



EMPLOYEE STATE INSURANCE CORPORATION
ESI HOSPITAL, ROHINI
SECTOR-15, DELHI-110085
(ISO 9001:2008 Certified)

Phone/Fax: 011-27553099, 011-27565520 Website: www.esic.nic.in



S. NO. OF TENDER: _____

Name of the party in whose favour the
Tender form has been issued: _____

To

The Medical Superintendent
ESI Hospital, Rohini,
Sector – 15,
New Delhi – 110085

(SEAL OF THE OFFICER)

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**SUB: TENDER FORM FOR PROVIDING ITS SECURITY SERVICES IN ESI HOSPITAL COMPLEX
ROHINI AND ITS RESIDENTIAL COLONY**

Instructions: Terms & Conditions

1. GENERAL:-

- 1.1 Sealed tenders are invited for engagement of Security Services for ESI Hospital Complex Rohini and Residential Colony in hospital premises.
- 1.2 Requirement of Security Manpower at present is approx 60 Security Guards, 02 Security Supervisors (Ex-Servicemen only) and 06 civilian women guard. The number may vary as per actual requirement and exigency of services.

2. ELIGIBILITY CRITERIA:

- 2.1 Security Agency registered under Indian Registration Act 1908 / Indian Partnership Act 1932 / Companies Act 1956, providing similar kind of services for at least last three consecutive years.

2.2 Annual turnover of **Rs. Two Crore** above during the last three financial years in the Books of Accounts / supported by Income Tax Return / Balance Sheet.

2.3 The Security Agency should have experience of satisfactory completion of similar works (i.e. providing security services through Ex-Servicemen) in Central Government / State Government Departments (including Public Sector Companies / Undertakings / Autonomous Bodies) or MNCs / ESI Hospitals **during the last three financial years of value given as under:-**

- (a) Two completed works of similar nature each costing not less than Rs. 70 lac per year.
- (b) One completed similar work costing not less than Rs. One Crore in last three years.

2.4 The agency should have:-

- (a) PAN No. under Income Tax Act
- (b) Service Tax Registration No.
- (c) Valid Registration of the Agency / Firm / Company as an establishment
- (d) Provident Fund Registration Number
- (e) ESI Registration Number
- (f) Licence / applied for grant of a license under Delhi Private Security Agencies (Regulation) Rules, 2009.
- (g) Having experience of providing Security services to a Hospital having more than 200 beds.

3. TENDER DOCUMENTS:-

3.1 The Tender document has been prepared for the purpose of inviting tenders for providing Security Services. The Tender document comprises of:-

- (a) Notice of Invitation of Tender.
- (b) Terms and Conditions of Contract.
- (c) Tender form for providing security services (Annexure I)
- (d) Scope of Work (Annexure II)
- (e) Check list for Pre-qualification Bid (Annexure III)
- (f) Check list for Technical Evaluation (Annexure IV)
- (g) Undertaking (Annexure V)
- (h) Price Bid (Annexure VI & Annexure VII)

3.2 The tenderer is expected to examine all instructions, forms, terms and conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of tender.

3.3 The tender shall not make or cause to make any alteration, modification or obliteration in the text of the Tender document.

4. PREPARATION OF TENDER:

4.1 Tender document issued for the purposes of tendering as described in Clause **3.1 (d)** shall be deemed as incorporated in the Tender.

4.2 The tenderer shall, on the dates given in the Notice of Invitation to Tender, submit his tender in sealed envelopes clearly marked with the name of the Tender, name of the Company and due date of opening of Tender.

4.3 One copy of this Tender document with each page numbered, signed and stamped shall be annexed to acknowledge the acceptance of the same.

4.4 The tenderer shall deposit Earnest Money of **Rs. 5 lac** in the form of Demand Draft / Banker's Cheque / Pay Order drawn in favour of "**ESIC Fund Account No. 1**" issued by any Nationalized / Commercial Bank along with the Tender document. Earnest Money / Bid security of the unsuccessful bidders will be returned to them at the earliest after the award of the contract without interest. The tender document without security / earnest money shall be treated as null and void.

