities of receiving, escorting, seeing VIPs to and to liaise with police and other investigating agencies as and when required.
- d. To supervise the work of Security and Security Personnel.
- e. To check the security posts and deployment of security guards at various security points as per duty roster.
- f. 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.
- g. To assist the Security Officer in collection of information regarding security/law and order problems.
- h. To report matter to the police as per direction of Security Officer/ officer in charge.
 - i. To carry out patrolling and checking duties during day and night.
 - j. To investigate minor case of theft etc. as assigned by Security officer /officer in charge.
 - k. To perform any other duties that may be assigned to him from time to time by Security officer/officer in charge.
 - l. 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.
 - m. To supervise all security personnel and educating them of the various procedures and

systems approved by the Management/Institute.

- n. Update and sign all the Daily Security Reports and same should be furnished to Security officer.
- o. Assist and assign security personnel in medical emergencies.
- p. To advise/suggest better ideas to security officer/officer in charge proactively on all security related issues for running zero tolerance services.
- q. Ensure the safety and security of all assets and goods of the Institute.
- r. To keep record of security related information received at the control room and make reports on the important incidents.
- s. Any other responsibility given by the Security Officer/officer in charge.

2. **SECURITY SUPERVISOR :-**

i. **Qualifications:**

- a. Should be minimum 12th Pass. Preference should be given to Preferably Ex- Para military, Ex-state Police, Ex-Serviceman, Anyone with hospital security related work experience
- b. Should have knowledge of security related matters, hospital safety, firefighting and allied function.
- c. Physical Standards and medical fitness as per PASARA Act and Rules.

ii. **Duties & Responsibilities:**

- a) Should be able to control over the security personal deployed
- b) Working Shifts round the clock.
- c) To supervise the work of Security and, security guard.
- d) Carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
- e) To provide private security to another person or property or both.
- f) To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- g) To bring to the notice of Senior Officer and Assistant Security Officer the violation of any law noticed during the course of discharge of his duties.
- h) To keep record of security related information received at the control room and make reports on the important incidents.
- i) Any other responsibility given by the Security Officer/officer in charge.

3. **FIRE SUPERVISOR:-**

i. **Qualifications:**

- a. Minimum 12th Pass. One year diploma in fire & Safety from a Govt. recognize college. Should have knowledge of Hindi or English and local language.
- b. Back Ground and Experience of Firefighting, Fire Safety and handling emergency management.
- c. Minimum experience 5 year.
- d. Should have valid LMV licenses. Fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules Preferably hospital security related work experience

ii. **Duties & Responsibilities:**

- a. Work in shifts- round the clock.
- b. Should have leadership qualities and able to lead a team of firefighting and disaster management.
- c. Should have knowledge of all statutory's obligations regarding fire & safety.
- d. Overall responsible for all operations related to firefighting, conforming to fire safety regulations, checking preparedness for firefighting, maintenance of fire equipments and regular inspection of firefighting and sensors fitted, including maintenance of

- documents
- e. Any other responsibility given by the Security Officer/officer in charge.

4. **FIRE GUARD: -**

i. **Qualification:**

- a. Back Ground and Experience of Firefighting, Fire Safety and handling emergency management.
- b. Minimum 10th Pass. One year diploma in fire & Safety from a Govt. recognize college. Should have knowledge of Hindi or English and local language.
- c. Minimum 2 year working experience in the field of fire& safety field Should have valid LMV licenses.
- d. Fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules.
- e. Preferably hospital security related work experience.

ii. **Duties & Responsibilities:**

- a. Work in shifts round the clock.
- b. Overall responsible for all operations related to firefighting, conforming to fire safety regulations, checking preparedness for firefighting, maintenance of fire equipments and regular inspection of firefighting and sensors fitted, including maintenance of documents.

5. **CCTV MAINTENANCE SUPERVISOR: -**

i. **Qualifications:**

- a. Minimum 12th Pass with CCTV related experience
- b. Knowledge of Security procedures and protocols. Background of repairing and maintenance of CCTV system.
- c. Should have knowledge of Hindi or English and Local language.
- d. Preferably hospital security related work experience.

ii. **Duties & Responsibilities:**

- a. Maintenance Supervisor will resolve and attend break down calls of CCTV cameras.
- b. Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT Department.
- c. He will visit the control room on daily basis for effective supervision of control room and duty operator.
- d. Any other responsibility given by the Security Officer/officer in charge.

6. **CCTV OPERATOR :-**

i. **Qualification:**

- a. Background of surveillance and monitoring through CCTV systems. Knowledge of Security procedures and protocols.
- b. Should have knowledge of Hindi or English and Local language.

ii. **Duties & Responsibilities:**

- a. Work in shifts round the clock.
- b. Overall responsible for all CCTV surveillance security, vigilance including maintenance of documents related to CCTV operations.
- c. At the time of use of equipments it is mandatory for the authorised CCTV operator to present at the CCTV control room.
- d. The CCTV operator will monitor the entire AIIMS campus and mark any suspicious activities in the log book and inform senior officials if necessary.
- e. Any other responsibility given by the Security Officer/officer in charge.

7. SECURITY GUARD WITHOUT ARM :-

- i. **Qualification:**
 - a. Matriculation from a recognized School / Board. Should have knowledge of Hindi and Local Language. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience) M/F.
 - b. The Security Agency shall not employ/ deploy any Security Guards Civilian below the Age of 18 years and above the age of 55 years. However, age limit for Assistant Security Officer, Security Supervisor & Security Guards (Ex-Serviceman/ Ex- Para Military, Ex- State Police) should not be below the age of 30 years and above the age of 60 years.
 - c. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.
 - d. Should have knowledge of Security related matters, Hospital safety and allied Functions.
 - e. Person shall be eligible for being engaged or employed a private security guard if he fulfils the standards of physical fitness as specified below:- Good Physique and personality. Height, 165cms (for female 150 cms), Weight according to standard table of Height and Weight, Chest minimum 81 cm to 84 cm (The guards required to have minimum 81 cm chest in an unexpanded state and with expansion it should be minimum 85 cm for all guards minimum expansion has to be 4 cm, failing which he will be ineligible for appointment).
 - f. For females, no minimum requirement for chest measurement.
- ii. **Duties & Responsibilities:**
 - a. Working shifts round the clock.
 - b. Carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
 - c. To provide private security to another person or property or both.
 - d. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
 - e. To bring to the notice of Security Supervisor & Senior Officer the violation of any law noticed during the course of discharge of his duties.
 - f. Any other responsibility given by the Security Officer/officer in charge.

8. SECURITY GUARD WITH ARM :-

- i. **Qualification:**
 - a. Minimum 10th Pass. Should have knowledge of Hindi Or English and Local language. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F.
 - b. Should have a valid gun license should have knowledge of security related matters. Good physique and personality, fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules.
- ii. **Duties & Responsibilities:**
 - a) Working shifts round the clock.
 - b) carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
 - c) To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
 - d) To bring to the notice of Security Supervisor and security control room the violation of any law noticed during the course of discharge of his duties.
 - e) Any other responsibility given by the Security Officer/officer in charge.

9. SECURITY CONTROL ROOM OPERATOR:-

i. **Qualification:**

- a. Minimum 12th Pass. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M/F. Preference will be given to a person who has Radio operator related experience.
- b. Should have knowledge of security related matters, hospital safety, crowd control and allied functions.
- c. Should have knowledge of Hindi or English and Local language.

ii. **Duties & Responsibilities:**

- a. Working shifts round the clock.
- b. Will maintain the records of security control room .
- c. Carry out activity of protecting the premises from any un-authorized entry, robbery, theft etc.
- d. After receiving information action has to be taken to control the situation and exchange of orders should be done.
- e. To control the situation by sending the QRT team a to act quickly as soon as any disturbance or accident is reported such as fire, robbery, students strike, worker strike or work interruption, any violence and misbehavior against doctors and hospital staff by any miscreants.
- f. To keep record of security related information received at the control room and make reports on the important incidents.
- g. Any other responsibility given by the Security Officer/officer in charge.

4. A) **Main Entry Gates : -**

- a) There are two 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 signage'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 the 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.

B. **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 Security 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.

C. Emergency/Casualty Areas Services: -

- a) The emergency Department/casualty is where people under life threatening condition are brought in. The atmosphere in this area is usually charged and volatile. At all-time large number of relatives, accompany the patient/s. Therefore, the security services here have to be polite but firm and capable of crowd control. Entry at the main gate will also need to be regulated so that only those who require assistance in emergency enter the area. Security should be able to further restrict their entry at the two gates of main emergency. In addition, there are needs of controlling entry, scanning of baggage and for weapons is necessary in these areas. In addition, security personnel are required to be present inside these areas where doctor/nurses function so as to avoid any unpleasant incident.
- b) Security Agency will provide enough supervisory staff to maintain the law and order in the Emergencies round the clock to avoid any violence assault on staff and doctors.

