



**EMPLOYEES' STATE INSURANCE CORPORATION  
MODEL HOSPITAL AND OCCUPATIONAL DISEASE CENTRE  
NANDA NAGAR – INDORE 452011**

**Telephone No.: 0731-2554411/2559089 Fax No.: 0731-2559080.**

**TENDER DOCUMENT**  
for  
**PROVIDING SECURITY PERSONNEL**

Tender Enquiry No18(2)-D/35/16/1General/011 MH(INDORE)  
(FOR OFFICE USE ONLY)

Dated 29.01.2011

This Tender Form is sold to

M/s. \_\_\_\_\_

On \_\_\_\_\_ for providing Security Personnel for Model Hospital and Staff quarters  
Security.

Received.D.D./Banker's Cheque No. \_\_\_\_\_ dated \_\_\_\_\_ Rs. \_\_\_\_\_

Drawn on \_\_\_\_\_ received.

Signature and stamp of issuing authority

Cost of tender document Rs. 200/- payable only by DD/ Bankers Cheque /Pay Order (Non-  
Refundable) in favor of the ESIC Model Hospital A/C No. 1 , payable at Indore.

**(Tender documents consist of 22 Pages including cover page)**



**EMPLOYEES' STATE INSURANCE CORPORATION**  
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**Notice Inviting Tender for PROVIDING SECURITY PERSONNEL**

Sealed tenders in **"TWO BIDS SYSTEM"** are invited from the registered service provider/ agency/ company of repute for providing SECURITY PERSONNEL for the security of ESIC Model Hospital and Staff Colony as per the scope of work and detailed Technical Specifications mentioned in the tender document. Interested Tenderers may obtain Tender document from the office of the Medical Superintendent ESIC Model Hospital Nanda Nagar Indore on depositing cost of Document (non Refundable) in the form of D.D./Pay Order of Rs 100/- drawn in favor of **ESI Fund A/C No.1 payable at Indore.**

- (a) Date of Issue of Tender Document from **29.01.11 to 21.02.11(10.to 1 PM)**  
(b) Closing Date/Time for submission of Tender: **21.02.11 at 3.00 PM.**  
(c) Opening date/Time of Tender: **21.02.11 at 3.30 HRS.**

**Only Technical Bid shall be opened on the scheduled date.**

D.D./Pay Order of Rs. 50,000/- for EMD must be enclosed with the Tender Form. **Without EMD Technical Bid will not be opened/considered.** The successful tenderer shall be required to deposit/submit Bank Guarantee as security deposit equal to 10% of the annual cost of Tender for the period of contract.

**ELIGIBILITY CRITERIA:** - Contractor must have live registration under ESI Act 1948, EPF & Pension Act 1952, Contract Labour(Regulation & Abolition)Act 1970, Finance Act 1994 for Service Tax, and preferably registered with Director General Resettlement for providing Ex-Serviceman and requisite experience.

**E.S.I.C.Model Hospital** is an apex secondary care hospital having Bed capacity of 300 beds and soon going to be a tertiary hospital . 227 staff quarters are attached with it. Medical Superintendent reserves right to reject /cancel whole or part of the tender or to amend/alter/relax any of the conditions.

**MEDICAL SUPERINTENDENT**



**EMPLOYEES' STATE INSURANCE CORPORATION**  
**MODEL HOSPITAL AND OCCUPATIONAL DISEASE CENTRE**  
**NANDA NAGAR – INDORE 452011**  
**Telephone No.: 0731-2554411 Fax No.: 0731-2559089**

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**TENDER DOCUMENT**

No.18-A /12 /12/1/07/MH (Indore)

Dated: 29-01-2011

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Subject: Tender for providing security staff in ESIC MODEL HOSPITAL & ODC Indore on contractual basis.**

Dear Sir(s),

Limited Tenders are invited from reputed firms for providing Security Staff in ESIC Model Hospital & ODC Indore. Terms and conditions of the Tender, Duties and responsibilities of personnel's to be deployed and Application form in Annexure I,II & III respectively including Annexure A to G(a), Total pages 22 are enclosed for your perusal. Please go through all the Annexures and the instructions given there in. If you are interested you may submit your Tender. Following instructions may be noted

