



INDIRA GANDHI EMPLOYEES STATE INSURANCE HOSPITAL

JHILMIL, DELHI- 110095

(An ISO -9001:2000 CERTIFIED)

Advt.No. _____

Tender for providing Security Guards /Lift Operator

Sealed tenders are invited from reputed, registered and licensed agencies who fulfil the eligibility criteria and who can take on the work as mentioned below for a period of one year which can be extended on the basis of performance and mutual agreement for further period.

Eligibility Criteria

1. The agency should have experience for providing (Nature of service of Security/Lift Operator) in reputed organisation preferably in Govt. and Private Sector for atleast three years. Attach list of clients as above alongwith satisfactory performance certificate from such clients.
2. The Agency should furnish attested copies of following documents:
 - a) Registration Certificate under
 - (i) Contract Labour (R&A) Act, 1970
 - (ii) ESI/EPF/Income-Tax/Service Tax
 - (iii) DGR (in case of Security Services with Ex-Servicemen)
 - b) Income Tax/Service Tax Clearance Certificate for last three years.
 - c) ESI/EPF Payment Certificate for last three years.
 - d) Minimum wages payment certificate from Labour Enforcement Office.
 - e) Balance Sheet for last three years.
 - f) Annual Turnover for last three years.
 - g) Earnest Money Deposit of Rupees (to be decided, based on total value of work) in the form of Demand Draft from nationalised Bank drawn in favour of ESI Fund A/c No. 1 Payable at IG ESI Hospital Jhilmil, Delhi.

Scope of Work

(Here briefly mention the scope of services. In the case of Security Services, area to be guarded, no. of guards/Supervisor, Ex-Servicemen / Civilian etc.)

General Instructions

1. Cost of Tender Form Rs. 500/- Amount and form of payment to be specified.)
2. Tender should be submitted complete in all respect alongwith documents at 2(a) to (g) under eligibility criteria.
3. Last date with time
 - (a) Sale of Tender Forms : 10.12.09 upto 12.00 Noon
 - (b) Receipts of Tender : 10.12.09 upto 01.00 PM
4. Tenders will be opened (Preferably on the last day afternoon hours) in the presence of Tenderers/representatives who choose to attend.
5. Tender without all/any documents as above are liable to be rejected.
6. Tender with false/misleading documents/information will lead to disqualification of tenders.
7. Medical Superintendent reserves the right to accept/reject any offer without any reason thereof.

JOINT DIRECTOR (A)

Date:

Place:

INDIRA GANDHI E.S.I. HOSPITAL, JHILMIL, DELHI – 95**Tender form for the engagement of private Security Agency**

1. Period of Contract 12 months w.e.f. the date of issue /acceptance of offer /contract,
2. Rates Quoted for 8 hours duty
 - (i) Per ASO @ P.M.(Ex-Serviceman) Rs.
 - (ii) Per Security guard @ P.M.(Ex-serviceman) Rs.
 - (iii) Security guard (female), lift operators (civilian) Rs.
 - (iv) Security guard (civilian) Rs

(Enclose separate sheet for break-up)
3. Earnest Money Rs.1, 00,000/-(Rupees one lac only) to be deposited along with Tender Form.
4. Date and Time for the Submission of Tender 10.12.09 upto 01.00 PM
5. Date and Time for the opening of Tender 10.12.09 at 02.30 PM
6. Registration No. of the Agency (Please enclose photocopy)
7. Permanent Account No. of Income Tax Department (attach copy).
8. Please specify as to whether the firm is registered with appropriate govt. agency for deploying manpower.
9. Please specify as to whether tenderer is a sole proprietor /partnership firm/Company (Name of the partners should be specified in this case).

(Signature of the tenderer with Full Name & seal)

3.

10. Address of the Tenderer for communication along with landline and mobile phone numbers and fax number.
11. ESI & PF Account No. (attach copy of coverage letter)
12. Name of Bank, Bank Branch and Bank Account No. of the tenderer.
13. Name and residential address with landline and mobile phone numbers of the Prop./Partners/Directors.

1.....

2.....

3.....

4.....