4.5 The sealed envelope should be addressed to "The Medical Superintendent ESI Hospital, Sector-15, Rohini, New Delhi – 110085, and is to be dropped in the Tender Box which will be kept in the Room No. 3 of the Administrative Block (2nd floor, MS Block) during the designated date and time only or either be sent by Registered / Speed Post so that it reach within the stipulated date and time. **The tender document will not be allowed to be dropped in the tender box / accepted by post after the stipulated date and time for this purpose.**

4.6 The tenderer shall furnish the details regarding total number of works, as stated in Clause 2.2 (a) (b) and (c), completed in preceding three financial years (i.e. 2008-09, 2009-10 and 2010-11), which were similar in nature and complexity. Similar works mentioned in para 2.2 include supply of trained and uniformed Ex-Serviceman / Civil Security Guards.

5. TENDER

5.1 RATES:

Tenderer shall not quote wages less than the current D.G.R. rates by giving complete break up – basic wages, including VDA, allowances, relieving charges, other statutory liabilities as mentioned in DGR notification. The tenderers are also required to quote separately the rates of wages for civilian guards under the Semi-skilled Category including relieving charges, service tax, service charges and any other charges. The tender will be awarded to the technically qualified bidder whose price bid is found to be the lowest. The prospective tenderers who do not meet the statutory requirements are liable to be rejected.

5.2 FORM

The tender form should be complete in all respects and duly signed and stamped by an authorized signatory. All the pages of tender document and attached annexures should be serially numbered, signed and stamped by authorized signatory.

5.3 DURATION OF CONTRACT:

The contract shall be valid for 2 years. The Medical Superintendent reserves the right to extend the validity of contract on the same terms and conditions for such period as may be mutually agreed but not more than two terms.

5.4 TENDER SECURITY:

1. Tender without Earnest Money Deposit of Rs. 5 lac shall be rejected. Earnest money in any form other than the instructions given in the Tender shall not be acceptable.

2. Earnest Money of the unsuccessful bidders will be returned / refunded to them at the earliest without interest after completion of tender.

3. Earnest Money shall be forfeited if the bidder withdraws his bid during the period of validity of Tender.

4. Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to deposit the security deposit within the time frame specified.

6. SUBMISSION OF BIDS:

6.1.1 The Tender shall submit the Technical Bid along with Banker's Cheque / Pay Order / DD of earnest money together in a separate sealed cover and the Financial Bid in another sealed cover duly super-scribed as "Financial Bid" and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed "Tender for Security Services".

6.1.2 The sealed cover of Pre-qualification Bid and Technical Bid should consist of the following documents:-

1. EMD of **Rs. 5 lac** in the form of Demand Draft from nationalized banks drawn in favour of ESI Fund A/c No. 1 payable at Delhi.
2. The agency should furnish self-attested copies of following documents:-
 - PAN No. card under Income Tax Act.
 - Service Tax Registration No.
 - Valid Registration of the Agency / Firm / Company as an establishment.
 - Employees Provident Fund Registration Number along with first page of return of the last one year.
 - ESI Registration Number along with first page of return of the last one year.
 - Documentary proof of having Licence / applied for grant of license under Delhi Private Security Agencies (Regulation) Rules, 2009.
 - Proof of average Annual turnover as stated in Clause 2.2 supported by audited Balance Sheet and Income Tax Return.

- Proof of experience supported by documents from the concerned organizations only and strictly as called for and specified in Clause 2.3.
- Proof of ISO 9001:2008 Certification.
- Duly filled and signed Annexure I to VIII.

6.1.3 The sealed cover of Price Bid should contain Annexure VI and Annexure VII in original duly filled in figures and words, signed and stamped by authorized signatory.

6.1.4 All the sealed covers shall be addressed to the Medical Superintendent and may be sent by registered / speed post or put in the Tender Box which is available in the **Room No. 3 of Administrative Block, ESI Hospital, Rohini, New Delhi** in such a manner that the same is received / dropped within the designated time and date. Tender Box shall be sealed at **1 PM on 29.07.2011**.