D. Registration Counter For OPD :-

Security guards shall-

- a) Distribution tokens for patient's registration.
- b) Ensure formation of queues of people waiting for registration.
- c) Ensure that people go to the registration counters only when there is no intimidation of staff.
- d) Use effective crowd management techniques.
- e) Ensure that there is no rowdyism, hooliganism in the area and that there is no intimidation of staff on duty.
- f) Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient required more than one attendant.

E. OPDs:-

- a) Person entering into OPD shall be screened by HHMD and routed through DFMDs.
- b) Staff entry to be checked by examination of Identity Card.
- c) Baggage shall be scanned by security staff by HHMD and do physical checks.
- d) Entry shall be permitted as directed by Security officer.
- e) Proper discipline has to be maintained by the security personnel.
- f) Help desk to be set up to give patient necessary direction.
- g) Entry will be restricted to one patient with one attendant. Sick patients requiring assistance may be allowed two relatives (or there should be social workers/guides/attendants to provide help.
- h) Crowd management patient will be made to sit properly and wait for their turn to be called as per their owed turn.
- i) Prevent entry of unauthorized personnel like touts/Medical Representatives/ Salesman etc.

F. Entry Gates Of Hospital And Medical College:-

The following security checks to be carried out:-

- a) **DFMD to be provided for proper security check by the Security Agency.**
- b) Entry of the attendant and patients should be with the passes and admission slip (issued by AIIMS.)
- c) Staff entry will be allowed after inspection of Identity Card.
- d) A proper gate pass is to be obtained in case any material equipment is going out of the gates and record of outgoing material is to be maintained and the same procedure is to be carried out for all the stores.

G. Wards:-

Security personnel are required not only to man all the main entries into the hospital but also entrance to individual wards:-

- a) Most patients shall be allowed one attendant at the besides to help with their physical and emotional needs. Passes are issued for each patient at the time of admission. The security guards at both the entrance (main entry to ward block and also individual wards) should check passes before allowing the relatives to the ward.
- b) Security guards should also check the respective corridors and not allow the relatives to roam around unnecessarily in corridors and sitting/standing/group chatting /eating meals.

H. Medical& Nursing College Block:-

- a) Security guards should check the Identity (checking I-cards) of people walking/entering into Medical & Nursing College blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrance only. 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.

I. Hostels: -

- a) Regulate entry and exit into 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.

J. 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 over PBX whether the visitor is to be allowed entry.
- d) Facilitating removal unauthorized vehicles and two wheelers in consultation with the parking contractor.
- e) Reporting dysfunctional streetlight, & other fixture etc.
- f) Supervising and checking unauthorized 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.

K. Material Movements

- a) Incoming Material- Check the documents carefully and receive the items with the due Entry and forward the concerned persons.
- b) Outgoing Material- Before sending the material, have proper check as per Challans/ gate pass. Do not send out any material without seal and sign of the authorized 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/ gate pass.
- 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.

L. 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. 24 ×7. The patrolling team and the supervisor must ensure that no anti-social-elements, anti-social-persons, anti-social-activities, un-authorized persons, visitors, vehicles, constructions, demolitions excavations, rough driving, tree cutting, material movement, beggars, drunken persons presence in the AIIMS, premises, The patrolling team also must make sure that no smoke, fire, flood, water leakages, in the AIIMS 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.
- e) If he finds anything unusual /untoward, a written report must be given to the concerned authority after the necessary action taken.

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

N. 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 are in the facility/under security.
- e) Occurrence report register to be maintained.
- f) Reliever guard checks previous shift guard before taking over charge.

O. Clean Desk Policy

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.

P. 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 manpower available and take control office fighting operations.

Q. 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.

5. GENERAL

- (i) **Communication System:** - Communication system necessary for maintaining communication shall be covered by wireless system/walky-talky system, mobile phones etc. and same will be provided by the Security Agency at entry gates and other sensitive parts in the premises.
- (ii) **a) Outsourcing agency will provide 2 Nos. of two-wheeler model** (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel and maintenance. The vehicle should not be older than 3 years from the date of manufacturing i.e., MODEL-2019. [Running limit 2000 km/month and a fixed amount of worth Rs. 4000/- for each two-wheeler will be paid to the outsourcing agency for the same on submission of bill.] If the prescribed limit exceeds, it is chargeable at AIIMS Mangalagiri for Rs.4/ km.
- b) Outsourcing agency will provide 1 No. of Four-Wheeler** (Hard Top vehicle model- TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) with fuel, maintenance and driver. The vehicle should not be older than 3 years from the date of manufacturing i.e, [MODEL-2019]. [Running limit 2000 km/month and a fixed amount of worth Rs.45000/-per month will be paid to the outsourcing agency for the same on the submission of bill.] If the prescribed limit exceeds, it is chargeable at AIIMS Mangalagiri for Rs.10/ km. The four-wheeler shall be made available only **in case of need** and approval of the competent authority of AIIMS Mangalagiri.
- c) All bills must be backed up by the copy of the daily Log book.
- d) Valid Registration certificate issued by the concerned RTO.
- 2) The security Agency will ensure that its security personal will perform only one eight-hour shift in one day.
- 3) An undertaking shall be taken by the Security Agency from their security personal that they will not seek employment with any other organization during their deployment at AIIMS.
- 4) **Co-ordination Meetings:** - Security Officer will hold \co-ordination meeting with the Security Agencies of respective areas under Hospital side, Medical, Nursing College, Hostels and Residential Complex from time to time.
- 5) **Liaison with Police:** - The Security Agencies will regularly liaise with the SHO Police, Mangalagiri.
6. **TOOLS AND EQUIPMENTS:** - The contractor have to provide the under mentioned security equipments & tools to his deployment security staff in the AIIMS, MANGALAGIRI within 30 days from the award of the contract at his own cost for proper management of security in the AIIMS, MANGALAGIRI Premises.

Sr. No.	NAME OF THE EQUIPMENTS	MINIMUM NUMBERS
01	Torches with batteries(steel)(Rechargeable)	20 in nos.
02	Search lights (Rechargeable)	30 in nos.
03	Door Frame Metal Detector	10 in nos.
04	Car bottom view image lens (Inverted Mirrors)	05 in nos.
05	Radio walky-talky (MOTOROLA only)-The sets must cover must cover all parts of the campus	30 in nos. with charger and extra spare battery for each walky talky.
06	Uniform for all the security staff – The prevailing uniform dress code of AIIMS, MANGALAGIRI	1 pair per year.
07	Cap-for all the security staff	01 in nos. for each person once in a year
08	Leather Boot-for all the security staff	01 in no. for each person once in a year
09	I-card-for all the security staff	01 in no. for each person

10	Baton (cane-5 feet length)-for all the security Guard	01 in no. for 30% of total guards
11	Ceremonial dress-50 pairs &Traffic lights and jacket	As and when required only.
12	Rain coat(standard)-for all the security staff	01 in no. for each person once in a year
13	Helmet(steel) with protector	20 in nos.
14	Biometric Finger Print Time and Attendance System (for attendance of the security Guard) Backup	05 in nos.
15	Loud speaker (Mega phone)	02 in nos.
16	Computer, Printer and Web camera with internet BSNL Broadband Connection for issue of visitors pass and social security information.	02 in nos. of each items
17	Mobile-02 BSNL SIM card and 03 JIO SIM card with incoming & outgoing call. The SIM card and the mobiles must be in the name of agency up to the last day of contract period	05 in nos.
18	Stationary Items	As and when requirement only.
19	Hand held metal detector	10 in nos.

Equipments should not be older than one year from the date of issuing of LOA

Note: -

- (i) All the security related equipments & its maintenance are essential for the campus security & safety. In view of adequate security & safety of All India Institute of Medical Science, Mangalagiri, the selected security agency has to provide all the above-mentioned security equipments& its accessories from Sl.nos.01 to Sl.nos.19 within 30 days from the issuing date of LOA.
- (ii) The institute will not bear the expenses of the above-mentioned security equipments and accessories.
- (iii) For providing the above-mentioned security equipments and accessories sl. no. from 01 to sl.no.19, the security agency must include the equipments charges along with his service charge only.
- (iv) The equipments charges must be included in the bidder's service charge only. If any agency charges extra for the afore mentioned the institute reserve the right to reject the bidders bid.**
- (v) For the above-mentioned purpose, the bidders conditional bid is not acceptable and, in this case, also the bidders bid will reject.
- (vi) The decision of the technical evaluation committee is final and binding.