It is Certified that the particulars given on pre-page and above are true to the best of my knowledge and I/we have read terms & conditions and duties / responsibilities of the Security Staff / Lift Operators to be engaged for the purpose and have also understood the same and do hereby undertake to abide by the same without any reservations on any ground whatsoever. In case of any breach of the said conditions I/we shall be responsible for the consequences of the same.

Encl. () (in number)

Full Name & Signature of Authorized Signatory with
With rubber stamp of the Agency affixed.

Date

Place

Terms and conditions

1. The agency should be registered with Registrar of Firms for at least 3 years before the closing date of tender and should have provided such services to Govt. Hospital / Corporate Hospitals/Hospitals owned by the Autonomous Bodies/PSU's for a period of atleast three years. The agency having their Regd./Branch Office at Delhi / New Delhi will only be considered. A list of clients, whom the agency had provided security, may be furnished.
2. The agency shall provide the service of trained security guard /Lift Operators as per details given below:-
 - a) Male Security Guards (Ex-servicemen retired from Army/Air-force/Navy at least 75%) - 32 Nos. and one Assistant Security Officer.
 - b) Female Security Guards (Good Built) – 9 Nos.
 - c) Lift Operators with sufficient operational knowledge - 4 Nos.
3. The security guards should be atleast middle pass with more than 18 years of age and have not attained the age of 55 years with sound health to the satisfaction of the competent authority / Medical Superintendent. The agency shall provide a certificate that the Security Guards and Lift Operators deployed in this hospital are medically/ mentally/ physically fit to work for 8-9 hours.
4. The Agency that will provide the services of the Security Guards and Lift Operators shall at all times and for all purposes be held responsible for giving necessary service benefits to the engaged workers as necessary. The hospital authorities shall have the right to ask for the removal of any person of the agency who is not considered to be orderly in discharge of his/her duties of his role if found dubious in nature.
5. The agency shall not engage any sub-contractor or transfer the contract to any other person. In the event of the contractor contravening this condition, Medical Superintendent shall be entitled to place the contract elsewhere on the contractors account at his risk and the contractor shall be liable for any loss or damage, which the Medical Superintendent IG ESI Hospital Jhilmil, may sustain in consequence or arising out of such replacing of the contract.
6. The clearance of the local police will be obtained by the agency before deployment of the personnel and a copy of the same should be submitted to this office.
7. The list of employees appointed by the Agency together with names/ address & telephone numbers of the employee including those as leave reserve shall be made available to the hospital authorities with their Bio data for scrutiny before they are engaged.

(Full Name & Signature of the tenderer with seal)

8. Payments in respect of the manpower deployed other than those mentioned in Sl. No. 7 will not be allowed until prior approval /permission of the Medical Superintendent or an officer / committee authorized by him is obtained.
9. While Submitting bills for payment, the Agency will furnish the complete list of employees engaged together with their ESIC Ins. No. / EPF subscriber No. in each month.
10. The rates quoted should be lump sum for deploying Security Guard, Lift Operators including wages, relieving charges & all statutory liabilities and agency charges. The all inclusive lump sum amount needs to be accompanied by statement indicating "A break-up of rates claimed". No other charges in addition will be payable on any account over and above the rates quoted. Any error/omission in respect of minimum wages/statutory liabilities or ambiguity such as "taxes as applicable/extra, taxes as per govt. rules, etc." will render the tender liable to be rejected irrespective of grading of lump-sum wages quoted. No revision of rates shall be entertained during the period of contract except when there would be any statutory revision of rates duly notified from time to time by the competent authority.
11. The decision of Medical Superintendent or his authorized officer shall be final in considering the security guard/lift operator fit to be employed.
12. The agency shall within three weeks of becoming due, submit the proof in support of their having deposited the contributions under Provident Fund/ESI Act and other deductions to the hospital authorities.
13. An interest free Security Deposit for 10% of the total contract value per annum will have to be deposited by the successful agency in the name of Medical Superintendent , IG ESI Hospital, Jhilmil Delhi in the form of bank draft favouring "ESIC Fund Account No.1 – IG ESI Hospital, Jhilmil" before taking over the security arrangements of IG ESI Hospital, Jhilmil, Delhi-95. This would serve as a Security Deposit which shall be refunded to the Agency without any interest on the expiry of the contract period on furnishing clearance certificate/No Due Certificate.
14. The contractor shall prepare monthly bills with a cycle of 24th of the previous month to 23rd of the current month by 26th of the current month. The payment shall be made by cheque and the agency shall get their workers accounts opened in the Bank, along with photocopy of challans of ESI, PF, S. Tax. etc. and wage sheet showing the Insurance Number, Provident Fund Account No. and the details of contribution paid in respect of the engaged employees to enable the hospital authorities to arrange payment , failing which agency will be responsible for delayed payment.