6.1.5 The tender shall remain valid for acceptance for a period of 90 days from the last date of submission of tender.

7.1 BID OPENING:

7.1.1 The Technical Bids will be opened at **2.00 PM on 29.7.2011** in the chamber of Deputy Medical Superintendent by a Tender Opening Committee in the presence of the tenderers or of their authorized representatives who wish to be present at the appointed place and time.

7.1.2 The tenderer who do not meet the prescribed terms and conditions in the tender will be summarily rejected.

7.1.3 Conditional bid will also be summarily rejected.

7.1.4 Financial bids of only the technically qualified tenderers will be opened for evaluation in the presence of qualified tenderers if they wish to attend the proceeding of opening up of price bids. They, however, will be informed telephonically and by FAX. Not more than 3 days time shall be given for attending the opening of financial bid.

7.2 RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

7.2.1 The Medical Superintendent is not bound to accept the lowest or any bid and may at any time terminate the tendering process without assigning any reason.

7.2.2 The Medical Superintendent may terminate the contract if it is found that the contractor is black listed on previous occasions by any of the Departments / Institutions / Public Sector Undertakings etc.

7.2.3 The Medical Superintendent may terminate the contract and forfeit security deposit and any sum due in case of falsification of facts / submission of false / fabricated documents or not providing the services as per contract agreement.

8.1 AWARD OF CONTRACT:

8.1.1 The Medical Superintendent will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document.

8.1.2 The ESI Hospital, Rohini will communicate the successful bidder by facsimile confirmed by letter transmitted by Registered post that bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Award") shall prescribe the amount of security deposit and the amount which ESI Hospital will pay to the contractor in consideration of the execution of work / services by the contractor as prescribed in the contract.

8.1.3 The successful bidder will be required to execute an agreement within a period of 3 weeks from the date of issue of Letter of Award.

8.1.4 The successful bidder shall be required to furnish a Performance Security in the form of Security Deposit within 15 days of receipt of 'Letter of Award' for an amount of **Rs. 10 lac** in the form of an Account Payee Demand Draft / Pay Order / Banker's Cheque issued from any Nationalized / Commercial Bank, in favour of "**ESIC Fund Account No. 1**". The successful bidder can also apportion the Earnest Money towards the security deposit. The Performance Security / Security Deposit shall be returned 2 months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the date of refund of Performance Security shall stand automatically extended.

8.1.5 Failure of the successful tenderer to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of the security deposited.

9. Contractor shall provide ex-servicemen only properly uniformed to provide optimum security services to the hospital including providing safety, monitoring and surveillance as required by the Medical Superintendent. DGR Rates quoted for Ex-Servicemen Security Guards will include basic wages, including VDA, break up of allowances, relieving charges, other statutory liabilities like ESI, EPF contributions, service charges and Service Tax etc. The agency will quote the rates for per shift of eight hours per person per day.

In case of revision in wage structure by the appropriate authority, such revised wages must be claimed by the contractor within one month from the date of such notification, failing which such claims will stand forfeited / time barred and any such additional liability of such revision will have to be borne by the contractor himself. Arrears of raised wages will not be payable for more than one month duration.

10. The offers / bids which are not in compliance of DGR Rates / Minimum Wages Act and other Labour Laws will be treated as invalid.

11. The Number of Security Guards to be deployed will depend upon actual requirement assessed from time to time, hence can be increased or reduced at any stage depending upon the actual requirement.

12. All the columns of tender shall be clearly filled in ink legibly or typed. The tenderer should quote the rates and amount offered by him / them in figures and as well as in words. Alterations / corrections, if any, unless clearly legible and attested by the tenderer shall disqualify the tenderer. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. Blanks, if left, will make the tender liable for rejection.

13. In case of tie between financial bid, the average amount of the three years (E.S.I. contribution 2008, 2009 and 2010) will be taken into consideration and the company having highest average annual contribution shall be awarded the contract.