**1)Submission of Bids :-** Tenderer is requested to submit 2-bids super scribing "Technical Bid" and "Financial Bid" under separate/individual sealed cover .Both these envelopes and D.D./Banker's cheque/Pay order of Rs 50,000/- towards EMD are to be kept in a third bigger cover which should also be sealed and super scribed as "**Tender for providing Security Personnel**". This envelope should also bear the sender's name and address. This third envelop should be dropped in the tender box placed in the office of Dy. Medical Superintendent ESIC Model Hospital Nanda Nagar Indore on 21.02.2011( upto 3.00 pm).Only technical bid shall be opened first. The Financial Bid of only those tenderers whose technical bid is fully accepted by the T.E.C., shall be opened next on any subsequent day for which telephonic or written intimation will be given before two days. Each and every page of the quotation be

serially numbered and duly signed by the tenderer with seal. **Please note that without EMD Technical Bid shall not be opened/considered.**

2) **Requirement of Security Personnel**:-As per assessment of this office at present following security personnel are required. However requirement may vary from time to time. The number may be less or more .The Contractor must be capable of providing security staff as per requirement intimated even one day before.

<b>Sr. No.</b>	<b>Name of Post</b>	<b>Nos. of persons required</b>
1	Security Supervisor	03
2	Gunman	03 If & whenever required
3	Security Guards(male)	22
4	Security Guards(female)	07

**Note :- Minimum 30 personnel will be required at present. 100% ex-serviceman security guards/supervisor are required.** However exact number will be intimated from time to time as per actual requirement.

3. **Tender Form & Terms & Conditions:** - The terms and conditions governing the tender and the qualifications, duties and responsibilities of the Security staff and Tender form are mentioned in Annexure-I , II& III which should be signed on each page by the tenderer and submitted in the manner as advised in Para 1 above. The tender is liable to be ignored if incomplete information is not given or any document asked for in the tender is not duly filed or not furnished. Individual signing the tender or other documents concerned with the contract must specify whether he signs as: -

(I) A sole proprietor of the firm, or constituted attorney of such proprietor.

(II) A partner of the firm if it be a partnership in which case he must have authority to refer disputes to arbitration in case of any dispute.

(III) Constituted attorney of the firm, if it is a company.

(a) In case of (II) a copy of the partnership agreement or General Power of Attorney, in either cases attested by a Public Notary should be furnished. An affidavit on stamped paper of all the partners admitting execution of the partnership agreement or the general power of attorney should be furnished.

(b) In the case of partnership firms, where authority to refer disputes concerning the business or the partnership has been conferred on any partner,

the tender and all other related documents must be signed by every partner of the firm.

(c) A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to be construed that he has authority to sign and if on enquiry it appears that the person so signing has no authority to do so, the purchaser, without prejudice to other civil criminal remedies, will cancel the contract and hold the signatory responsible for all costs and damages.

5. **TECHNICAL BID** Bids received and found valid will be evaluated by the ESIC duly constituted committee to ascertain the best – evaluated bid for complete work /services under the specifications and documents submitted with Technical Bid will be selected for Opening of Financial Bid. The tenderer should take care to submit all the information sought by the ESIC in the Tender Document..

5.1 Bidder must attach required brochures/ literatures/ supporting documents in the tender to ensure that compliance to all the specifications given in the tender document can be verified.

5.2 Technical capability: The Tenderer shall furnish a brief write-up, packed with adequate data explaining and establishing his technical available capacity/capability to perform the Contract.

5.3 **The tenderer having 3 years experience of work in a 200 hundred bedded hospital would be preferred. The tenderer should provide satisfactory proof of following;**

a. Human Resource (Quality, number, availability, mobilization in short period; Human resource policy especially with regard to employees' welfare and health): The bidder must satisfactorily prove its strength .

b. Total duration of experience in the service of Hospital and other Government Department /other Industries/organization in India/Abroad

c. No. of present clients in India including hospitals with 200 beds or more.

d. No. of repeat clients in India with three or more years of consecutive service, from list of present clients as specified above.

5.4 Registration with Director General Department of Resettlement Government of India for supply of security personnel should be attached. **Agency/firm registered with D.G. Department of Resettlement Government of India will be given preference.**

**5.5 Average annual turnover during the last three years** (2007 – 2008, 2008-2009, 2009 - 2010) should be at least Rs. 100 lakhs (Audited annual report consisting of balance sheets, profit & loss account, auditors report, for the last three financial years i.e. 2007 – 2008, 2008-2009, 2009 - 2010 should be submitted with IT return of last three years). Applicant to fill enclosed ANNEXURE III & must enclose copies of financial statements of three years as mentioned in ANNEXURE III.