7. PENALTY:

i) PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS/DELAY IN FOR PROVIDING OF SECURITY EQUIPMENTS:

SL NO.	Description of Events	Penalty (Financial) Deduction of money from the monthly billing of the agency.
01	Failure to provide the above mentioned equipments from the (Sl Nos. 01 to Sl No. 19) and required quantities within 30 days from the Letter of Award issued. From 30th day onward.	RS.5000/- will be deducted per day from the contractors monthly bill. The deduction money Rs.5000 /- must not hamper to the security guards minimum wage. The deduction money will deduct from the contractors service charge.
Failure/Delay to rectify the defective security equipments		

01	Torch Light , Search Light, Radio Walky Talky, Rain Coat, Cap, I-Card Missing/Deficiency/Defective/Not working	Penalty of Rs. 50/- will be deducted for each item per shift from the contractors monthly bill.
02	Uniform, Leather Boot, Ceremonial dress, , Stationary Items Missing/ Deficiency/Defective/Not working/not issued by the agency/wear tear condition	Penalty of Rs. 100/- will be deduct for Each item per shift from the contractors monthly bill.
03	Door Frame Metal Detector, Hand held metal detector, Loud Speaker, Computer, Printer, Web Camera, Internet, BSNL Telephone, Mobile, Baton Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deducted for each item per shift from the contractors monthly bill.
04	Motor Bike & Four wheel with fuel & maintenance, Biometric Finger Print Machine Missing/ Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deduct for Each item per shift from the contractors monthly bill.

- 2) **PENALITY: B - PENALITY FOR SHORTAGE OF MANPOWER:-** The selected agency should provide and deploy the above mentioned manpower in the AIIMS, MANGALAGIRI premises as per the instruction of the AIIMS, MANGALAGIRI security officer. The agency also immediate deploys his manpower in the AIIMS premises, (Hospital, Administrative Block, residential zone) as per the security officer's instruction. . If the agency will not provide the above-mentioned manpower in each shift, then necessary amount of money will deduct as a penalty from the agency's monthly bill service charge. The detail description of the manpower shortage and penalty are as follows: -

Sl.No	Description of security personnel supposed to be deployed by the agency	Shortage in first, general, second and night shift	Deduction of money from the bill of the agency's service charge in Rs.
01	Security personnel: as per the above-mentioned quantity	For each security personnel prescribed/detailed in each shift	Rs.300/- (per day for each shift of each security Personnel.)

- 3) **PENALITY: C-PENALITY FOR LATE PAYMENT OF WAGES TO SECURITY PERSONNEL:**

Sl. No	Compliance with the act- As per the Payment of Wage Act	Normal Wage Distribution week	Penalty Event/ Occasion	Consideration case/event
1	Contractors obligation time to pay the monthly minimum wages to his security personnel deployed in AIIMS, Mangalagiri on time.	In each month from the date 1st to 7 th	In each month from the date 1 st to 7 th . No Penalty	In the event of Bank strike/Bank Holiday/technical problem of Bank, it will be considered.

2	Contractors obligation to pay the monthly minimum wages to his security personnel deployed in AIIMS, Mangalagiri on time.	In each month from the date 8th to the end of the month.	Rs. 10,000/-per day will be automatic deducted from the contractors monthly bills service charge, however, it should not hamper the minimum wages of the security guards.	In the event of Bank strike/Bank Holiday/technical problem of Bank, it will be considered.
3	Contractors obligation to pay the monthly minimum wages to the security personnel deployed in the AIIMS, Mangalagiri	If the Agency fails to provide minimum wages to the deployed security guards for the entire month.	The principal employer will issue show cause notice to the agency and the principal employer may take necessary action against the agency and pay the minimum wages by forfeiting the Bid of the agency.	

4) Other penalty :-

SI No.	Service level agreement	Base line	Instance	Penalty For breach
01	Delay in deployment of security personnel by the service provider (this will not be applicable for in case of event-based Security Manpower Hiring for which deployment is to be done as per the date indicated by the AIIMS, Mangalagiri.)	Deployment to start as per the Time Indicated by the AIIMS, Mangalagiri.		<p>In case of deployment is made with delay of two weeks over the time indicated by the AIIMS, Mangalagiri and delay is due to service provider, 1% of the value of the contract shall be levied as penalty. However, AIIMS, Mangalagiri shall be at liberty to cancel the order without any reference to service provider in case so desire.</p> <p>In case of deployment is made with delay of three weeks over the indicated by the AIIMS, Mangalagiri and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However AIIMS, Mangalagiri shall be at liberty to cancel the order without any further reference to service provider in case so desire.</p>

				In case deployment not made four weeks after placement of order the contract shall be terminated without any reference.
02	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc with public or employees of AIIMS, Mangalagiri or other employees of service provider.	No instance	1 st Instance	Replacement of Security personnel and Rs 500/- fine on the service provider
			2 nd Instance	Replacement of Security personnel and Rs 1000/- fine on the service provider
			3 rd Instance	Replacement of Security personnel and Rs 5000/- fine on the service provider
03	Security personnel indulged in Drinking/sleeping/using mobile/reading newspaper or magazines/ not wearing helmet/ spitting anywhere in the premises of AIIMS, Mangalagiri during duty hours.	Zero instance	1 st Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 1000/- on the service provider.
			2 nd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 2500/- on the service provider
			3 rd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 5000/- on the service provider
04	If the supervisor is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute.	No Instance	1 st Instance	Penalty equal to wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			2 nd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			3 rd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 1000/-
05	In case of expiry of any of the licenses required for performing the services such as PASARA, etc	Termination of the Contract		

SECTION- 04
SPECIAL TERMS & CONDITIONS

1. The agency has to pay all statutory dues/charges in respect of the workers as engaged by him under the scope of this contract which shall be included in the consolidated wage and the Institute will not reimburse any such dues separately. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker. Therefore, the agency has to adhere to all statutory liability and this aspect should be taken care while quoting the service charge.
2. The required additional manpower of 5-10% should be made available at short/immediate notice.
3. The number and arrangement of deployment of the Security Guards is without prejudice to the right of Authority of AIIMS, Mangalagiri to deploy the personnel as specified under this tender in any other mode(s) or manner considered more suitable in the interest of the AIIMS, Mangalagiri. The decision of the AIIMS, Mangalagiri in this regard will be final.
4. The Manpower those who are posted to work in the different areas of AIIMS will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shift as per the Institute's requirements. No extra payment will be made on this account.
5. There shall be no master and servant relationship between AIIMS, Mangalagiri and the persons deployed through the Agency. The agency will be the sole employer of this Manpower. The persons so deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to ad-hoc, regular/ confirmed employees of this Institute during the currency or after expiry of the contract. It will not bestow any liability implicitly or explicitly upon AIIMS, Mangalagiri in connection with any loss or damage caused to the workers as engaged by the agency.
6. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.
7. The tendered will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
8. The Agency shall ensure fulfilment of qualifications, experience, age limit and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at AIIMS, Mangalagiri under the scope of this contract. The essential qualification/experience are indicative in nature. However, at the time of engagement these aspects shall be decided as per AIIMS, rule or AIIMS, Mangalagiri may ask the Agency to engage any other category of personnel having prescribed qualification & experience at latter date after award of contract. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified from the competent agency as per the law and agency will be responsible for their conduct. The agency will pay the compensation, if any loss is caused by the workers as engaged by him while working at AIIMS, Mangalagiri the amount of the compensation as decided by the AIIMS, Mangalagiri will be final and agency will accept the same and AIIMS MANGALAGIRI will extend no financial or any other benefit in this regard.
9. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Security Officer, AIIMS, Mangalagiri along with testimonials before they are actually deployed for the job. The suitability of the workers to be engaged under this contract is to be examined by the authorized official(s) of the AIIMS, Mangalagiri and agency will only engage those who are cleared by the authorized official(s) as mentioned above. Accordingly, the agency will provide sufficient number of workers to be screened for engagement. The contractor has to provide required suitable manpower on short notice received from the authorized official of the AIIMS, failing which the same will be construed as violation of the terms and condition of the contract.

10. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the Security Officer, at any time without assigning any reason whatsoever. In case the authorized official of AIIMS Mangalagiri intimate to disengage or replace any workers, the agency will comply the same immediately.
11. The personnel shall work under directives and guidance of the concerned officials/Departments and will be answerable to them. This will, however, not diminish in any way, the Agency's responsibility under the contract to AIIMS, Mangalagiri. Attendance Register shall be maintained in respective Departments/Offices, copy of which shall be enclosed along with the monthly bill by the Agency. The agency will make available the attendance registers as maintained by him for cross-examination by the AIIMS Mangalagiri authority.
12. A senior level representative of the Agency shall visit AIIMS, Mangalagiri at least once-a-week/as and when required and comply the requirement. During the visit, Agency's representative will meet the Security Officer/officer in charge, AIIMS, Mangalagiri/officer dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive / confidential nature of information related to the AIIMS, Mangalagiri is not divulged or disclosed to any person by the personnel deployed by it.
13. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at AIIMS, Mangalagiri at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
14. **The Agency shall provide reasonably good uniform with name badges to its personnel deployed at AIIMS, Mangalagiri 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.**
15. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Mangalagiri/ MoH&FW / Govt. of India / any State or any Union Territory.
16. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of AIIMS, Mangalagiri. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of AIIMS, Mangalagiri.
17. The Director, AIIMS, Mangalagiri has the right to depute a team for inspecting and verifying the documents and records maintained by the agency at any time. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.
18. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of AIIMS, Mangalagiri shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the Contract.
19. The decision of the AIIMS, Mangalagiri in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
20. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
21. The service-providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.