OTHER CONDITIONS OF THE CONTRACT:

1. The security personnel provided shall always be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act etc. The list of staff going to be deployed shall be made available to the Hospital and fresh list of staff shall be made available by the agency after each and every change.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under DGR / Minimum Wages Act, (Contract Labour Regulation & Abolition Act 1970), ESI Act and EPF Act etc. with regard to the Security personnel engaged by him for works.
3. The Contractor shall not deploy any Security Guard Supervisor other than Ex-Serviceman and violation, if made, will tantamount to serious if the condition will be a forfeiting sufficient ground for cancellation of contract, besides the wages of such guards not treated an Ex-Serviceman.
4. The antecedents of security staff deployed shall be got verified by the contractor from local police authorities and an undertaking in this regard to be submitted to the Hospital Administration.
5. The Contractor will maintain a register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown to hospital authority.

6. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
7. Adequate supervision will be provided by the agency to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties.
8. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste of hospital property or misuse the areas of the Hospital premises.
9. In the event of any loss caused to the Hospital, as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by the Hospital, such loss will be made good from the amount payable to the contractor. The decision of the Medical Superintendent in this regard will be final and binding on the agency.
10. The contractor shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, which the Hospital may issue from time to time and which have been mutually agreed upon between the two parties.
11. The Hospital shall have the right to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff **with prior intimation to the Hospital.**
12. The contractor shall be responsible to protect from theft all properties and equipments of the Hospital entrusted to it.
13. The personnel deployed by the contractor shall be smartly dressed in neat and clean uniform having Identity Card containing Photo, Name & Address, date of birth, Ex-Servicemen, ESI, EPF Number, failing which it will invite a penalty of Rs.2000/- each occasion. The penalty on this account shall be deducted from the Contractor's bills and repeated default may lead to cancellation of contract.
14. All the security guards should be below the age of 55 years. The personnel engaged should be of robust physique and project an image of utmost discipline. They have to be extremely courteous with pleasant mannerism in dealing with the Staff / Patients / Attendants. The Hospital shall have right to remove any person in case the security personnel is not performing the job satisfactorily. The contract shall have to arrange the suitable replacement in all such cases.

15. The eight hours shift will normally commence from 0600 hrs to 1400 hrs, 1400 hrs to 2200 hrs and 2200 hrs to 0600 hrs and would be called morning, evening and night shift respectively. But the timings of the shift are changeable and can be fixed by the Hospital from time to time depending upon the requirements. Prolonged duty hours (more than 8 hours at a stretch) shall not be allowed. No payment shall be made by the Hospital for double duty, if any.
16. The security personnel deployed by the Contractor shall work under overall supervision and direction of the hospital administration.
17. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as DGR Rates / Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, EPF Act, ESI Act and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Hospital.
18. The payment would be made monthly on the basis of attendance sheets, duly verified by the Caretaker, checked by Dy. Director (Admn.) & countersigned by Joint Director (Admn.), and other supporting documents. No other claim on whatever account shall be entertained by the Hospital. The Security Agency shall make payment of monthly wages to the deployed security personnel by Account Payee Cheques only.
19. Any damage or loss caused by contractor's persons to the Hospital in whatever form would be recovered from the contractor.
20. The Hospital will brief the contractor about the security perception and its sensitivity to the personnel to be deployed by the contractor under the contract 2 to 3 days prior to the commencement of the Contract and this period will not be counted as shift manned by contractor's personnel for the purpose of payment under the contract.
21. (a) In case any of contractor's personnel (s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of guards / supervisors absent on that particular day shall be levied by the Hospital and the same shall be deducted from the Contractor's bills. Repetition of such lapse will make the contract liable to be rejected.

(b) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in para 21 (a) above shall be levied.

(c) In case any public complaint is received attributable to misconduct / misbehavior of contractor's personnel, a penalty of Rs.2000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Security Guard found involved in such incident shall be removed from the Hospital immediately.

22. The contractor shall ensure that its personnel do not at any time, without the consent of the Hospital in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Hospital and shall not disclose any information about the affairs of the Hospital.
23. In the event of any breach / violation or contravention of any terms and conditions contained herein by the Contractor, the Security Deposit of the Agency and any other sum due are liable to be forfeited.
24. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses / fines. The concerned contractor's personnel shall attend the court as and when required.
25. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc., which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall be reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.
26. The contractor shall have his own Establishment / Setup / Mechanism etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
27. If the contractor is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to the Hospital for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of the Hospital authority.
28. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices or causing any loss of property, the Hospital Authority shall have the right to terminate the contract forthwith forfeiting the contractor's Performance Guarantee (Security Deposit).
29. The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.