**The following documents must be enclosed with the Technical Bid ;**

- i) Audited annual report consisting of balance sheets, profit & loss account, auditors report, for the last three financial years i.e. 2007 – 2008, 2008-2009, 2009 – 2010 should be submitted with IT return of last three years).
- ii) Documents regarding registration of Firm/Company.
- iii) Registration under ESI Act 1948 .
- iv) Registration under EPF & Pension Act 1952.
- v) Works contract permit under Labour Contract ( Regulation & Abolition) Act 1970.
- vi) Registration for Service Tax under Finance Act 1994.
- vii) Experience Certificates from a reputed firm/ Government organization/public sector undertaking. Should have work experience of at least three years in a 200 bedded hospital. Documents must be attached.
- viii) Registration with Director General Department of Resettlement Government of India.(preference will be given)

The Tender submitted without the documents shown at I to v above would be liable to be rejected outright. Medical Superintendent reserves right to cancel /relax conditions shown at serial number vii and viii above or any of the above conditions.

**6. Financial Bid :-**Rates should be quoted in Annexure III . It should be worked out per employee per month and per day. Break up of rate in respect of each category of employee must be given separately.

**a) Wages:-** The rates of wages/salary payable to the worker shall not be less than the minimum wages as fixed by the Government of Madhya Pradesh (for Civilian Security personnel) and or Central government/ Director General,

**Department of Resettlement Govt. of India( for ex-serviceman), applicable to the category of employee at the time of issue of the Tender Notice. Preference shall be given to the firm registered with D.G. Dept. of Resettlement Govt. of India.**

**b) Rates to be quoted should be inclusive of all statutory liabilities/taxes/ESI Contribution EPF Contribution /, weekly off, relieving duty charges and holiday charges, Bonus etc. also includes service charges/administrative charges and service Tax etc..Wages payable by the contractor to the employees must not be less than the minimum wages/salary notified by the Government from time to time. **Nothing shall be paid by the Hospital authority in addition to the rate quoted in the specified place.****

## **7. LIABILITIES OF SERVICE PROVIDER**

7.1 The personnel deployed by Contractor/ agency will be trained, smart and well mannered with proper uniform.

7.2 The contractor/ agency will issue I-card valid for Model Hospital with signature of authorized Hospital official.

7.3 The service provider shall make available CV of the employees to be posted in Hospital or personal interview of its employee being posted in Model Hospital (if asked for) as per decision of Hospital official or management committee.

7.4 The shift of the workers should be rotated weekly and a roaster would be maintained.

**7.5 The Supervisor would be changed with proper handing & taking over every month to avoid possible contacts/collusion for better watching & controlling arrangement from security point of view.**

7.6 The service provider shall pay its employees salary in to their respective bank account through cheque **(mandatory requirement). The CHEQUE statement(of preceding month) of monthly salary payment duly verified by bank official will have to be submitted with bill for payment.**

7.7 All liabilities such as wages, ESI, EPF, Bonus and other statutory requirements of personnel on duty will be borne by Contractor. Contractor will submit the proof of PF & ESI payments (computer generated monthly challan showing the names of the employees deployed in this hospital) with monthly bill.

7.8 Working hours of outsourced employees would normally be eight (8) hours. All employees deployed on security would be given regular weekly off and offs for National and other Holidays.

8. **Vague tenders/quotations:** - Quotations qualified by vague and indefinite expressions such as subject to immediate acceptance etc. will not be considered. There should be no over writing or cutting in any information.

9. **Opening of Tender:** -Only Technical Bid shall be opened on the scheduled date i.e. 21.02.2011 at 3.00 pm. The Financial Bid of only those tenderers whose technical bid is fully accepted by the T.E.C., shall be opened next on any subsequent day for which telephonic or written intimation will be given before two days. You are at liberty to be present or authorize a representative to be present during the opening of tenders at the time and date as specified above. The name and address of the representative who would be attending at the time of the opening of the tender on your behalf should also be indicated in the tender.

**10. Right of Acceptance:** -Medical Superintendent ESIC Model Hospital, Indore does not pledge himself to accept the lowest or any tender and reserves with him the right of accepting or rejecting the whole or any part of the tender .

**11.Award of Contract:-** (i)The selection of agency will be at the sole discretion of the M.S. who reserves the right to accept or reject any or all the proposals without assigning any reason.(ii)The Annual contract for Security Personnel shall be awarded to the best qualified responsive tenderer.(iii) Upon evaluation of offers , the award of contract will be intimated to the successful tenderer. (iv) Any attempt to negotiate directly or indirectly on the part of the tenderer with authority competent to finally accept the Tender, or influence the acceptance of the tender by any means will result his tender excluded from consideration.