(Signature of the tenderer with seal)

15. In case the agency fails to execute the job after signing the agreement deed or terminate the contract before completion of period of contract at their own accord, the Medical Superintendent shall have the right to forfeit the earnest money and security money deposited by the agency for the execution of contract for the remaining period through some other agency.
16. The contract can be terminated by the first party (Medical Superintendent, IG ESI Hospital, Jhilmil, Delhi) by giving one month's notice.
17. In case of any loss or theft of hospital properties, equipments, furniture etc attributable to the negligence of the security personal as decided by the Medical Superintendent, it shall be made good by the agency and in the event of failure on their part to do so within a period of one month, the same shall be made good by encashment of Security Deposit and if the amount of loss or damage exceeds the amount of Security Deposit, then the remaining amount shall be recovered from the agency through the Court of Law.
18. The terms and conditions contained herein shall form part of and shall be taken as if they were included in contract agreement to be entered into by the agency.
19. The agency will obtain license under the contract Labour (Regulation and Abolition) Act 1970 from the appropriate Local Authority, if applicable, and shall produce the licence within 3 months after the commencement of the contract. The contractor shall also register the establishment with the concerned registering office as per the said rules. The contractor should also maintain all necessary records as required by competent Authority. The contractor should be registered with E.P.F., E.S.I., and Service Tax authorities and shall possess valid Code Number.
20. The quotation (duly sealed) shall be deposited / submitted in the tender box kept in the chamber of Jt. Director (Admn.), Administrative Block of IG ESI Hospital, Jhilmil, Delhi-95 on 10.12.09 at 01.00 PM alongwith terms and conditions duly signed by Agency.
21. The tender box shall be opened in front of attending tenderers or their representatives on 10.12.09 at 02.30 PM in the administrative block of this hospital. In case it happens to be a holiday the tender box will be opened on the next working day at the same time and venue. The Tenderer/firm/company shall have to deposit as earnest Money of Rs.1,00,000/- (Rupees One Lac only) In the form of an A/c Payee bank draft in favour of **"ESI Fund A/c No. 1 – IG ESI Hospital, Jhilmil"** failing which the tender will be outrightly rejected, no cheques will be accepted. The tender forms downloaded from the website of the ESIC should be accompanied by an additional / separate demand draft of Rs. 500/- (Rupees Five Hundred only) favouring "ESI Fund A/c No.1 – IG ESI Hospital, Jhilmil" towards the cost of tender form.

(Signature of the tenderer with seal)

22. The earnest money of the tenderers whose tenders are not accepted will be refunded without any interest thereon after the award of the contract.
23. In case, the agency to whom the contract is awarded, fails to accept the offer, the Medical Superintendent shall have the right to forfeit the earnest money deposited by that agency and any loss occurred due to not providing of Security Guards & Lift Operators can also be recovered from the agency as decided by the Medical Superintendent. No correspondence / conference in this regard will be entertained.
24. The quotation would be valid for a period of six months subsequent to the date on which the tender box is opened.
25. The successful tenderer / contractor / agency will have to sign contract agreement with the competent authority on a non-judicial stamp paper of Rs.100/-(Rupees One Hundred only).
26. In case of any disagreement or dispute between the hospital authorities (i.e. Medical Superintendent) and the Agency arising out of or due to the terms and conditions of contract agreement, the Medical Superintendent shall have the discretion for settlement of such disputes by appointing a Sole Arbitrator and the award so made by the Arbitrator shall be final and binding on the both parties. Jurisdiction shall be Delhi only for any dispute.
27. The contractor shall take due care to comply with the provision of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like Policy Changes proposed by the Government or legal amendments from time to time, during the period of the contract.
28. The contractor / Agency shall provide forty two Security Guards (32- Male Security Guards, One -ASO and 9 – Female Security Guards) and four lift operators everyday for round the clock service with proper uniform, badges, whistle and cane etc. Total number of Security Guards (including male and female) Lift Operators can be increased/ decreased. The Medical Superintendent or his authorized officer can oversee /supervise / check the execution of day to day work by the agency.
29. The contract shall remain valid for a period of one year. However, if required the contract can be extended further on mutual agreement after the expiry of the tenure at the discretion of hospital administration on the same terms & conditions.
30. All personnel engaged and their bags and baggage shall be liable for physical check both at the time of entry & exit into /from campus/Hospital.