30. The contractor shall indemnify and hold the Hospital harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works / services under the contractor provided by the contractor.
31. The bidder should submit attested copy of registration under the Contract Labour (R&A) Act, 1970.
32. The security agency shall deploy 100% manpower from the category of Ex-Servicemen not above the age of 55 years against the strength of Ex-Servicemen Security Guards / Supervisor. The Contractor shall provide satisfactory proof of Ex-Servicemen status of the Security Guards before their deployment in the Hospital. The security agency shall not employ any person below the age of 21 years and above the age of 55 years. Manpower so engaged should be trained for providing security services and fire fighting services.
33. The bidder shall ensure to provide female security guards in each shift in Emergency and Pediatrics / Gynecology wards and other wards of the Hospital on need basis.
34. The contractor shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Hospital will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
35. Security staff engaged by the contractor shall not take part in any staff union and association activities.
36. The contractor shall bear all the expenses incurred on the following items i.e. provide Uniforms, I. Cards, lathis / balams, whistles & Torch to guards posted during night duty and other implements to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.
37. The Hospital shall not provide residential accommodation to any of the employee of the contractor.
38. The Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Hospital does not recognize any employee employer relationship with any of the workers of the contractor.

39. If as a result of post payment audit any overpayment / underpayment is detected in respect of any SG provided by the agency or alleged to be provided by the agency under the tender, it shall be recovered / paid by the Hospital from / to the agency.
40. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by the Hospital etc.
41. The contractor will have to enclose the proof / copies of the challans showing payment of statutory dues for the pervious month along with monthly bills.
42. The contractor should have round the clock Control Room Service in Delhi along with quick response teams to deal with emergent situations.

OBLIGATIONS OF THE CONTRACTOR:

43.1 The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

43.2 The contractor will be under obligation to submit a certificate that he has cleared all the monthly dues of its / his employees within first fortnight of every month. (Certificate as per annexure)

43.3 The contractor shall ensure all payments to employees through ECS / RTGS system every month so as to ensure smooth payment of previous month by 10th of every month.

44. DISPUTE RESOLUTION:

44.1 Any dispute and or difference arising out of or relating to this contract will be resolved though joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director General, ESI Corporation, Headquarters Office, Panchdeep Bhawan, CIG Road, New Delhi.

44.2 The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

44.3 The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, the Contractor shall not be entitled to suspend the work / service to which the dispute relates on account of

the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Delhi / New Delhi only.

44.4 The courts at Delhi / New Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

TENDER FORM FOR PROVIDING SECURITY SERVICES IN
ESI HOSPITAL, ROHINI, SECTOR – 15, NEW DELHI – 110085

1. Names, address of firm / Agency / Company and Telephone Numbers _____

2. Registration No. _____
3. Name, Designation, Address and Telephone No. of authorized person _____

4. Please specify as to whether Tenderer is sole proprietor / Partnership firm / Private or Limited Company _____

5. Name, Address and Telephone No. of Proprietor / Partners / Directors _____

6. Number of PAN Card _____
7. Provident Fund Account No. _____
8. ESI Code Number _____
9. Service Tax Registration No. _____
10. License number under Contract Labour (R&A) Act 1970 _____

11. Documentary proof of having License / applied for grant of a license under Private Security Agencies (Regulation) Act, 2005 _____

12. Details of Bid Security / Earnest Money Deposit:
 - (a) Amount: _____
 - (b) Demand Draft / Pay Order / Banker Cheque No. _____

(c) Date of issue

(d) Name of issuing Bank

13. Declaration by the bidder

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

(Signature of the bidder)

Name and Address

(With seal)

ANNEXURE – II
SCOPE OF WORK OF THE SECURITY AGENCY

The contractor will have to provide the security services in the ESI Hospital Complex and Residential Colony, Rohini, New Delhi – 110085.