12. **Acceptance of the Tender:** - The formal acceptance of the tender will be forwarded to the successful tenderer as soon as possible, but the instructions contained in the letter should be acted upon immediately. In case the tenderer fails to comply with the formal acceptance of the tender and fails to deliver the goods/ to provide the services within stipulated time, the offer of acceptance will be treated as cancelled and in such eventuality the tender will be awarded to the next party and the earnest money so deposited will be treated as forfeited.

13. **Security Deposit :-** The successful Tenderer on receipt of the acceptance letter shall deposit within the specified time limit a Security Money equal to 5% of the total annual amount due to the Contractor or Rs.1,50,000/-(one lakh fifty thousand) whichever is less through a Demand Draft drawn on any Nationalized



**Bank in favor of ESIC Model Hospital A/c No.1 payable at Indore. Security Deposit may also be accepted as a Bank Guarantee executed by any Nationalized Bank in favor of Medical Superintendent ESIC Model Hospital & ODC Indore. EMD of successful tenderer may be adjusted against security money on request.** In case the tenderer fails to deposit the security money within the given time limit, the offer of acceptance will be treated as cancelled and in such eventuality the tender will be awarded to the next party and the earnest money so deposited will be treated as forfeited. If you are exempted from EMD and /or performance security please mention specifically with documentary proof.

14. The party/tenderer whose tender is accepted will send a letter to Medical Superintendent, ESIC Model Hospital, Indore conveying his acceptance of the terms and conditions and the rates/price along with a D.D./Bank guarantee of Security Money. The receipt of this letter by Medical Superintendent will conclude the contract. **The successful tenderer will execute an agreement on above subject within the time as may be specified by the Medical Superintendent.**

**15. CONTRACT PERIOD;** This contract will be valid for a period of one year starting from the date of signing the contract agreement which will be extendable to another period of one year depending on performance of contractor. It can however, be terminated by either parties at any time by giving one month notice.

16 Each and every page of the tender document should bear the rubber stamp and signature of the authorized signatory with his name.

17 Conditional tenders are liable to be rejected

18 Corrections if any should be attested with dated initials by the same party who is signing the Tender form. Overwriting will render your tender liable to be rejected.

MEDICAL SUPERINTENDENT

## **ANNEXURE-I**

### **ESIC MODEL HOSPITAL& ODC NANDA NAGAR INDORE**

#### **TERMS AND CONDITIONS OF TENDER FOR SUPPLY OF security staff ON CONTRACTUAL BASIS TO THE ESIC MODEL HOSPITAL & ODC , INDORE(Contract Agreement to be signed on a non judicial stamp paper of Rs.100/-)**

1)The contractor shall provide professionally trained/qualified and dedicated security staff. The said staff should be smart with sound health and good character, integrity, antecedents, conduct and should be fully conversant and qualified to provide quality work all days including off days and Holidays..

2) The Security Personnel must not be less than 18 years and beyond 55 years of age.. 100% Ex-servicemen will be provided as per requirement .In the event of emergency if 100% Ex-servicemen are not available , the contractor may deploy civilian security personnel but in any case not more than 25% of the total requirement. If at any point of time the number of civilian security personnel exceeds 25 % of the total , this will be treated as breach of contract and a penalty of Rs. 1000/- shall be imposed on first occasion. **On second and subsequent occasions a penalty of Rs. 2,000/- per employee deployed in excess of 25 % of the Total requirement shall be imposed and recovered from the monthly Bill/performance security. Contract shall be terminated on three times repetition of the lapse .**

3. The clearance of the local police in respect of each employee deployed will be obtained by the Agency and submitted to the Medical Superintendent before deployment of the staff.

4. The list of personnel appointed by the Agency together with names/addresses of the employees including those as leave reserve shall be made available to the hospital authorities with their Bio data(along with valid proof of Ex-Servicemen i.e certificate etc.) for scrutiny and **brief interview before they are engaged.** No person shall be engaged directly by the contractor without the knowledge of Medical Superintendent.

5. The contractor agrees that the station and time of duty of the staff deployed can be changed by the Medical Superintendent or by any of his official authorized to do so.

6. The contractor agrees to pay to the Security Staff deployed on duty the salary / wages as per rates mentioned in Annexure-III enclosed separately. It is obligatory on the Contractor's part to pay to his employees, salary/wages not less than the minimum salary notified by the State Government M.P., NCT Delhi or D.G. Deptt. of Resettlement Ministry of Defense Govt. of India from time to time whichever is applicable to the category of the employees.