(Signature of the tenderer with seal)

31. The Contractor / Agency will not allow or permit his /their employees to participate in any trade union activities or agitation in the premises of the hospital, violation of which may result in the termination of the contract immediately.
32. The agency / Contractor shall be responsible for effecting payment of ESIC, EPF and other statutory payments viz Service Tax etc. under rules of Central and State Government applicable from time to time to the concerned department. Copies of challans shall have to be submitted along with his/their bills for payment failing which the delay caused, will be the sole responsibility of the Contractor / Agency.
33. The ESIC will not be responsible for any injury or loss of life of personnel deputed by contractor which may take place in the course of their deployment.
34. Income Tax deduction at source as per Income Tax Act-194-C shall be made.
35. If the attendance falls short of contracted minimum number of persons, penalty @Rs.500/-(Rupees Five Hundred only) per person per day shall be deducted from the bill. The amount so deducted shall be final and no claim whatsoever will be entertained under any circumstances.
36. The Medical Superintendent, IG ESI Hospital, Jhilmil, Delhi reserve the right of the removal from the Hospital premises any persons considered by him to be incompetent or disorderly. Such person shall not be engaged again without the permission of the Medical Superintendent or his authorized officer.
37. Any personnel engaged by the Agency if found indulged/indulging in illegal and intolerable activities is to be handed over to the police or any other administrative action deemed fit against him will be taken besides termination of the contact immediately. Agency shall be solely responsible for the conduct and behaviour of persons deployed by the agency.
38. The agency shall not replace the staff frequently without proper substitute & without prior permission.
39. In normal conditions worker will not be deployed for double duty. However, in case of emergency/urgency, a worker may be allowed for not more than two continuous duties with proper written information to the hospital authorities.
40. The agency shall furnish a photocopy of ESI Card (TIC/PIC) immediately on engagement of Security Guard or Lift Operator. In case ESI Card is not available then the agency shall submit a copy of R.D.F. immediately.
41. In case of any mis-happening such as accident/incident, it is mandatory for the agency to take-up the follow-up with the Legal/Police at its own level to the logical end.

(Signature of the tenderer with seal)

42. The agency shall not depute a particular Security Guard or Lift Operator for a period of more than one year.
43. The agency / Contractor shall deploy the full compliment of the personnel all the time and shall maintain the list of the reserves to provide the replacement and supplement the strength.
44. The Agency shall be prompt in making replacement in case any Guard & Lift Operator is not available on duty or found unsuitable for Duty. Agency shall promptly arrange additional staff whenever required by the Medical Superintendent.
45. The agency/contractor shall work under the over all supervision and direction of the officer authorized by the Medical Superintendent.
46. The Agency/ Contractor shall provide round the clock security on 8(eight) hours shift basis and deployment will be done in consultation with the officer authorized by the Medical Superintendent. In case of disagreement, the decision of the officer authorized by the Medical Superintendent shall be final and binding.
47. The staff appointed by the agency for this purpose shall conduct themselves as per orders of the M.S. In case of any sort of misbehaviour and misconduct of any person so appointed, the responsibility of any damage or loss shall rest upon the agency in full.
48. The Medical Superintendent, IG ESI Hospital reserves the right to accept or reject any or all tenders without assigning any reason and will not be bound to accept the lowest tender.
49. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places. Trolley mirrors, wherever required may be provided for the inspection of four wheelers/other vehicles.
50. The minimum wages to be paid to ex-servicemen are fixed by Directorate General of Resettlement, Govt. of India and Ministry of Defence from time to time. The Security agencies have to give at least these minimum wages to ex-servicemen under all circumstances.
51. The security personnel must be in proper, neat and tidy uniform and have a whistle, a torch and a lathee/Gun(only if permitted by competent authority) and the movement of the security guards must be arranged in such a way that no part of the building remain unnoticed/unattended. It is needless to emphasize that the security guards should be positioned at strategic places.
52. Necessary number of security personnel may be deployed who may take round of the building at fixed intervals.

