



अखिल भारतीय आयुर्विज्ञान संस्थान (एम्स) कल्याणी
ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) KALYANI
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के तत्वावधान में एक सांविधिक निकाय)
(A statutory Body under the Aegis of Ministry of Health and Family Welfare, GOI)
राष्ट्रीय राजमार्ग-34, बसंतपुर, सगुना, कल्याणी, जिला- नदिया, पश्चिम बंगाल 741245
NH - 34 Connector Basantapur, Saguna, KALYANI, West Bengal 741245

(Limited Tender Enquiry)

Tender ID: 425/ANATO/PROC/NGEM/4/2024-ANA/ET-25

Dated: 26/11/2024.

(Hiring of security agency from DGR sponsored agency for providing outsourced security services at
AIIMS Kalyani)

Description of Service	Hiring of security agency from DGR sponsored agency for providing outsourced security services at AIIMS Kalyani.
Publishing Date -	26/11/2024 10:00 Hrs.
Bid Submission start date -	26/11/2024 at 11:00 Hrs.
Pre-bid queries/seek clarification end date	03/12/2024 at 15:00 Hrs.
Pre bid meeting date and place	03/12/2024 at 15:00 Hrs. in the Office of the DD(A), first floor, Administrative Block, AIIMS Kalyani.
Last Date of Bid Submission	16/12/2024 at 17:00 Hrs.
Technical Bid Opening Date and Time:	To be intimated
EMD	NIL However, the DGR Security Agency s will submit a Bid Security Declaration form (as per Annexure-VI) to the effect that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they failed to sign the contract, or to submit a performance security before the deadline defined in the request for bids/ request for proposals documents, they will be suspended for a period of 02 years from being eligible to submit bids/proposals for contracts with the AIIMS Kalyani.

DGR Security Agencies can download complete set of bidding document from our e-portal <https://aiimskalyani.ewizard.in/> Tender documents is also available in our website: www.aiimskalyani.edu.in

For any query related with this Limited tender should be mailed to: procurement@aiimskalyani.edu.in, and may be called /contacted on 033-29991575.

FIC Procurement
For & on behalf of the Executive Director
AIIMS Kalyani

Tender document for Outsourcing of Security Services at AIIMS Kalyani.

1. The Executive Director, All India Institute of Medical Sciences, Kalyani (henceforth referred as AIIMS, Kalyani) invites short tender (Limited Tender Enquiry) for hiring of a security agency from **DGR sponsored** agencies (sponsored vide No 2112/Security/2024/AIIMS Kalyani/State ESM Corp/2829/2826/2840 05 Sep 2024) for providing security services at AIIMS Kalyani.
2. The agencies are advised to visit the premises to get the onsite assessment of the work on any working day between 09:30 AM to 05 PM by obtaining prior appointment from the Deputy Director Administration, AIIMS Kalyani.
3. **The Limited Tender Enquiry duly filled and signed (*The technical bid and the financial bid should be sealed by the DGR Security Agency in separate covers duly super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. The technical bids are to be opened at the first instance and evaluated by a competent committee or authority*) should be submitted in the tender box kept at:**
**Ground Floor, Near Welcome Hall
Administrative Building, AIIMS Kalyani, Kalyani-741245**
on or before 19/12/2024 till 17:00 Hrs. duly sealed & clearly superscripted as: Tender ID: (Hiring of security agency from DGR sponsored agency for providing outsourced security services at AIIMS Kalyani).
All offers should be typewritten or written with indelible ink duly signed, Stamped and page numbered. All over writing and erased entries will not be considered and will be treated as deleted entries from the Offers. The Bids received after the due date and time, shall be liable for rejection.
4. **Duration of the contract:** The initial period of the contract is for 02 years. The period of the contract may only be extended after consultation with Directorate Resettlement Zone C/O HQ Eastern Command, Calcutta, for mutually agreed period after the successful / satisfactory completion of initial contract period & based on the manpower requirement at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of the manpower deployed by the selected Agency / DGR Security Agency / Agency or otherwise at the discretion of the AIIMS, Kalyani.
5. The DGR Security Agency shall be responsible to provide immediate replacement of any staff that is not available for duty at the place of posting or asked to be removed by AIIMS Kalyani.
6. Name of the selected agency shall be communicated to the concerned person after evaluations of bids on all parameters, selected agency will be called for formalities and documentation thereafter.
7. **Tender Bidding Methodology:** Limited Tender Enquiry, offline in prescribed tender form.
8. **Validity of Tender:** The validity of the Bid Tender Document shall be for **180 days (Six Months) from the date of opening of technical bids.**

Note -

If the date fixed for opening of the tenders is subsequently declared as holidays the Tenders will be opened on the next working day following the holiday but there will be no change in time for opening as indicated above.