**7 Payment of salary to the security personnel shall be made only through account payee cheques or through direct transfer to their Bank Account. For this purpose the Contractor will get Bank account opened for every engaged worker. At the same time the Contractor shall provide the Bank account number to the**

**Medical Superintendent also. The Contractor shall ensure that every employee gets his salary on the last working day of the month.**

**8) The Contractor shall follow the following instructions to ensure that the workers get their salary on the last working day;**

a) Monthly Bill cycle will be from 24<sup>th</sup> day of the previous month to 23<sup>rd</sup> day of the current month.

b) Monthly Bill as per above cycle will be submitted to the Office of the Medical Superintendent on 26<sup>th</sup> of the current month.

c) Payment of the Bill will be made to the Contractor before last working day of the month after preliminary checking. Detailed checking will be done subsequently and if any mistake is found, it will be corrected and recovery/deductions if any required will be in the next Bill.

d) The Contractor must ensure that entitled wages/salary of the workers are credited to their Bank account on the last working day of the month. If Contractor fails to submit the Bill on 26<sup>th</sup> day of the month or for any administrative reason beyond the control of M.S. if the payment is not made before the scheduled date, even then the Contractor has to make the payment to the workers on the last day of the month.

**8 A)) While submitting the Bill for the next month, the Contractor shall enclose the following certificates with the Bill,**

(i) Wages/Salary of workers were credited to their Bank account on (date)\_\_\_\_\_.

(ii)ESI Contribution relating to the workers deployed in the Model Hospital amounting to Rs.\_\_\_\_\_was deposited on (date)\_\_\_\_\_.(Copy of challan enclosed with live list enclosed).

(iii) EPF Contribution relating to the workers deployed in the Model Hospital amounting to Rs.\_\_\_\_\_was deposited on (date)\_\_\_\_\_.(Copy of challan enclosed).

(iv)Certified that compliance of all statutory laws including Minimum Wages Act are being made properly as per relevant provisions.

(v)Certified that the payment of Service Tax on the amount received from ESIC Model Hospital is being made quarterly/regularly as per Service Tax Rules.

9. The tenderer shall ensure that Security staff is available on duty at the work station during their duty hours. The tenderer shall be responsible to provide Substitute/additional staff to take the place of any Security staff who is not available for duty at the said premises. All the staff provided for duty at the said premises by the tenderer shall have the proper Identity Cards and uniforms.

10. The responsibility for meeting all statutory requirements/Labour laws, as applicable, in respect of engaging the Para-Medical staff/ office staff Security Staff will be that of the tenderer and the Staff so provided will be on the pay-roll of the tenderer and the ESIC will in no case be liable or required to make any payment whatsoever to any member of Security staff in any way direct or indirect. The tenderer will be responsible for making payment or providing all the benefits to the Staff as admissible under the relevant laws. But it is mandatory for the Agency to make payment to the personnel engaged at this Hospital well within time as stipulated as per Labour laws and in presence of an authorized officer of this Hospital.

11. The Security staff will be alert in performance of their duties and if any member of the Staff is not found suitable, or his/her performance does not commensurate with the need or upto the standard, such security staff shall be replaced by the tenderer on the advice of the Medical Superintendent or any other officer authorized by him within a period of one day. The tenderer agrees that such security staff shall not again be deputed, without the consent of the Medical Superintendent or any other official deputed by him for this purpose. The decision of the Medical Superintendent or any other officer authorized by him shall be final and binding on the tenderer.

12. The tenderer agrees that ESI Corporation will not in any way, be responsible for any injury/disability whether permanent or temporary caused to the Para-Medical Staff/ office & security staff during or on account of their discharge of duties as specified in this regard.

13. The security staff shall also perform such additional duties as specified by the Medical Superintendent or any other officer authorized by him in relation to the functioning of the hospital.

14. The tenderer further agrees that the number of security staff may change from time to time and the same shall be arranged accordingly by the tenderer. In any emergency or special occasions additional security staff may have to be provided by the tenderer and for such services tenderer will be entitled to be paid the normal rates as quoted and accepted.

15. The Medical Superintendent or any other officer authorized by him shall be at full liberty to physically verify the number of security staff on duty and assessment of their work as instructed at any hour of day or night at the scheduled place of duty without reference to the tenderer. Such checking or monitoring of the security staff by the Medical Superintendent or any other officer authorized by him will not relieve the tenderer from any of its obligations or periodically monitoring and checking of the security staff on duty. **The Tenderer shall arrange OJT of the security personnel deployed at the Model Hospital regularly once in every week at the Hospital premises.** The tenderer will also submit the report of OJT, monitoring and surprised checks to the Medical Superintendent from time to time. For any shortcoming in the number of security staff or their negligence in performance of duty, the M.S. ESIC MODEL HOSPITAL INDORE shall be at liberty to charge from the tenderer **twice the amount** which would have been admissible to the tenderer.