(Signature of the tenderer with seal)

53. The names of the Security Officer/Assistant Security Officer/Security Supervisors/Security Guards should always be displayed by them on their uniform for identification purpose.
54. A person should be available at the reception to see that the visitors are properly attended to and guided and if need be, necessary security check may be exercised.
55. The visitors should be allowed inside the office building only with proper passes to be issued by the reception personnel available at the entry. The pass should be returned to the reception personnel with signature of the officer who has been visited and departure time of the visitor.
56. The ex-servicemen security guards/assistant security officer must keep their service discharge card/book handy for verification by the competent authority at any given point of time. Failure to produce the said service discharge card may render them liable to receive only wages of civilian guards.
57. Before entering into agreement the contractor/security agency must produce original bio-data/credentials of guards for verification including education qualification, date of birth etc.
58. **Document:** the Tenderer should have a valid **Trade licence / PAN / TAN /Other Statutory documents as applicable** and produce attested copies/such certificates alongwith the tender papers.
59. **Right to accept / reject:** The hospital authority reserves the right to **reject** any or all tender without assigning any reason whatsoever. Also, the hospital authority reserves the right to **award** any or part or full contract to any successful agency at its discretion and this will be binding on the tenderer.
60. **Assistance to contractor:** The contractor shall not be entitled to assistance either, in the procurement of raw materials required for the fulfilment of the contract or in the securing of transport facilities.
61. The tenderer should have a permanent place of business in Delhi and the complete Postal Address, Telephone / Mobile / Fax / E-mail address, etc. should be provided, while submitting the completed tender form.
62. The rates once accepted by the hospital shall remain unaltered throughout the period of contract, including any extended period.
63. In case of failure to comply with the provisions of the terms and conditions mentioned by the agency that has been awarded the contract, the hospital authority reserves the right to award the contract to the next higher tenderer or outside agency and the difference of price will be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the tenderer.

(Signature of the tenderer with seal)

64. Medical Superintendent, IG ESI Hospital Jhilmil, does not pledge himself to accept the lowest or any tender and reserve to himself the right to accepting the whole or any part of the tender or portion of the quantity offered and tenderer shall supply the same / execute the work at the rate quoted by them. Tenderer is at liberty to tender for the whole or any part.
65. The Security Officer/Security supervisor must submit monthly report of the compliance and happening in the hospital and precincts thereof to the Estate Officer.
66. The Security Personnel must have the telephone numbers of the nearest Police station, Fire Station and Ambulance, Estate Officer of ESIC etc.
67. The Security guards must be rotated from their deployment at regular interval.
68. There should be proper arrangement for keeping the keys of 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.
69. The Estate officer may arrange surprise visits at fixed intervals by deputing available officer in the establishment.
70. Office files/papers/equipment or machinery will be allowed to enter or be taken out of the building only with proper gate pass under the signature of the competent authority.
71. The Security personnel must watch that there is no unidentified/ unclaimed/ suspicious objects / persons in the buildings / premises.
72. The agency will be responsible for complying with payment of minimum wages and other benefits including prescribed number of duty hours / leave / holidays, etc. to its employees deployed in the hospital, as per Labour Laws in force from time to time. The agency will be responsible to comply with all labour legislations including social security, Service-Tax wherever applicable and such other statutory orders by Government / Municipality which may be in force from time to time.
73. The agency will be responsible for ensuring compliance of relevant laws relating to fire arms handling by its employees and the antecedent of the personnel employed by him, should be suitably cleared, a statement to this effect to be submitted, alongwith the Tender form.
74. The agency while submitting their tender form shall enclose certified copies of the experience, Trade Lincence essential for carrying out the activies under reference and any such other document specified in other papers hitherto. Incomplete tender form in any respect will be summarily rejected by the hospital.
75. The contractor will be responsible for such contract of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act of commission & ommission of such persons. The contractor shall provide security staff / supervisor that should be smart, healthy and having good character, antecedents and conduct. If any employee engaged by the contractor for the security services is found to be indulging drinking alcohol or narcotics or found in a state of inebriation in the hospital premises, strict action as deemed fit shall be taken by the competent authority.