22. 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 AIIMS, Mangalagiri, they shall work under directives and guidance of the Security Officer and will be answerable to the Security Officer. This will, however, not diminish in any way, the Agency's responsibility under contract to the AIIMS, Mangalagiri.
23. The Agency shall deploy security guards trained in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
24. The visitors shall be regulated as per the directions of the Security Officer, AIIMS, Mangalagiri and procedure and records thereof maintained as stipulated the Security Officer. Further, the visitors shall be attended with due courtesy.
25. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Security Officer, AIIMS, Mangalagiri and maintain liaison with the police. The Security Officer, AIIMS, Mangalagiri, will lodge FIR wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
26. The agency shall ensure that security staff appointed by them is fully loyal-to and assist the Security Officer, AIIMS, Mangalagiri 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 AIIMS, Mangalagiri.
27. **In case of any loss** that might be caused to the AIIMS, Mangalagiri due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, Security Officer/ Officer in charge, AIIMS, Mangalagiri shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to AIIMS, Mangalagiri besides imposition of penalty as decided by a committee constituted by the security officer incharge with the approval of competent authority . In case of frequent lapses on the part of the security personnel deployed by the contractor, Security Officer, AIIMS, Mangalagiri shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
28. 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.
29. As and when Security Officer, AIIMS, Mangalagiri 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 24 hours will be given by the Security Officer, AIIMS, Mangalagiri. 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 Security Officer/ Officer in charge, AIIMS, Mangalagiri 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.
30. 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 Security Officer, AIIMS, Mangalagiri an attested photocopy of the attendance record and enclose the same with the monthly bill.
31. AIIMS, Mangalagiri shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
32. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the Central Government.

33. The Income tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
34. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
35. An agreement shall be signed with the successful bidder as per specimen enclosed.
36. The Security Services 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 be 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 Security 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 third week of the succeeding month.
37. **Installation of Biometrics Finger print Attendance System:** Security Agency in consultation with the Security Officer shall install minimum 05 numbers of Biometric Attendance System own their cost in different areas within one month from the date of Agreement of the contract for their security personnel deployed under their respective areas at AIIMS, in case delay is occurred in installing the Biometric system, a penalty of Rs. 1,000/- per system per day shall be imposed on the Security Agency from their pending bills. Security Agency shall also maintain the Biometric System for proper functioning of system through technical person. In case, Biometric System is found breakdown, a penalty of Rs. 500/- per system per day shall also be imposed on Security Agency from their pending bills. The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. The daily attendance shall be printed through the Biometric Attendance System and shall be countersigned by the Security officer while raising the bill. The deployment particulars of the personnel engaged during each month, shift wise, should be certified by the Security Officer. The Security Agency has to give an undertaking (mutually agreed format), duly countersigned by the Security Officer/ Officer in charge regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards. However, in case non-functional of Biometric System of particular area due to any technical fault, then recorded data from Attendance Register of security personnel will be taken into account for processing of bills in all respect for making the payment.
38. All liabilities arising out of accident or death of security personnel employed by the Security Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws.
39. The Security Agency shall be responsible for the safety and security of all property and equipments of all AIIMS including that of the staff, residents and visitors.
40. The personnel engaged have to be polite, courteous, disciple and firm in dealing with staff and public. In case of failure to maintain such standards, the AIIMS has a right to remove the personnel and take punitive action against the Security Agency in such incident by way of imposition of penalty of Rs. 500/- on each incident and same shall be deducted from the Security Agencies bills. The Security Agency shall have to arrange a suitable replacement in all such cases immediately.
41. **In the event of any damage, criminal activity or negligence or theft or Pilferage or loss to public or private property the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on him by a committee consisted by the Director, AIIMS (after necessary police information) and enquiry.**
42. The Security Agency shall ensure the confidentially of the business process of AIIMS including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/leaked/made public to any party. In such instance punitive damages as desired by the AIIMS authorities appointed by the Director shall be levied. This clause does not imply to matters already in public domain.

43. The Security Agency before deployment should get approval from Security Officer/ Officer in charge after providing:-
- Educational certificate
 - Two passport photographs
 - Residency proof
 - Discharge certificate in case of Ex-servicemen/Ex- Para Military/ Ex-State Police
 - Police verification (as per Govt. rule)
 - Health certificate

These should be submitted at least seven days prior to deployment. At the time of deployment of security personnel, Security Agency will return the original document/certificates of the security personnel after verifying of the said document/certificate. In case, any complaint is reported by any security personnel in the Institute in this regard, a fine of Rs. 10,000/- would be imposed against Security Agency in each cases their pending bills.

44. The Security Agency shall have his own Establishment/Setup/Mechanism, at his own to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
45. If the Security Agency is a partnership firm of two or more person, all such person shall be jointly and severally liable to the AIIMS for the fulfilment of the terms of the contract. Such persons shall either sign together or designed one of them to act as authorizes signatory. The joint partnership shall not be altered without the approval of the AIIMS authorities. Necessary punitive measures as deemed fit by AIIMS authorities shall be initiated in such circumstance.
46. During the course of contract, if any security personnel belonging to security Agencies are found to be including in any corrupt practice legal or criminal, cursing any loss of revenue, damage to the property or reputation of AIIMS, the later shall have right to terminate the contract forth with and it would ensure forfeiting of Performance Security of Security Agency
47. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Labour Authorities and proof thereof is furnished to the satisfaction of the labour Authorities, the AIIMS may, failing payment of the said money by the Security Agency, make payment of such claim on behalf of the Security Agency to the said Labour Authorities and the sums so paid shall be recoverable by the AIIMS from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.
48. Security personnel engaged by the security Agency shall not take part in any labour union and association activities.
49. The Security Agency and their security staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the contract period and in the event of any such involvement of the Security Agency and their security staff in such activities action will be taken against the Security Agency like removal of the Security Agency from the list of the Security Agencies/such security staff will not be taken further on duty/contract will be terminated and consequential forfeiture of Bid Security/Performance Security already deposited against the contract.
- 50. The Security Agency shall bear all the expenses ensured on the following items i.e., provision of torches and cells, lathi's and other implements/logistics to the security staff, stationary for writing duty charts and register at security check points and records keeping as per requirements.**
51. The AIIMS shall not be responsible for providing residential accommodation to any of the employees of the security agency.
52. If as a result of post payment audit any overpayment is detected in respect of any work done by the Security Agency or alleged to have done by the Security Agency under tender/contract, it shall be recovered by the AIIMS from the Security Agency.
53. The Security Agency shall maintain the following Records:
- Daily attendance register
 - Guard checking Register
 - Daily Order Register
 - Occurrence Register
 - Documents related and covered by Labour Authority which must be displayed and authenticated by local Labour Officer
 - Beat- Book for respective Security Guard.

54. **Zonal or Regional Head Quarters (Office) or Branch Office with dedicated HR Officer:** The agencies should have Zonal or Regional Head Quarters or Branch Office in Mangalagiri/ Vijayawada, Andhra Pradesh along with the dedicated regular HR Officer in the Pay roll and muster roll. The office must be registered under AP shops & establishment Act 1988.
55. **Well-Structure Training Centre:** The agencies should have a well-structured operational training centre with proper training instructor as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Andhra Pradesh Private Security Agencies Rules, 2008, in Andhra Pradesh and it should be approved under Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Andhra Pradesh Private Security Agencies Rules, 2008 for regular training of his security Guard. The Security agencies should have organized training arrangements for security personnel with clear recruitment policies. The Security Agency shall have a regular system of training the Guards before mounting them on duty. All the Private security guards and supervisors of the agency must have to successfully undergo the proper training in the training centre. On completion of the training each successful trainee should be awarded a certificate in Form No. IV by the training institute or organization. If desired, competent authority from AIIMS, Mangalagiri may oversee the training process from time to time.
56. **PMKVY Skill development vocational training :-**The agency should carried out at least some security personnel's skill development training in the Andhra Pradesh through the PMKVY training centre.
57. **Control Room:** the agency should be capable of providing a centralized 24 hours manned control room backed up with land line telephone.
58. **Ultra-High Frequency Walkie-Talkies License:** The Agencies should have necessary valid operating license for Ultra High Frequency walkie-talkie in Mangalagiri (A.P), if in process, the license must be procured within 60 days from the date of agreement between the outsourcing agency and AIIMS, Mangalagiri. The valid operating license of Ultra High Frequency walkie-talkie must be of 30 in Nos. of Wireless communication sets for operating in the AIIMS, Mangalagiri premises only. (Portable two-way radio transceiver).
59. **Fire Fighting Training:** The agencies should have ability to provide well trained security Guard/Security supervising staff having the good practical as well as theoretical knowledge to identify, handle and operates the firefighting extinguishers and control the fire. In this regard the agency must have the proper dedicated training officer ready for AIIMS, Mangalagiri (A.P) under any contingent situation. They should also be regularly imparted with training from time to time.
60. **Ability to provide Four wheeler vehicle (security van) for night checking of night security guards in AIIMS premises:** The Agency should be able to provide round the clock (24x7), security van equipped with Loud speaker and personnel with requisite training and license of physical security, security of the assets, security of the building or apartment, personnel security , household security, firefighting, crowd control, Identification of improvised explosive devices, First-Aid, Crisis response and disaster management, defensive driving (compulsory for the driver of Vehicle and optional for others), handling and operation of non-prohibited weapons and firearms, rudimentary knowledge of Indian Penal Code special on right of private defence, procedure for lodging first information report in the Police Station, Arms Act (only operative sections) and Explosive Act (operative sections), badges of rank in police and military forces, Identification of different types of arms in use by public and Police, use of security equipments and devices (for example; security, alarms and screening equipments); and leadership and management (for Supervisors only), examining identification papers including identity cards, passports and smart cards.
61. **Arm and Ammunition license:** The agencies should have ability to provide armed **Security Guard with their proper valid Arm license as per Arms Act 1959 and proper clearness certificate** from the Andhra Pradesh Police department.
62. **Ability to provide all modern electronics security Gadgets:-**The agencies should have ability to provide all the modern security gadgets as per requirement of the AIIMS, Mangalagiri for improvement of the Security system (As per Para 24 of Other Terms and Conditions of this tender document).
63. **Ability to provide three additional ASO/Security Supervisor/Official staff of the company:** - The agency should have the ability to provide additional three in number of competent official/managerial staff (they should be well experienced about security & safety, control and manage of labour/student/unrest in the campus) at short notice period.
64. **Ability to pay three months monthly payment and all statutory dues of security personnel's deployed in the AIIMS Premises:-**The agency must have the potential financial ability to pay for a