16. For any loss occurring to the ESIC, due to the negligence in the performance of duty by the Security staff provided by the tenderer, ESIC will be entitled to recover compensation to the extent of such loss. The decision of the Medical Superintendent or any other officer authorized by him shall be final and binding on the tenderer.

15. If any of the security staff on duty is found under the influence of alcohol or under the effect of psychotropic drugs while on duty his/her services will be terminated immediately.

17. The tenderer agrees that the duties and the responsibilities of the security staff as may be supplied by him shall be as mentioned in Annexure-II.

18. **The tenderer agrees that upon receipt of intimation regarding acceptance of tender, the tenderer will complete the formalities of the written agreement and deposit the security money equal to 5% of the annual cost of tender or Rs. 1,50,000=00 [Rs. One lac fifty thousand only] within a period of seven days. The Earnest Money could be adjusted against the Security Deposit. In case of failure to complete these formalities the offer to the**

**successful tenderer will be treated as cancelled and his earnest money will be treated as forfeited.**

**PENALTY CLAUSE**

- a) If the staff is not found in proper uniform and displaying photo identity card, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill.
- b) If the staff is found indulging in smoking/or under influence of alcohol or narcotic drugs on duty hours, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill and such staff shall not be allowed to enter the hospital in future.
- c) If the staff is found sleeping during duty hours, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill.
- d) If a staff is missing from his/her place of duty, except for any valid reason, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill.
- e) If the behavior of the staff is found harsh/rude and non cooperative towards patients/attendants/staff, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill.
- f) If any staff is found performing the duty by submitting fake name & address or found impersonating, a penalty of Rs.500/- per instance shall be deducted from the Agency's bill.

**UNDERTAKING**

I/We \_\_\_\_\_ have carefully gone through and understood the contents of the tender form including Annexure-II & Annexure-III and I/we undertake to abide myself/ourselves by all the terms and conditions set forth.

Date:- \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:- \_\_\_\_\_

NAME \_\_\_\_\_

**[Of Authorized Signatory of the Agency/firm  
and also affix seal of the Agency/firm]**

## **ANNEXURE II**

### **Duties and responsibilities of the Security Personnel.**

Civilian/Ex-Serviceman must have enough experience of safe guarding the Hospital premises as per the Duties And Responsibilities shown below.

1. The place of duty shall include the above location, its residential complex/annexes, if any, or any of the ESIC locations in Indore depending upon the exigencies.
- 2 Security Personnel must be in proper ,neat and tidy uniform and have a whistle a torch and a baton/Gun and the movement of the security guards must be arranged in such a way that no part of the building remain unnoticed/unattended. They should be Polite but firm, disciplined, physically fit and alert all the time while on duty.
- 3 To attend to the distinguished Visitors, VIPs and Officers with compliments.
4. Managing rush of patients, their attendants and maintaining queues in all O.P.Ds./Wards and to enforce no smoking in hospital areas.
5. Security of Person and property of the patients/attendants/staff.
6. Evacuation of patients in case of fire or other natural calamities and to assist the relief operations.
7. Protection of equipments, fixtures, plants, greenery and other moveable/immoveable property of the hospital. To keep a check on all incoming and outgoing property/goods to ensure that the same are carried by authorized person[s] for bona-fide purpose with proper gate pass.
8. Preventing unauthorized entry to the O.T. [s], wards, labs and other areas of the hospital.
9. Collecting intelligence about terrorists and other subversive elements/activities in the crowd/campus and promptly informing the concerned authorities.
10. To stand by the hospital Authorities during unlawful situation like Gherao, picketing Dharna and strike etc.
11. Disposal of amputated limbs immediately through IMC.
12. To maintain "Round the Clock" security Services and not to leave the place of duty under any circumstances until and unless properly relieved.
13. To record in a given Vehicle Register details like Regd. No. of Vehicle, time of Entry/Exit and the purpose of visit especially during off hours/days of the hospital..
- 14 To keep a strict vigil on suspicious looking persons/objects and take immediate action as deemed suitable.
15. To check/block the access to the premises of loitering/unlawful persons and vagabonds.
- 16 To maintain highest order of integrity, moral and social responsibility especially towards ladies, children and senior citizens.