(Signature of the tenderer with seal)

76. The contractor shall grant one day leave to his workers every month in addition to holiday/closed holiday for the purpose.
77. The contractor shall comply with provisions of payment of wages Act, 1936, minimum Wages Act, 1948, workmen's Compensation Act, 1923, Contract Labour (Regulation and Aboilition) Act, 1970 or the modification thereof and other laws relating thereto and the rule made thereunder from time to time.
78. The Security personnel shall be alert while performing their duties and if found not commensurating with the desired level of satisfaction, such personnel shall be replaced by the contractor on the advise of competent authority within a period of one day and that shall be final and binding on the contractor.
79. The minimum wages to be paid to Ex-serviceman are fixed by Directorate General of resettlement, Govt. of India, Ministry of Defence from time to time. The security agency has to give atleast these minimum wages to Ex-serviceman under all circumstances. For non Ex-serviceman security staff at least minimum wages applicable to their category must be paid.
80. Documentary proof regarding the security personnel having empanelled with D.G.R. for deployment by security agency.
81. Contractor must show documentary evidence of having received accreditation from Director General Resettlement / Army Welfare Board including nomination of Ex-serviceman for reemployment from office of the D.G.R. That is to say the evidence of registration with the DGR must be produced.
82. **Responsibility of executing contract:** The contractor is to be entirely responsible for the execution of the contract in all respect in accordance with the terms and conditions as specified in the acceptance of tender.
83. **Arbitration:** In the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is specially provided for by these on the special conditions, the same shall be referred to the sole arbitrator as appointed by the Medical Superintendent. It will be no objection that the arbitrator is a Govt. Servant, that he had to deal with the matter to which the contract relates for that in the course of his duties as the Govt. Servant he has expressed views on all or any of the arbitration dispute or difference. The award of the arbitrator shall be final and binding on the parties to the contract , it is a term of this contract:-
- i. If the arbitrator be Medical Superintendent, IG ESI Hospital, Jhilmil Delhi.
- In the event of his being transferred to vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself or to appoint another person as arbitrator, OR
 - In the event of his becoming unable to act for any reason, it shall be lawful for Medical Superintendent, IG ESI Hospital Jhilmil to appoint another person as arbitrator.

(Signature of the tenderer with seal)

- ii. If the arbitrator be a person appointed by the Medical Superintendent. In the event of his denying, neglecting or refusing to act being unable to act, for any reason, it shall be lawful for the Medical Superintendent either to proceed with the reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. It is further a term of this contract that no person other than the Director General, ESI Corporation or the person appointed by him should act as arbitrator and that if for any reason that it is not possible, that matter is not to be referred to arbitrator at all. Upon every and such difference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.

Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitrator proceedings under this clause. Work under the contractor shall, if reasonably possible continue during the arbitration proceedings and no payment due to be payable by the purchaser shall be withheld on account of proceedings:-

The venue of the arbitration shall be at Delhi/ New Delhi.

In the clause, the expression 'The Director General, ESI Scheme means, the Medical Superintendent, ESI Scheme for the time being and includes if there be no Medical Superintendent, the officer who is for the time being the administrative head of the ESI Corporation, whether in addition or otherwise.

For the purpose of the contract including arbitration proceedings there under, the Medical Superintendent IG ESI Hospital Jhilmil shall be entitled to exercise all the rights and powers of the purchaser.