1. **ELIGIBILITY CRITERIA: -**

1. **The DGR sponsored agencies (sponsored vide No 2112/Security/2024/AIIMS Kalyani/State ESM Corp/2829/2826/2840 05 Sep 2024) only, shall be considered for participation in the Tender.**
2. **Agency should possess copy of sponsorship letter and they will have to attach a copy of sponsorship letter.**
3. **Agency should have original of Empanelment Certificate of DGR (with photograph and signature of Proprietor/Directors).**
4. **Agency should have PSARA Act/License for Operation of security services in the State of West Bengal and attach a copy with the Technical Bid.**
5. **The Agency should have PAN of Income Tax and attach a copy with the Technical Bid.**
6. **The Agency shall obtain and submit License from the Labor Deptt. of the concerned State within a period of one month from the date of award of contract.**
7. **Persons provided by the Security agency, as Supervisors/ Security Guards should be ex- serviceman & as per DGR guidelines, physically fit, energetic and have a basic knowledge of firefighting and first aid. They should also have minimum educational standards as to able to speak, read and write in English /Hindi, and follow the DGR guidelines**
8. **Copy of ESI and EPF registration number.**
9. **Copy of GST Registration number.**
10. **Copy of all other documents as mentioned in Tender Documents, its annexure, schedules.**
11. **Copy of all credentials, documents & copies of certificate/information called for would be submitted as per tender.**
12. **Copy of the tender form duly filled-in by the Agency clearly, neatly and accurately. Any alteration, erasers or over-writing will render the tender invalid. Alteration neatly carried out and attested over the full signature of Agency, however, is permitted.**
13. **The Agency who qualified in the Technical Bid shall produce original of above documents or any other documents, before opening of the Price Bid, if asked.**

SCOPE OF WORK OF THE SECURITY AGENCY

All India Institute of Medical Sciences, Kalyani is a “**Residential Medical Science University**”. Patients mostly from Eastern Region (West Bengal) of the country come to the AIIMS, Kalyani. It provides patient care service (both outdoor and inpatients), performs the function of a university with teaching staff and students residing in the campus as well as functions as a major research facility. About 5000 people and 2000 motorized vehicles come to the institute from outside every day.

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

The DGR Security Agency shall ensure protection to both public and private property, personnel, inhabitants of the institute, prevent trespass in the assigned area/s with/without arms, perform watch & ward functions including night patrol on the various points and prevent the entry of stray animals (dogs, monkeys, cattle and pigs etc.), anti-social elements, unauthorized persons and vehicles into the campus and buildings in the assigned area(s).

DUTIES AND RESPONSIBILITIES

1. Security In-charge, Security Supervisors/Fire Supervisors of particular assigned areas/buildings under their charge shall be responsible for the overall security arrangements. Respective Security In-charge shall have a weekly interaction with the DDA or his/her designated representatives to provide and obtain feedback on the quality of services rendered.
 2. The Hospital areas are visited by patients, their attendants, faculty and staff of AIIMS, Kalyani. No unauthorized persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access to wards is to be allowed only on the basis of passes issued by AIIMS, Kalyani.
 3. The security personnel to be deployed in the premises on Holidays and Sundays will be assessed as per actual requirement and the number of personnel may be suitably reduced.
 4. Security In-charge, Security/ Fire Supervisors, Security Guards (with arms) & Security Guards (without arms) will also take round of all the important and sensitive points of the premises as specified by AIIMS, Kalyani through Security Officer.
 5. Security Guards on duty will also be responsible for the safety of vehicles, scooters/motor cycles/bicycles parked in the campus and locations within the premises of the AIIMS, Kalyani.
 6. Security Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and other movable items left installed therein. They should be properly trained for hospital crowd management and capable of detecting unhygienic behaviour of crowd mainly using tobacco, spitting, open field urination and defecation within AIIMS, Kalyani premises.
 7. In emergency situations, Security Supervisors/Fire Supervisors & Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS, Kalyani Security guards/supervisors should be sensitized for their role in such situations.
 8. Security In-charge, Security Supervisors/Fire Supervisors of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instructions and redress the complaints if raised in the said meeting.
 9. Any other provisions as advised by the AIIMS, Kalyani authorities may be incorporated in the service contract/agreement. The same shall also be binding on the Security Agency.
10. Duties & Responsibilities of Fire Supervisors:
- a. Readiness to respond the fire in the concerned area.
 - b. To train the security personnel in concerned areas to fight against fire.
 - c. To maintain inventory of fire-fighting material.
 - d. To check the fire-fighting system daily and report to concerned officer in case of any equipment/fire extinguisher non-functional.
 - e. In case of fire, first responder and to inform all concerned.
11. Duties & Responsibility of Security In-charge:
- a. The Security Supervisor of particular area/building shall be responsible for overall security arrangements of the concerned area and building. The supervisor will have a day to day interaction with Head of the Department / Officer In charge of the area to give a feedback on the service rendered and for taking further action as and when needed.
 - b. Security Supervisor will ensure that the instructions of AIIMS, Kalyani Administration are strictly complied with without any lapse and delay.
 - c. Security Supervisor should ensure that no item equipment/engineering material shall be allowed to be taken out of the buildings without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security Control Room.
 - d. Security Supervisor should ensure that all Security Guards should be deployed as per duty roster and the same will be monitored personally by the Security Supervisor from time to time and he will be responsible for its optimum utilization with the consultation of Concerned Security Officer/officer authorized for this purpose.
 - e. Security Supervisor will also take round of all important and sensitive points of the building/area as specified by the authorized officers/officer in charge of the building.
 - f. Security Supervisor will monitor all electronic and other security surveillance system and ensure their proper use worthiness and if any equipment needs maintenance he shall inform the Agency managers as well as security officer of the Institute. The maintenance related to Institute security equipment should be informed to the Security Officer, AIIMS Kalyani.