minimum period of at least three months monthly minimum wage and all other necessary statutory dues to his deployed man power in the AIIMS premises in the event of not release of payment from the AIIMS, Mangalagiri due to any reason. The selected agency must be able to pay the payment of minimum wages, allowances, free issues and all other statutory dues in first week of consecutive month without waiting for the release of payment from the institute.

65. **Ability to depute company's training officer in the AIIMS, Premises:** The selected agency should be depute the company's dedicated training officer in the AIIMS, premises for training of the security staff @ free of cost and the conducted training report should submit to the AIIMS, Mangalagiri authority from time to time. The training report should contains the date, time, location of the AIIMS, Mangalagiri premises, name of the security staff, subject matter of the training and the name of the training officer of the company.
66. **Ability to set up security office in AIIMS, premises @ free cost:-**The selected agency has to set up his own security office in the AIIMS premises, mobile numbers, e-mail.id. The selected agency's security office must be equipped with, Broadband Internet connection, Computer, printer, Web Camera; stationary and 02 Mobile Phone. The Mobile Phone must be with BSNL SIM and other one is Jio SIM card and both the SIM card must be in the name of Agency/company. The institute (AIIMS, Mangalagiri) shall provide a unfurnished office room with electricity & water within the institute @free of cost. The security office requires being operational @ 24x07x365 days basis. All the necessary requisition, instructions, information and message of the AIIMS, Mangalagiri authorities, patients, students & communities should receive positively without any delay and react as per the requirement and instruction.
67. **Performance review:** The performance of security services shall be revised periodically by the Administrative In charge/competent authority of the security services and is documented.
68. **Theft/Loss of any public and private property at AIIMS;-**
- i) In case of any theft or loss of any public and private property under the area managed by the security agency at AIIMS, it shall be responsible. It is the duty of the agency to safe- guard the properties, including management, staff, plants and residential areas of the institute at different locations of the AIIMS, including open areas.
 - ii) The security agency will Indemnify AIIMS for theft, loss and pilferage of public or private property in the areas entrusted to its control and shall be responsible for all such losses and shall compensate AIIMS in respect thereof within one month of the demand made by AIIMS in this respect where found negligent and provident prescribed and suggested security norms are adopted and followed. Enquiry Committee will be constituted by the Director of (AIIMS), which will enquire the matter of theft, loss and pilferage of the property. The report of the enquiry Committee will be final and binding on the Security Agency. After getting the enquiry report duly approved by the Competent Authority of the AIIMS, the amount recoverable will be asked to the Security Agency to deposit within one month of demand otherwise the same will be recovered from the payment due to the Security agency/ Performance Security.
69. **Penalty Clause/Liquidated/Punitive Damages:**
- i) Agency should disburse the wages to their personnel by 7th of each month. In case payment to the personnel is not released by 10th ., then penalty of Rs.10, 000/- per day will be imposed on the agency.
 - ii) In case, Security Agency personnel deployed under the contract fails to report in time or absent from his post of duty and Security Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per head per duty shall be imposed on the Security Agency and it will be deducted from the Security Agency's bills.
 - iii) In case any public complaint is received attributable to misconduct/ misbehavior of Security Agency's personnel a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from Security Agency's bill. This does not indemnify the Security Agency/personnel against any criminal charges. Further, the concerned Security Agency's personnel shall be removed from the AIIMS duty immediately.
70. **PENALITY REGISTERS:** For imposing of penalty to the contractor/agency by the institute for the above mentioned occasion/incident/not working, not functioning/failed to operate/failed to provide, delay of payment to the security guards, the same thing will be mention in the penalty register with date,

time, location and witness of other staff / security personnel's of the institute and the agency has to bear the penalty and he cannot challenge for this penalty.

71. **ATTENDANCE OF SECURITY GUARD:** The Agency shall have a proper monitoring system for checking the strength of guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Security Officer of the AIIMS, Mangalagiri. Biometric finger print attendance system should be installed by the contractor for daily attendance in three shifts and details should be inform to the Security Officer of the AIIMS, Mangalagiri,
72. **ARMS AND AMMUNITION- (LICENSE / PERMITS / OPERATION / SAFETY PRECAUTION DURING HANDLING/OPEARATION OF ARM AND AMMUNITION AND CUSTODY OF ARM AND AMMUNITION)** The Contractor (security service provider) shall be solely responsible for complying with all the provisions of the Arms and other Acts and the rules framed there under for either carrying displaying, custody and use & operation of the arms & ammunition by the members of the security force in accordance with the provisions of the Act and the rules applicable from time to time.
73. **ARMS & AMMUNITION AND ITS PERODICALLY FIRING:** -The person carrying the firearms must know its handling, loading, unloading, cocking, operating procedure, take position, safety precaution and firing of arm during emergency situation in the AIIMS, MANGALAGIRI. The Contractor (security service provider) shall be solely responsible for proper and adequate training of his gunmen before deploy in the campus. The agency has to ensure all the gunmen must carry out their firing training in the A.P. Govt. Police department firing range-Mangalagiri in every quarterly. The necessary certificate/paper should submit to the security department in the AIIMS, Mangalagiri.
74. The security service provider shall provide security guard with gun 24 × 7 for Directors Office / Residence.
75. **25% of the total security requirement to be filled by female guards is mandatory.**
76. **20% of the total security guards to be filled by Ex- serviceman / police is mandatory.**
77. The agency shall supply bills of every month to finance/ Admin departments.
78. Name plate and cap should be given along with uniform.
79. Night vision googles of one number should be provided for Night shift.

SECTION- 05
TECHNICAL BID

Annexure-A

CHECK LIST FOR PREPARATION OF BID

SI No.	Particulars	Yes/No
1.	Name & Address of the Tendered Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).	
2.	State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).	
3.	Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor	
4.	Experience of minimum Rs. 50 Crore of providing Security Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of service of similar nature, Approximate magnitude and duration carried out and/or on hand for last 3 Years (i.e. 2018-19, 2019-20, 2020-21) along with a certificate from the organization where the job was carried out.	
5.	Is the agency registered with the Government; please give details with document/evidence.	
6.	Do you have Labour license RLC of Govt. of India. Please provide details and attach a copy.	
7.	Do you have License RLC of Andhra Pradesh, if yes please provide the copy of License? If not, than undertaking (on letter head) for providing the same within 30 days from the award of work	
8.	Undertaking in letter head of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in AIIMS, Mangalagiri.	
9.	Are you registered under Employee's Provident Fund (EPF)? If yes, please mention Registration No. And attach proof there to.	
10.	Are you registered under Employee's State Insurance corporation (ESIC)? If yes, please mention Registration No. And attach proof there to.	
11.	Are you registered under GST Act? If yes, please mention GST Registration No. And attach proof there to.	
12.	PAN No.(Please attach copy)	
13.	License No. (Please attach attested copy of Licence issued by Regional Labour Commission, GOI).	