(Signature of the tenderer with seal)

PENALTY CLAUSE

- A.** A penalty of Rs. 200/- (Rupees two hundred only) per instance shall be imposed and deducted from the contractor's / Agency's bill, if:
- (a) The Security Personnel, Lift Operators is not found in proper uniform and displaying photo identity card.
 - (b) The Security Personnel, Lift Operators is found indulging in smoking /drinking at the time of duty hours and such Security Guard, Lift Operator shall not be allowed to enter in the hospital premises in future.
 - (c) The Security Personnel, Lift Operators is found sleeping during duty hours.
 - (d) The Security Personnel, Lift Operators is found missing from the place of duty, for any reason.
 - (e) The behaviour of Security Personnel, Lift Operators is found harsh /rude and non-co-operative towards patients / attendants /staff.
 - (f) Any Security Personnel, Lift Operators is found performing the duty by submitting fake name & address.
 - (g) Any Security Personnel, Lift Operators is found performing duty other than those mentioned in the approved list supplied by the agency to the hospital authorities.
 - (h) **Recovery of sums due**: whenever any claim for the payment of money arise out of or under this contract against the contractor, the purchaser shall be entitled to recover such sum by appropriating, in part or whole the security / earnest money deposited by the contractor, when the balance or the total sum to be recoverable, as the case may be, shall be deducted from any sum then due or which at the time thereafter may become due to be recoverable under this and any other contract with the purchaser. Should the sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the purchaser on demand the remaining balance due.

(Signature of the tenderer with seal)

JOB RESPONSIBILITIES

1. To provide the security cover of the entire IG ESI Hospital, Jhilmil, Delhi.
2. The agency/contractor shall be responsible for all security measures and arrangements to safeguard the movable and immovable property and also providing following specialized services.
 - (a) Controlling crowds and maintaining queues in all OPD's /Ward/Emergency/Critical Care Area and other places as directed by the authorized officer.
 - (b) Protection of Staff / patient / attendants.
 - (c) Evacuation of patients in case of fire or natural calamities or accident.
 - (d) Protection of equipments, fixture and other vehicle, moveable and immovable property of the hospital.
 - (e) Prevention of unauthorized entry of vehicle & people and to regulate the traffic within the hospital premises and ensure that no vehicles are parked except at the parking place.
 - (f) Prevention of unauthorized entry of personnel including all types of outside vendors in the premises of the Hospital / Colony.
 - (g) Collection of intelligence about anti-social and other subversive elements in the crowd or otherwise in side the premises of the hospital.
 - (h) Fire fighting and any other work of similar nature assigned to the agency by the hospital management from time to time.
3. That agency will identify the property of IG ESI Hospital, Jhilmil & prevent their theft, loss, pilferage in the event of riots, arson, fire etc. from the areas of their deployment (whole hospital campus) and shall be responsible for all such losses.
4. The Agency staff shall be available at all the time at the place of their duties as per duty roster and they shall not leave their place of duty without prior permission of Medical Superintendent or his authorized officer.
5. The agency / contractor shall remain in touch with the fire fighting department /police and as and when their services are required, the agency shall co-ordinate and co-operate their action.

(Signature of the tenderer with seal)

16.

6. To guard all entrance and exit points and to control the movement of the visitors as advised in various areas where they are posted.
7. To check all incoming and outgoing property/goods and to ensure that they are accompanied by proper gate pass/authority letter.
8. To report to the authorised officer/competent authority during office working hours and to the CMO on duty before and after the office hours, if any incident of theft, pilferage, fire or arson occurs.
9. To provide the necessary security cover to the staff and officers in the hospital round the clock.
10. The security personnel must have the telephone numbers of the nearest Police Station, Fire Station and Ambulance, Estate Officer of the hospital etc.
11. The names of the Security Officer/Assistant Security Officer/Security Supervisors/Security Guards should always be displayed by them on their uniform for identification purpose.
12. A person should be available at the reception to see that the visitors are properly attended to and guided and if need be necessary, security check may be exercised.
13. The visitors should be allowed inside the office building only with proper passes to be issued by the reception personnel available at the entry. The pass should be returned to the reception personnel with signature of the officer who has been visited and departure time of the visitor.
14. The EPABX system should have an arrangement to record the calls received in the office/hospital.

(Signature of the tenderer with seal)

UNDERTAKING

I/We have carefully gone through the contents of the tender document and
I/We undertake to abide myself/ourselves by all the terms and conditions set forth.