The agency shall ensure protection of the patients, personnel & property of the hospital, prevent trespass with / without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle into the campus of the ESI Hospital & Residential Colony.

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

1. The Security Agency will be responsible for overall security arrangements of the Hospital covered in the contract.
2. Security Agency will ensure that all the instructions of the administration issued from time to time are strictly followed and there is no lapse of any kind.
3. No item is allowed to be taken out without proper Gate Pass issued by the competent officers authorized by the Hospital Administration for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be obtained by the Security Personnel.
4. Deployment of Guards / Gunmen / Security Supervisors will be as per the instructions of the authorities of the Hospital from time to time and the security agency will be responsible for their optimum utilization.
5. Security personnel deployed in the premises on **holidays and Sundays** will be assessed as per actual requirement and the number of personnel will be suitable reduced / enhanced.
6. The Security Supervisor / Guard will also take round of all the important and sensitive points of the premises as specified by the Hospital and to check / block the access to the premises of loitering / unlawful persons and vagabonds.
7. Security personnel shall also ensure door keeping duties.
8. The Guards on duty will also take care of vehicles, scooters / motor cycles / bicycles parked in the parking sites located within the premises of the Hospital and ensure their safety and security.

9. To keep the record of incoming vehicles like registration no., time of entry / exit and purpose of visit of all visitors to hospital.
10. Entry of the stray dogs and stray cattle into the premises is to be prevented. Any laxity in this regard shall invite penalty of Rs.5,00/- on occurrence of each.
11. The Guards on patrol duty should take care of all the water taps, valves, water hydrants etc. installed all over the premises. They will switch off all the electric points in the area not in active use.
12. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
13. The Security Guards / Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
14. In emergent situations, security staff / supervisor / Assistant Security Officer deployed shall also participate as per their role defined in the disaster plan, if any, of the Hospital. Security personnel should be sensitized for their role in such situations.
15. The Security Supervisor / Guards are required to display mature behavior, especially towards female staff, female visitors, patients and elderly. The Security Supervisor / Guards are required to attend to distinguished visitors, VIPs and officers.
16. The Security Guard on duty shall not leave the premises until reliever reports for duty.
17. To keep a strict vigil on suspicious looking persons / objects and take immediate action as deemed suitable.
18. They will be required to man at the main gate explosive detective device / metal detector etc. They are also required to conduct search of vehicles and even body search as per exigency and requirement of the hospital.
19. Any other duties / responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the contractor.

ANNEXURE – III

CHECK-LIST FOR PRE-QUALIFICATION BID FOR SECURITY SERVICES

S. No.	Documents (Strictly as per details below)	Page number/s at which document is placed
1.	Bid Security (EMD) of Rs. 5 lac (Rs. Five Lac Only) in the form of Demand Draft / Pay Order / Banker Cheque issued by any nationalized / scheduled commercial bank in favour of “ESI Fund A/c No. 1”	
2.	One self-attested recent passport size photograph of the Authorized person of the firm / agency, with name, designation, address and office telephone numbers. If the tenderer is a partnership firm / private or public limited company, name designation, address and office telephone numbers of partners / Directors also.	
3.	Undertaking on a letter head (as per format prescribed in Annexure-V)	
4.	Self-attested copy of PAN no.	
5.	Self-attested copy of the Registration under Service Tax	
6.	Self-attested copy of the Registration under ESI Act	
7.	Self-attested copy of the Registration under EPF Act	
8.	Self-attested copy of the first page of the ESI Return of the last three years	
9.	Total amount (year-wise) of contribution as per 8 above	
10.	Self-attested copy of year-wise Balance Sheet duly signed / audited	
11.	Documentary proof of having Licence / applied for grant of license under Delhi Private Security Agencies (Regulation) Rules, 2009	
12.	Documentary proof of experience	