14.	Please attach copies of return of Income Tax for last three financial years (2018-19, 2019-20, 2020-21).	
15.	Please attach Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three Financial years (i.e. 2018-19, 2019-20, 2020-21). Average Annual Turnover of bidder in the last three year should not be less than Rs.50 Cr	
16.	Please submit the following declaration on company/firm letter head:- No police case is pending against the Proprietor/partner or the Company (Agency). Indicate any convictions if any against the Company/firm/partner. proprietor/firm has never blacklisted by any organization	
17.	Duly filled Form–A & Form–B.	
18.	Valid ISO certificates of manpower/security services.	
19.	The bidder should submit its performance appraisal report from previous clients. If any bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his clients have not found its performance satisfactory, AIIMS, Mangalagiri reserves the right to reject his offer. The AIIMS, Mangalagiri is not bound to assign any reason for rejection the tender	
20.	The bidder should have their registered office / branch in Mangalagiri.	
21.	Firm must submit an live PASARA licence to register under PASARA Act of Govt. of A.P.	
22.	The tendered should submit an undertaking on their letter head that “any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration will be paid by AIIMS Mangalagiri & same will be deducted on monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India	
23.	All the pages of the tender should be signed by the owner of the firm or his legal 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. A copy of the terms & conditions with signature on each page must be submitted with the technical bid as token of acceptance of terms & conditions.	
24.	. In case of bid submitted by the existing contractor for the same capacity in the same facility, his bid should necessarily be accompanied by a satisfactory performance report from Security	

SECTION- 06
PRICE SCHEDULE

Annexure - B

Wages/Salary calculation sheet of Security Services

S. No	Description	Percentage (to be read in conjunction with latest rules. Acts, polices etc. of the competent authorities)	Assistant Security Officer (M/F) (Fixed Wages)	Security Supervisor/ CCTV Maintenance Supervisor/ Fire Supervisor/ Office Supervisor (M/F) (per unit) estimated DGR rates (1033.41 x 26)	Security Guards with arm / CCTV Operator/ Fire Guard/ SCR Operator/ CM Operator/ (M/F) (Estimated as per CLC) (777 x 26)	Security Guards without arm (M/F) (CLC) (707 x26) (Estimated as per CLC)
			Category- 01	Category-02	Category-03	Category-04
1	Basic wages plus Variable Dearness allowance (VDA)		40000.00	26868.66	20202.00	18382.00
2	ESI	3.25% (of Basic + VDA)			656.56	597.415
3	EPF + EDLI+ Admin Charge	13% (of Basic + VDA)		3492.92	2626.26	2389.66
Total (without reliving charge)			40000.00	30361.58	23,484.82	21,369.07
4	Reliving Charge	1/6 of Gross Wages		5060.26	3914.13	3561.51
Total (with reliving charge)			40000.00	35,421.84	27,398.95	24,930.58
5	Add Service Charge (in Percentage)		Service charge should be quoted in Price bid.			
Gross Total (including Service Charge)						
6	GST (if applicable)	As per rule	As per Applicability			
<p>Service charge will be included in gross total wages of security manpower. The above wages/Gross wages of manpower are totally tentative which may vary at the time of placing of work order. The wages of security personnel will be regulated as per guideline issued by the Office of the Dy. Chief Labour Commissioner(C), Ministry of Labour & Employment in this regard. Tender quoted without Service charge in Percentage will summarily be rejected.</p>						

Note:

The security agency/firm/company should quote Total Service Charges in Percentage only. Tenders quoted without Service Charges in Percentage will summarily be rejected. In case less than 2% is quoted by the same will be treated as summarily rejected. The bidders may be called upon to explain their business model and scope of profit at the rates quoted by them. In case the bidder fails or refuses to do so, the bid may be declared as not responsive. The bidder shall quote percentage upto 2 decimal point. If the bidder quotes percentage with more than 2 decimal points. Then upto two decimal point will be taken into consideration without rounding up. The amount of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, wage revision of the security personnel's will be applicable as per central labour commissioner (GOI) from time to time.

- 1) The rate is inclusive of all weekly off.
- 2) The tenderer has to provide all the security equipments with their mentioned quantities to his security team in the AIIMS, Mangalagiri.
- 3) Goods & Service Tax (GST) will be reimbursed extra as per actual if applicable and genuinely paid on submission of documentary evidence of deposition of GST.
- 4) The rates for category-03 and category-04 are quoted as per the rates fixed by the Chief Labour Commissioner (Central), Government of India. Rates for category-02, since not mentioned in CLC rates therefore the same is taken from DGR rates.(Reference Government of India Ministry of Defence office Memorandum No. 28(3)/2012-D (RES-I) dated 09 Jul 2012 as amended vide OM No. 28(3)/2012-D (RES-I) dated 16th Jan 2013 regarding guidelines for functioning of DGR empanelled Ex- servicemen security services.)
- 5) The Contractor not fulfilling statutory norms e.g. Minimum wages, reliving charges, weekly off, EPF, ESI and Gratuity etc. shall be disqualified.
- 6) It is mandatory for supervisory staff & arm guards must undergo at least 160 hours of training- - 100 hours of classroom learning and 60 hours of on- the-job training including fire safety programme
- 7) The 160 hours of training-- 100 hours of classroom learning and 60 hours of on-the-job security training certificate must be issued by a competent authority of a vocational training institute and the vocational training institute must be recognized by the Government of India/ State Government.
- 8) The agency has to submit the above-mentioned original training certificate in the AIIMS, Mangalagiri Security department for claiming of skilled & highly skilled minimum wages of his security staff.
- 9) Total manpower strength as debited in TABLE -1 above on the basis of provisions contained in the respective unit can be increased or decreased up to 50% of total strength at the time of award of contract or during currency of the contract depending upon the actual requirement as per deployment plan from time to time under tender/contract provisions.
- 10) The payment shall be made/ released towards those security personnel who are actually performed their duties in the Institute under this contract with support of adequate proof thereof.
- 11) The Wages of Assistant security officer are fixed at @Rs.40,000/- including of all allowances & excluding service charges.
- 12) This should be absolutely clear that the agency will have no right to deduct any part of the remuneration to be paid by the institute for employees wages plus other statutory deposits, except EPF and ESIC . Any violation by the agency will construe criminal .
- 13) offence of cheating and will be dealt with accordingly. (Submit Under taking for the same).

FINANCIAL BID

1. Name of tendering security Service Provider: -

S. No	Description	Rate % (in Percentage)	GST % (in Percentage)	Total % (in Percentage)
1.	Service Charges to be charged by the agency (Uniform/same rate) for different categories of security services.			

1. I/We have gone through the Terms & Conditions as stipulated in the tender enquiry document and confirm to accept and abide by the same.
2. Service provider agency has to fill the percentage (%) of service charges on total monthly bill for all categories of human resources provided which should not be less than 2%., The rate of service charge is to be same for all categories of post. No other charges would be payable by the Institute.
3. GST is to be charged extra on monthly bill including service charges.
4. TDS will be deducted as per Govt. norms.
5. The Lowest Bidder (L1) shall be determined on the basis of service charges quoted by the bidders. The service charges should be **minimum of 2%** (TDS-IT@2%, @0.02%- Primary education cess &@ 0.02%- Higher education cess) of the consolidated wage and maximum two digits after decimal points is to be taken for evaluation. The service charge is also to be at Percentage common to all categories. The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulation/laws. Firstly, agency who have quoted lowest service charge not below 2.08% in finance part shall be awarded as L1 bidder. Secondly, If two or more agencies have quoted same service charge then the lowest bidder amongst them will be decided based on the highest value of cumulative gross turnover arising out of manpower service for last 03(Three) years of the bidder as depicted in the Audited Financial Statement/ IT Returns during the year 2017-18,2018-19 and 2019-20. Accordingly bidders have to enclose self-attested copies of IT Returns and Audited Financial statements along with their Technical bid
6. That I/We undertake that the information given in this tender are true and correct in all respect.

Signature of the bidder with seal.

Date:

Place:

SECURITY SERVICES REQUIREMENT FOR AIIMS MANGALAGIRI*Annexure-D*

S.No	Names of Area/Block	SECURITY GUARDS REQUIREMENT (No.'s)									
		Working Days					Future requirement				
		Shift A	Shift B	Shift C	General	TOTAL	Shift A	Shift B	Shift C	General	TOTAL
1	OPD Block	36	36	10		82					
2	Ayush Block	4	4	4		12					
3	Dharmshala Building	2	2	2		6					
4	IPD Building (phase wise) - 5th floor 70 Beds						4	4	4		12
5	IPD Block	OT's					2	2	2		5
6		ICU's					2	2	2		5
7		Ward's					7	7	7		0
8		Laboratory					4	4	4		0
9		Radiology (24 X 7)					3	3	1		7
10	Medical College	4	4	2		10					
11	Medical laboratory	7	7	3		17					

12	Nursing College	4	4	2		10							
13	Hostels	UG Female	3	3	3		9						
14		UG Male	1	1	1		3						
15		PG Female						1	1	1		3	
16		PG Male						1	1	1		3	
17		PG Married						1	1	1		3	
18		Nursing Male						1	1	1		3	
19		Nursing Female						2	2	2		6	
20		Amenity UG	1	1	1		3						
19		Amenity PG						1	1	1		3	
20		Main Gate (In & Out) + Parking	15	15	15		45						
19	Director Bungalow	2	2	2		6							
20	NDRF Block	1	1	1		3							
19	6th Battalion APSP Gate	1	1	0		2							
20	Library & Admin Block	6	6	3		15							
19	Guest House	2	2	2		6							
20	Mortuary						2	2	2		6		
19	Auditorium												

20	Water Pump House + Chillar plant	2	2	2		6						
19	Quarters	Type 2 (2 Blocks)					4	4	4		12	
20		Type 3	2	2	2		6					
19		Type 4					2	2	2		6	
20		Type 5					2	2	2		6	
Total Requirement in Working Days						241	Total Requirement in Non-Working days				123	
Leave reserve						42						
Estimated Requirement of Securities for AIIMS Mangalagiri including future requirement										406		

S.No	Names of Area/Block	SECURITY SUPERVISORS REQUIREMENT (No.'s)						
		Working Days						Leave reserve =4
		Shift A	Shift B	Shift C	General	TOTAL		
1	Security supervisor	3	3	3		9		
2	Fire supervisor	1	1	1		3		
3	Security guard with Gun	1	1	1		3		
4	CCTV supervisor	1	1	1		3		
4	CCtv Operators	2	2	2		6		
Total Requirement in Working Days						24	8	28
Estimated Requirement of Security guards and Supervisors for AIIMS Mangalagiri							434	

- Note:**
1. The total number of security guards required during initial phase of contract is 180-200 No.'s
 2. The number of guards shall be increased depending on the phase of completion of the project and as on when required.