17. Authorized to enter any area[s] if the situation/duties so warrants.
18. To act as a reliable informer to the hospital authorities for safeguarding the hospital/public interests.
19. There should proper arrangement for keeping the keys of the rooms of the building. The security personnel shall also ensure that all the electrical equipments /instruments/lights and fans must be switched off at the time of closure of the office or part of the office.
20. The names of the Security Supervisor/Security Guards should always be displayed by them on their uniform for identification purpose.
21. The security guards must be rotated from their deployment at an interval of two months.
22. The security supervisor must submit a monthly report of compliance and happenings in that building to the Medical Superintendent.
23. Any other work of similar nature assigned by the Medical Supwrintendent.

Signature of Tenderer

Name & Address with stamp

**ANNEXURE A**

**EARNEST MONEY DEPOSIT**

EMD as required by this Tender/ is being submitted in the form of Demand Draft favoring "E.S.I.C Model Hospital A/C No. 1 , payable at Indore, and duly discharged in his favor in advance.

Details of Demand Draft attached:

DD.No. \_\_\_\_\_ Dated \_\_\_\_\_

Drawn on(Bank) \_\_\_\_\_

Amount \_\_\_\_\_

Signature of the Tenderer  
Name & Address with stamp

**ANNEXURE B**

INCOME TAX RETURN & PAN NUMBER

IT Return & PAN Number, as required by this Tender/ is being submitted along with this tender.

**PAN number :-** \_\_\_\_\_

Details of IT Return:

The following details MUST also be submitted: -

1. Audited financial statements of the last 3 financial years to be attached.( 2007 – 2008, 2008-2009, 2009 – 2010)
2. Financial statements should include BALANCE SHEETS, PROFIT & LOSS ACCOUNT AND CASH FLOW STATEMENTS.
3. Unaudited financial statement might be considered for F.Y .2009-10.

Signature of the Tenderer  
Name & Address with stamp

**ANNEXURE C**

UNDERTAKING – YEARS OF EXPERIENCE

I/ We M/s \_\_\_\_\_ hereby declare that:

Our agency has been in \_\_\_\_\_ business for a period of at least last 3 years in security Guards supply Buisness for which the quotation/ tender are submitted. We have served in similar works i.e. provided Security pesonnel in govt. hospital/PSU or private sector with more than 200 beds or any corporate with over 500 employees in the last 3 years. We will be able to arrange for the required manpower, and other resources for the establishment of service as per the tender terms within 10 days of award of tender (A/T)/Letter of intent (LOI).

Signature of the Tenderer  
Name & Address with stamp



## ANNEXURE D

### CERTIFICATES TO BE SUBMITTED WITH MONTHLY BILL

**While submitting the Bill for the next month, the Contractor shall enclose the following certificates with the Bill,**

- (i) Wages/Salary of workers were credited to their Bank account on (date)\_\_\_\_\_.  
(copy of wages sheet duly signed in token of having received the payment is enclosed)
- (ii) ESI Contribution relating to the workers deployed in the Model Hospital amounting to Rs.\_\_\_\_\_ was deposited on (date)\_\_\_\_\_. (Copy of challan enclosed along with live list).
- (iii) EPF Contribution relating to the workers deployed in the Model Hospital amounting to Rs.\_\_\_\_\_ was deposited on (date)\_\_\_\_\_. (Copy of challan enclosed).
- (iv) Certified that compliance of all statutory laws including Minimum Wages Act are being made properly as per relevant provisions.
- (v) Certified that the payment of Service Tax on the amount received from ESIC Model Hospital is being made quarterly/regularly as per Service Tax Rules.

Signature of Contractor  
With Rubber Stamp

## ANNEXURE -E

### UNDERTAKING

I/ We M/s \_\_\_\_\_ hereby declare that: Our firm or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm has not been **black listed** in the past 3 years by any Government/ private institution.

We also certify that there is no vigilance/ CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same .

We also certify that there is no pending case for payment/ civil liability pending against us in any of the courts. ( If there is any case please attach the details of the same.)

Signature of the Tenderer  
Name & Address with stamp

**ANNEXURE-F**

**TENDER FORM FOR PROVIDING SECURITY PERSONNEL AT ESIC MODEL  
HOSPITAL INDORE**

**GENERAL INFORMATION:**

Sr. No.	Particulars	
1	Name & address of the Agency/firm	
2	Name of the Proprietor/Partners including Telephone & Mobile Nos.	
3	Whether registered under Companies/Indian Partnership Act.[Please specify]	
4	Companies Act/Partnership Act[ as the case may be]	
5	Registration Number under E.S.I. Act, 1948 Mandatory.	
6	Registration Number under EPF & Pension Act. Mandatory.	
7	Permanent Account Number under Income Tax Act Mandatory.	
8	Registration Number under Finance Act 1994 for Service Tax. Mandatory.	