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

ANNEXURE-IV**Checklist for Technical Evaluation**

S. No.	Information to be provided	To be filled by the Bidder	Page No./s	For office use
1.	Annual Turnover (in Lakhs) for the last 3 financial years duly certified by the Statutory Auditors (2008-09, 2009-2010, 2010-2011)			
2.	Manpower on roll			
3.	Experience of running Security services (in years)			
4.	Volume of work done during last three financial years as specified in clause 2.3 of the NIT			
5.	(a) Two completed works of similar nature each costing not less than Rs. 70 lac per year. (b) One completed similar work costing not less than Rs. One Crore in last three years.			
6.	No. of trainers of the rank of Commissioned Officers of Military / equivalent rank of Paramilitary / Police			
7.	No. of Supervisory staff and trained Civilian / Ex-Servicemen on roll			
8.	Training set-up [No. of Trainers] (a) Part-time (b) Full-time (c) Below JCO Rank (d) Above JCO Rank			
9.	No. of Supervisory Field Staff			
10.	ISO Certification of the firm (Yes/No) (ISO 9001-2008)			
11.	Details regarding Hospital experience of and above 200 bedded hospitals			
12.	Documentary proof of having Licence / applied for grant of a license under Delhi Private Security Agencies (Regulation) Rules, 2009			

Note: Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided.

(TO BE TYPED ON A LETTER HEAD OF THE SECURITY AGENCY)

UNDERTAKING

To

The Medical Superintendent,
ESI Hospital,
Rohini, Sector – 15,
New Delhi – 110085

Subject: Tender for providing security services

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 to abide by the said terms and conditions.
3. I / We abide by the provisions of DGR rates / Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, 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 as per DGR rates / 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 security services through Ex-Servicemen Security Guards, Security supervisors and Assistant Security Officer as per the terms and conditions of the Tender.
5. I / We do hereby undertake that complete security of the Hospital shall be ensured by our Security Agency, as well as any other assignment considered by the ESI Hospital administration.

**(Signature of the Bidder) / Authorized Signatory
Name and Address of the Bidder
Telephone No.**

ANNEXURE-VI

PRICE BID

TENDER FOR SECURITY SERVICES

TO BE PUT IN A SEPARATE SEALED ENVELOPE

**PRICE BID FOR PROVIDING SECURITY SERVICES FOR EX-SERVICEMEN
GUARDS AS PER DGR RATES**

S. No.	Particulars	Security Guards	Gunman	Security Supervisor	Assistant Security Officer	Security Officer
1.	Basic wages including VDA					
2.	HRA @ (15% basic & VDA)					
3.	Uniform & Washing allowance @ 10% of (1)					
4.	ESI @ 4.75% (1+2)					
5.	EPF (12) + EDLI (0.5) + Adm. Charges (1.11) = 13.61%					
6.	Gratuity / Terminal Benefits @ 4.81% of (1)					
7.	Total					
8.	Weekly Off / National Holidays / Other Holidays @ 28.98% of (7)					
9.	Cost Per Head (7+8)					
10.	Service Charges on Column 9					
11.	Sum Total					
12.	Service Tax					
13.	Grand Sum Total (11 + 12)					

Bonus as applicable to eligible employees to be paid as per Bonus Act as and when revised by the Government

Dated:

**(Signature of the Bidder)
Name and Address of the Bidder**

Note:- ESI @ 4.75 will be also applicable on HRA & all such allowances deemed as wages as per ESI Act revised from time to time.

ANNEXURE-VII

PRICE BID

TENDER FOR SECURITY SERVICES

TO BE PUT IN A SEPARATE SEALED ENVELOPE

**RATES FOR CIVILIAN GUARDS AS PER MINIMUM WAGES RATES OF
GOVERNMENT OF NCT OF DELHI**

S. No.	Particulars	Security Guards	Security Supervisor	Assistant Security Officer	Security Officer
1.	Wages (should not be less than that notified by Delhi Govt.)				
2.	Relieving Charges				
3.	Total - I				
4.	Employer Contribution of ESI				
5.	Employer Contribution of EPF				
6.	Any other charges				
7.	Agency Charges				
8.	Total - II				
9.	Service Tax				
10.	Grand Total				

(Signature of the Bidder)
Name and Address of the Bidder

Dated:-

Note:- The rates quoted for Civilian Guards may be considered proportionately for deciding the L-1.