SECTION- 07

FORMS

FORMS

- 1) Particulars for performance Guarantee Bond.
- 2) Pro forma for Salary Slip.
- 3) Pro forma for Salary Sheet.
- 4) Form- A
- 5) Form – B
- 6) Certificate for the site inspection.
- 7) Contract details form.
- 8) Declaration regarding Blacklisting/Debaring for taking part in Tender.
- 9) Declaration regarding Non-Penalized/ Punish for taking part in tender.
- 10) Declaration regarding Non-Pending criminal case for taking part in tender.
- 11) Description of similar work of providing security service during last three years.
- 12) Form for Financial Capacity.
- 13) Form of Bank Guarantee for Bid Security.
- 14) Format of Letter accompanying technical Bid.
- 15) Form of Indemnity Bond.
- 16) Undertaking on Rs. 100/- Stamp paper.
- 17) Letter to Director, AIIMS, Mangalagiri.
- 18) Undertaking (Compliance of the provisions of Contract Labour Act)
- 19) Undertaking (various deductions etc.) 22- Undertaking regarding security guards.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED
BANK (WHETHER SITUATED AT MANGALAGIRI OR OUTSTATION) WITH A CLAUSE
TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MANGALAGIRI. BONDS
ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)**

To,

The Director
All India Institute of Medical Sciences (AIIMS), Mangalagiri-522503 (A.P.)
LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Mangalagiri (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of. AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of manpower. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of “AIIMS Mangalagiri” in the form of Bank Guarantee for Rs..... which will be valid for period of sixty days beyond the expiry of contract.

The said Performance Guarantee Bond is to be submitted within 15 (Fifteen) days from the date of Acceptance of the LOA.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to in tender document/work order/performance of the services, this Bank shall pay to All India Institute of Medical Sciences (AIIMS) Mangalagiri on demand and without protest or demur(Rupees).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Mangalagiri (Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/ work order shall be final and binding.

We,(name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the firm and/or All India Institute of Medical Sciences (AIIMS) Mangalagiri (Buyer).

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed` (Indian Rupees. only).
- b. This Bank Guarantee shall be valid up to. (date) and
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Mangalagiri serve upon us a written claim or demand on or before (Date), Claim period should be beyond six months from the date of validity i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at Mangalagiri situated at.....
..... (Address of local branch).

Yours truly,

Complete Postal Address:

Signature and seal of the Guarantor Name of the Bank:.....

**PROFORMA
SECURITY AGENCY
SALARY SLIP –MONTH-YEAR**

EMPLOYEE CODE -
EMPLOYEE NAME -
EMPLOYEE FATHER'S NAME -
DESIGNATION -

PAY MONTH -
PAY DAYS -

MOBILE NO.-

EPF NO. -

EMAIL ID -

ESI NO. -

POSTING PLACE –

EPF & ESIC Employer Registration Number: -

EARNING (Rs.)	DEDUCTION (Rs.)
<p>Basic Pay VDA</p>	<p><u>EPF Deduction</u> Employee)-</p> <p><u>ESI Deduction</u> (Employee)-</p>

Gross Salary:-

Total Deduction:-

Net Salary

Form-A

**PARTICULARS FOR REFUND OF PSD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No (PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No.	
	i) NEFT/IFSC Code	
	g) RTGS Code	
	h) Type of Account	
	j) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

Form – B
Declaration by the Bidder:

- 1) I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Mangalagiri and/or prosecuted as per laws.
- 2) I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract & rules and I/we agree to abide them.
- 3) The bidder should not have been blacklisted before at any government organisation/institute etc.
- 4) The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:-.....
Date:-

(Signature of Bidder with seal)
Name :
Seal :
Address :

CERTIFICATE FOR THE SITE INSPECTION

I / We (M/s. _____) have certified
and assessed the nature that we have visited the site on _____
and
amount of work involved before submitting our offer.

Bidder Signature and seal with date

(To be printed on the letter head of the Firm)

CONTRACT DETAILS FORM

GENERAL DETAILS OF BIDDER

CATEGORY OF THE FIRM NATIONAL LEVEL REGIONAL LEVEL (Tick the Any one)

1. NAME OF THE COMPANY:
2. COMMUNICATION ADDRESS:
3. PHONE NUMBER
4. EMAIL ID

Particular details of the bidder's representative /person responsible for management

1. NAME OF THE CONTACT PERSON:
2. DESIGNATION
3. PHONE No.
4. MOBILE No.
5. EMAIL I.D.

UNDERTAKING

- 1) The undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
- 2) The rates quoted by me valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates in any other institution in India.
- 3) I/We give the rights to the competent authority of AIIMS Mangalagiri to forfeit the Earnest Money/Security Money deposit by me/us in case of breach of conditions of Contract.
- 4) I hereby undertake to provide the services as per the directions given in the tender document/Contract agreement.

Signature of the Authorized

Signatory

Date:

Designation Office Seal of the Bidder)

**DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING
PART IN TENDER.**

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial Stamp paper by the Tenderer)

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the AIIMS, Mangalagiri, and SD (Security Deposit) shall be forfeited.

In addition to the above, the AIIMS, Mangalagiri will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:

(Public Notary / Executive Magistrate) with Date

Name

Address

DECLARATION REGARDING NON-PENALIZE/ PUNISH FOR
TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial Stamp paper by the Tenderer)

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ has not been penalized in the past years by Labour Court, EPFO & ESI by way imprisonment.

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ has been penalized / punished by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the University, and SD (Security Deposit) shall be forfeited.

In addition to the above, the AIIMS, Mangalagiri will not be responsible to pay the bills for any completed /partially completed work.

DEPONENT

Attested:
(Public Notary / Executive Magistrate) with Date

Name :
Address :

Description of similar work of Providing security Service executed during the last

Three years.

(Please furnish copies of completion certificate from the Government Department / Organization//PSU/Private etc.)

Description of the work /order Executed	Actual value of work/order executed	Work Period			Name of the Govt. Dept./ organization etc.
		Start Date	Finish Date	Stipulated date	
1					
2					
3					

Bidder Signature and seal with date

Signature of the Authorized Signatory
Designation Office Seal of the Bidder

Place:

FORM OF BANK GUARANTEE FOR BID SECURITY

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we _____
(Name and address of Bank), having our registered office at _____
(Hereinafter called “the Bank”) are bound unto. The AIIMS Mangalagiri,

(Name of the Institute)
(hereinafter called “the Institute”) in sum of Rs. _____ for which payment
will and truly to be made to the said Employer, the Bank binds himself, his successors and
assigns by these presents.

WHEREAS _____ (Name of Bidder) (hereinafter called
“the Bidder”) has submitted his bid dated _____ for providing Security Services (hereinafter
called “the Bid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of
Rs. _____ (Amount in figures and words) as Performance Security against the
Bidder’s offer as aforesaid.

AND WHEREAS _____ (Name of Bank) have at the request of the
Bidder, agreed to give this guarantee as hereinafter contained

WE further agree as follows: -

- 1) That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.
- 2) That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
- 3) That this guarantee commences from the date hereof and shall remain in force till:-
 - i) The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - ii) Sixty days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
- 4) That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- i. If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- ii. If the Bidder refuses to accept the corrections of errors in his bid; or
- iii. If the Bidder having been notified of the acceptance of his bid by the Institute during the period of tender validity and
 - a) fails or refuses to furnish them Performance Guarantee and/or
 - b) fails or refuses to enter into a contract within the time limit specified in the tender document.
- iv. If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.
- v. If the contract is terminated for the reason that the agency is blacklisted in any other

State Governments/Union Government.