Signature of Tenderer  
**Name & Address with Stamp**

**ANNEXURE G**

Please indicate previous Experience[s] of providing Security staff by the Agency to the Govt. / Corporate/Private hospitals [minimum 3 years experience is essential]

Sr. No.	Name & address of the Hospital/	Bed capacity	Category of security personnel supplied	Period for which supplied	
			Ex-man or Civilian	From	To
01					
02					
03					
04					

**ANNEXURE G(a)**

Please indicate previous Experience[s] of providing Security staff by the Agency to the Govt. / Corporate/Private institutions/organization;

Sr. No.	Name & address of the Hospital/	Bed capacity	Category of security personnel supplied	Period for which supplied	
			Ex-man or Civilian	From	To
01					
02					
03					
04					

**Signature of Tenderer**

**FINANCIAL BID**

**I/we quote the rates of salaries/wages of Security Personnel as under:-**

Sr. No.	Name of Person/Post	Rate per employee per month . * Rs.
01	Security Supervisor Civilian	
02	Security Supervisor ex- Serviceman	
02	Security Gunman Ex- serviceman	
03	Security Guard Civilian(MALE)	
04	Security Guard (civilian)Female	
05	Security Guard ex- Serviceman	

**\* Note: - Please furnish break-up separately in Annexure III(A) & (B).**

**Rates to be quoted should be inclusive of all statutory liabilities/taxes/ESI Contribution, EPF Contribution /, weekly off, relieving duty charges and holiday charges, Bonus etc. also includes service charges/administrative charges and service Tax etc..Wages payable by the contractor to the employees must not be less than the minimum wages/salary notified by the Government from time to time. Nothing shall be paid by the Hospital authority in addition to the rate quoted above..**

. It is to be noted that 75% of the total Security personnel required must be ex Servicemen therefore while quoting Rates for security personnel Separate rate for Ex service man and civilians must be shown. Break up may be given in the (format shown as Annexure III(A) & (B).

**All payments due to the employee must be paid through Account payee cheque or directly transfer to his /her Bank Account.**

. It is certified that the particulars given above are true to the best of my knowledge/belief and I/we have read terms/conditions and duties/responsibilities of security staff to be deputed for the purpose and have also understood the same and do hereby undertake to abide by the same without any reservations on any grounds whatsoever. In case of any breach of the said conditions I/we shall be responsible for the consequences of the same.

Date:- \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Place:- \_\_\_\_\_

NAME & Address with seal \_\_\_\_\_

**ANNEXURE III(A)**

**Break up of wages in respect of Ex- serviceman**

<b>S. No.</b>	<b>Description</b>	<b>Security Guard</b>	<b>Gunman</b>	<b>Supervisor</b>
(a)	Basic including VDA			
(b)	ESI 4.75 %			
(c)	EPF 12 %			
(d)	Adm. Charges 1.11%			
(e)	Gratuity/Terminal Benefit 4.81%			
(f)	Uniform 10%			
	Total			
(g)	Weekly off/National Holidays/other Holidays 28,98 % of (g)			
(h)	Cost per head			
(i)	Service Charge on cost per head %age.			
(j)	HRA 15% on basic			
	<b>Sum Total</b>			

**Service Tax @ 10.30 % of Sum Total will be payable.**

Service Charge on cost per head will be calculated.

Bonus will be admissible @ 8.33 % to the eligible employees and will be reimbursed to the Contractor on production of Bonus payment sheet duly received by the concern employees.

Per day rate shall be calculated by dividing Cost per head by 31.

**Signature of Tenderer  
Name & address with Seal**

**ANNEXURE III(B)**

**Break up of wages in respect of Civilian Security personnel**

<b>S. No.</b>	<b>Description</b>	<b>Security Guard</b>	<b>Gunman</b>	<b>Supervisor</b>
(a)	Basic including VDA			
(b)	ESI 4.75 %			
(c)	EPF 12.5 %			
(d)	Adm. Charges 1.11%			
(f)	Uniform %age if paid			
	Any other amount @			
	Total			
(g)	Weekly off/National Holidays/other Holidays 28.98 % of (g)			
(h)	Cost per head			
(i)	Service Charge on cost per head %age.			
	<b>Sum Total</b>			

**Service Tax @ 10.30 % of Sum Total will be payable.**

Service Charge on cost per head will be calculated.

Bonus will be admissible @ 8.33 % to the eligible employees and will be reimbursed to the Contractor on production of Bonus payment sheet duly received by the concern employees.

@Any other amount admissible as per State Government Rules.

Per day rate shall be calculated by dividing Cost per head by 31.

**Signature of Tenderer  
Name & Address with seal**