Date:

(Signature of the Tenderer with Seal)

LIST OF DOCUMENTS TO BE ATTACHED ALONGWITH THE FORM

1. List of the Institutions with period to whom similar services are/were being provided alongwith performance report from respective authorities.
2. Organization set up which clearly indicate the total staff strength and its break-up category wise.
3. Performance report or commendation certificate obtained from the police authorities, if any.
4. An attested photocopy of the contract already entered with any Government or well reputed organization.
5. Coloured Photographs of Security Guards/Lift Operators in uniform (of both summer and winter) with the sample identity card including whistle, cane, badge etc.
6. Copy of Registration Certificate of the firm related to the ESIC, EPF, S.Tax and I.Tax Permanent Account Number.
7. Any other relevant information may also be appended as per directions of Medical Superintendent.

[Signature of the Tenderer along with seal and date]

TENDER APPLICATION FORM

01.		NAME OF FIRMS	
002.	a.	Full Postal Address	
	b.	Cell Phone NO.	
	c.	Telephone No.	
	d.	Fax No.	
03.		Date of Establishment of Firms.	
04.		If your Firm Registered under:-	
	a.	The Indian Factories Acts.	
	b.	Any other Act, if not who are the s (Please give full address)	
	c.	Delhi Police.	
05.		Name and Address of your Bankers stating the name in which the Account stands:	
06.		Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company with policy no. :	
07.		Total number of Employees :	
08.		Are you in the list of approved contractors of any other organisations /institutions, if any, give details (Append extra page if necessary):	
09.		Give details of any Government contracts executed during the last twelve months (Append extra page if necessary):	
10.		Any others information which you consider necessary to furnish:	

UNDERTAKING

- a) I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- b) The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest quoted for any other Institutions/ Hospital in India.
- c) The earnest money of Rs. _____ to be deposited by me has been enclosed vide Demand Draft no. _____ Dt. _____ drawn on bank _____ Branch _____
- d) I/We give the rights to Medical Superintendent to forfeit the earnest money deposited by me/us if any delay occur on my/agent's part or failed to supply the security service within the appointed time or the desired quality of services.
- e) There is no vigilance/CBI case or court case pending against the firm.
- f) I hereby undertake to supply security guards and lift operators as per directions given in the tender document/supply order within stipulated period.
- g) I shall be vacating any space that may be provided to me by the hospital authority to carry out the job or otherwise, before I put up the last bill of the contract period for payment.

Date:

Place:

Signature of Tenderer:

Full Name:

Designation:

(Office seal of the tenderer)



PLEASE QUOTE YOUR D.G.R.

Sl. NO	HEADS (Statutory Charges)	Monthly Charges (In Rs.) for one Security Staff	Monthly Charges (In Rs.) for one Gunman	Monthly Charges (In Rs.) for one Supervisor	Monthly Charges (In Rs.) for one Security Officer
1	Basic including V.D.A.				
2	ESI @4.75% will be also applicable on HRA				
3	EPF(12)+EDLI(0.5)+Admn. Charges (1.11)=13.61%				
4	Bonus @8.33%				
5	Gratuity/Terminal Benefit 4.81%				
6	HRA (15%Basic & VDA)				
7.	Uniform and Washing allowance 10%				
8.	TOTAL				
9.	Weekly off/National Holiday/Other Holidays 28.98%				
10.	Cost per Head				
11	Service Tax on Sl. No. 10				
12.	Grand Total				
13.	Service Tax on Sl. No. 12				

List of Documents enclosed

- 1.
- 2.
- 3.
- 4.

Date:-

Place:-

Full Name of Tenderer:

Signature and the seal of Tenderer

21.



PLEASE QUOTE YOUR RATE
(CIVILIAN)

S.NO.	HEADS (Statutory Charges)	Monthly Charges (In Rs.) for one Security Staff.
1	Basic including V.D.A.	
2	ESI @4.75% will be also applicable on HRA	
3	EPF(12)+EDLI(0.5)+Admn.Charges (1.11)=13.61%	
4	Bonus @8.33%	
5	Gratuity/Terminal Benefit 4.81%	
6	HRA (15%Basic & VDA)	
7	Uniform and Washing allowance 10%	
8	TOTAL	
9	Weekly off/National Holiday/Other Holidays 28.98%	
10	Cost per Head	
11	Service Tax on Sl. No. 10	
12	Grand Total	
13	Service Tax on Sl. No. 12	

List of Documents enclosed

- 1.
- 2.
- 3.
- 4.

Date:-

Place:-

Full Name of Tenderer:

Signature and the seal of Tenderer