- vi. WE undertake to pay to the Department upto the above amount upon receipt of his first written demand, without the Department having to substantiate his demand provided that in his demand the Department will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness:

Signature of Authorized official of the Bank:

Name Of official:

Designation:

ID Number:

Name of witness:

Address of witness:

FORMAT OF LETTER ACCOMPANYING TECHNICAL BID

From: _____

To

The Director,
All India Institute of Medical Sciences, Mangalagiri-522503,
Mangalagiri (A.P.)

Sub: Tender for Providing Security Service Contract in AIIMS Mangalagiri.

Dear Sir,

In response to the above and in full agreement with the terms and conditions of the tender as stipulated by you, I/We offer my/our competitive and firm offer as follows:

- a) I/We understand that minimum wages will be required to be paid not less than as per the terms and conditions stipulated by the Regional Labour Commissioner (central), Mangalagiri, as notified by the Government of India from time to time. In addition, I/We also understand that all statutory payments like PF / ESI / EDLI / Admin. Charges, etc. also need to be paid as prescribed under various statues, by me/us.
- b) The Earnest Money Deposit of Rs is given vide enclosed Demand draft
No.....dated.....drawn on.....
- c) I/We have valid registration in respect of Employees Provident Fund/Employees State Insurance/Goods & Service Tax (GST) etc. Copies of the above and other documents mentioned in this tender document are enclosed herewith.
- d) I/We also understand that the Director, AIIMS Mangalagiri has the right to accept or reject my/our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.

Encl: As above

Place:

Yours sincerely

Date:

Auth. Signatory:

Name.

INDEMNITY BOND

This deed of Indemnity is made this day of 2021 between M/s....., (hereinafter called "The Contractor" which expression shall unless repugnant to the context or meaning Thereof include its successors and assigns) of the FIRST PARTY and DIRECTOR, All India Institution of Medical Sciences, Mangalagiri, an Institute having its Registered Office at ,Mangalagiri-522503 (hereinafter called the "Institute" which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the SECOND PARTY.

WHEREAS the Contractor has, inter alia, agreed with the Institute to execute the work "For Providing Security Service in AIIMS Mangalagiri". On the Terms & Conditions contained in the Notice Inviting Tender No. ----- made between the Institute and the Contractor.

Whereas the Contractor has to furnish an Indemnity of the said Agreement. It is now agreed by and between the Parties hereto as follows:

- a) In accordance with the said Agreement, on the Contractor furnishing this Indemnity, the Contractor hereby undertakes to indemnify the Institute and keep the Institute indemnified from time to time against any loss caused due to negligence, not constant vigilance, mishandling, not prompt action, not appropriate action, incapable to monitor, failure to provide adequate security and damage caused to or suffered by the Institute or by reason of any breach or breaches on the Contractor's art of any of the Terms & Conditions contained in the said Agreement and in the event the contractor shall make any default or defaults in carrying out any of the works under the said Agreement or otherwise in observance or performance of any of the Terms & Conditions relating thereto in accordance with the true intent and meaning thereof, the Contractor shall forthwith on demand and without demur pay to the Institute such sum or sums as may be claimed by the Institute as losses, damages, costs, charges or expenses by reason of such default or defaults on the Contractor's part.
- b) Notwithstanding anything to the contrary in these presents or in the said Agreement The Institute's decision as to whether the Contractor has made any default or defaults or the amount or amounts to which the Institute is entitled by reason thereof will be binding on the Contractor for the purpose of this Indemnity and the Contractor shall not be entitled to ask the Institute to establish its claim or claims under this Indemnity but will pay the same on demand without any objection provided always the mutual rights under the said Agreement shall not in any way be prejudiced by reason of such demand by the Institute and payment by the Contractor under this Indemnity and the claims under the said Agreement (which Shall be settled in accordance with the said Agreement) without prejudice to the Institute's rights to demand immediately under this Indemnity and the Contractor's liability to pay the same.
- c) This Indemnity shall continue and hold good until it is released by the Institute in writing on the Contractor's application after expiry of relative Guarantee period of the said Agreement and after the contractor has discharged all his obligations under the said Agreement and submitted a "NO DEMAND CERTIFICATE" from the Institute under the said Agreement. The Indemnity Bond shall be valid for a minimum period of CONTRACT PERIOD and renewable thereof (Claim Period).

d) The Institute will have the fullest liberty from time to time to enforce or forbear to enforce any of the Terms & Conditions of the said Agreement and the Contractor shall not be released from his / their liability under this Indemnity by the exercise of the Institute 's liberty with reference to the matters aforesaid or by reason of any time being given to the Contractor or any forbearance, act or omission on the Institute's part or any indulgence by the Institute to the

Contractor or by any variations or modifications of the said Agreement or any other act, matter or thing whatsoever on the Institute's part.

e) This Indemnity and the powers and provisions herein contained are in addition to and not by way of limitation or substitution for any other guarantee, indemnities hereto before given to the Institute by the Contractor and this indemnity does not revoke or limit such indemnities or guarantee.

IN WITNESS WHERE OF the Parties hereto have executed these presents the day the year First hereinabove written.

Name and sign of the Contractor

In the presence of following Witness

- 1.
- 2.
- 3.

Administrative Officer
AIIMS Mangalagiri

In the presence of following Witness

- 1.
- 2.
- 3.

ON A STAMP PAPER of Rs.100/-)
UNDERTAKING

To,
The Director,
All India Institute of Medical Sciences, Mangalagiri-522503(MANGALAGIRI)

Name of the firm/Agency _____
Name of the tender _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed in the AIIMS Mangalagiri through individual Security Guards Bank Account as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide strictly all the security guards, necessary security accessories and necessary security training as per the Private Security agencies (Regulation) Act 2005 and must comply with and follow all the provision of applicable state laws.
5. I/We do hereby undertake that complete security of the AIIMS Mangalagiri shall be ensured by our Security Agency. The security money deposited by me/us will forfeit in case of any loss is caused to the Institute due to any security lapse, as well as any other Point considered by our Agency. Our Security Service shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs..... Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft or loss or pilferage, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)
Name and Address of the Bidder.
Telephone./Mobile No.

To,
The Director
All India Institute of Medical Sciences
Mangalagiri- 522503. (A.P).

Subject: Tender for Providing Security Service in the AIIMS Mangalagiri.

With Reference to the letter No:-.

Dear Sir,

With respect to the tender enquiry, I / We hereby submit my / our tender in a required format. I/We have adhered to the requirements prescribed by AIIMS, Mangalagiri. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

Thanking you, Yours faithfully,

Signature and seal of bidder

Address:
Date:

**UNDERTAKING (On Rs. 10/- stamp paper)
(TO BE SUBMITTED BY THE SECURITY AGENCY)**

Along with each monthly bill for Compliance of the provisions of Contract Labour (Regulation & Abolition) Act, Rules and other laws as applicable)

I _____ s/o _____
proprietor/partner/Director of M/s _____, do hereby declare
and undertake as under:-

1. That in the capacity of Security Agency with regard to security Manpower deployed at
(Description of Principal employer) against work order No. ----- dated-----
I / We have complied with the provisions of Contract Labour (R& A)Act 1970 in holding
a valid license under the Act and rules thereto. I have paid the wages for the month of
_____ As per DGR rates /Minimum wage Act to all my employees and no
dues are payable to any employee.
2. That I have covered all the eligible employees under the Employees Provident Fund
and Miscellaneous Provisions Act and the Employees State Insurance Act and
deposited the contribution under our code number for the following months and as such
no amount whatsoever is payable.
3. It is certified that the PF challan for Rs. _____ and ESI Challan for Rs.
_____ enclosed with my bill pertains to my workers whose name are
appearing in the wage sheet for the month _____
4. I further declare and undertake that in case any liability pertaining to my employees is
to be discharged by the Principal employer for my lapses, I undertake to reimburse the
same or the Principal Employer is authorize to deduct the same from my dues as
payable.

Authorised Signatory

M/s _____

(Rubber Seal)

UNDERTAKING (On Rs. 10/- stamp paper)

(To be submitted by security personnel)

I Shri/Smt./Km. son/daughter of
Resident of am an contractual
employee of Ms. I have been deployed as
..... at AIIMS, Mangalagiri on outsourcing basis w.e.f.
.....

I understand that during the aforesaid deployment I will be an employee of Ms..... There will be no master and servant relationship between AIIMS, Mangalagiri and me. I will not claim nor shall be entitled to claim pay, perks and other facilities as admissible to ad-hoc, regular/confirmed employees of AIIMS, Mangalagiri during the currency or after expiry of the contract.

I undertake that on termination of this contract on its expiry or otherwise, I shall not be entitled to and will have no claim for any regular employment or for any relaxation for absorption in the regular/other capacity at AIIMS, Mangalagiri.

I also agree that Ms. shall be solely responsible for the redressal of grievances/resolution of disputes relating to Pay, EPF, ESI, and other service conditions etc. which I may have under the scope of this contract. AIIMS Mangalagiri shall, in no way, be responsible for settlement of such issues whatsoever.

Signature
Name

SECTION- 08

E-TENDER INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / code / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document

- before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
 3. Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
 4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.
 5. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders are requested to note that they should necessarily submit their Financial Bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
4. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
6. Further, this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002