- g. Security Supervisor will ensure that security guard will take care of all equipment installed in the building, they are switched off when not in use, supervise optimum use of electricity/water and electronic equipment.
- h. Security Supervisor will ensure that the building/area under his charge has to be manned and maintained from all animal, pets i.e. (stray dogs/monkey/cattle's or any other animals etc.) and no stray animal should roam in his area.
- i. Security Supervisor will ensure that security guard on patrolling duty should take care of the water taps, valves water hydrant etc. installed in the open all over the premises and other moveable items left installed therein
- j. Security Supervisor will ensure that flower plants, trees and grassy lawns are not damaged either by the staff or by outsider.
- k. Security Supervisor should impart training to the security guards to extinguish fire with the help of fire extinguisher cylinder and other firefighting material available on the spot along with the fire staff. He will also ensure that security guards will also assist the firefighting staff in extinguishing the fire and also help the fire staff in case of any natural calamities.
- l. He must ensure that in emergency situation security staff deployed in his area shall also participate as per their role defined in the disaster plan.
- m. He ensures that Security Guards supervised by him are required to display courteous behavior all the time especially towards woman employees and visitors to the Institute.
- n. Security Supervisor shall ensure that Security Guards working under him shall not leave the premises before their respective reliever reports for duty.
- o. Security Supervisor will brief/instruct all the guards before deploying on duty daily about their duties and responsibilities to security guards under him and any other instructions issued by the security department from time to time.
- p. Any other provision as advised by the Security Officer/Assistant Security Officer, shall be binding on the supervisor.
- q. Security Supervisor will ensure security entry/exit should be open and close as per the directions of the Chief Security Officer/Security Officer of the building and should be properly manned.
- r. He shall be required to perform any other duty assigned by the Security Section from time to time for smooth/efficient functioning of the Security Department.

12. Duties and Responsibilities of the Security Guards:-

- a. Security guard shall make sure that no vehicle will allowed to be parked in NO PARKING area under his assigned area of duty.
- b. The Security Guard shall act as SANTRI and keep the area clear under his surveillance all the time from any unwanted persons. In case he observes anything dubious/suspicion, he will inform to his supervisor and Security Control Room promptly.
- c. The Guard at the entry and exit points will check the identity of the persons entering and also check his bag etc. for any explosives/objectionable and also will make sure that the movement of visitors is smooth and will also guide the visitors to the places, if the need arises. He will make sure that the property of AIIMS, Kalyani shall not be taken out without proper gate pass.
- d. The Guards in wards, hospital area will make sure that no person without attendant passes will enter the wards & he will make sure that only one attendant will stay with one patient. He will also make sure that the corridor in front of his ward shall remain clear from attendants/persons.
- e. The Guards will also assist the doctor/nurses and other staff in smooth discharge of their duties.
- f. The Security Guard will always be polite with the visitors, staff, patients and patient's attendants.
- g. The Security Guard deployed will make sure that no property of institute shall be removed/broken by any person without proper authority. If he observes any such incident he will report this immediately to the In-charge of that area, Security Supervisor and Security Control Room.
- h. He will make sure that after closing the department, all the lights, fans, air conditioners and coolers shall be switched off.
- i. The Patrolling Guards will make sure that all the corridor lights and other lights outside the building shall be switched off after sunrise & switched on after sunset.
- j. He will ensure the safety & security of keys in his charge.
- k. He will remain smartly dressed and alert during his duty.
- l. He will report 15 minutes before for duty and will do proper handing and taking over with the outgoing guard.
- m. He will make sure that no water tap keeps on running in his assigned area of duty.
- n. Wherever any register for entry of visitors is kept, he will make entry and exit of all the visitors in that

register.

- o. No Guard will leave his duty post until properly relieved by the incoming guard. In case the Guard has not come for duty, he will report the matter to Security Control Room & Security Supervisor.
- p. He will make sure that all the electronic/electric equipment remained functional under his charge. And will report any failure to Security Control Room & Security Supervisor immediately.
- q. He will not allow any person to smoke in his area in addition to maintaining silence.
- r. In case of fire, he will inform Fire Control Room, Security Control Room on Phone and will try to extinguish the fire with the help of people around him.

I - MAIN ENTRY GATES:

There are **03 Main** vehicular gates and few pedestrian entry/exit points in the campuses

- a. Guards with communication devices should be posted at the gates.
- b. Guard for any eventuality and with communication devices should be posted at the gates.
- c. Traffic entering should be regulated with signage (provided by the AIIMS, Kalyani on request as required)
- d. Hand over entry token to all vehicles and collect the same on exit.
- e. Recording of registration number of vehicles (entry as well as exit) as and when required.
- f. All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by the Security Agency.
- g. The DGR Security Agency shall ensure that the main gates (both entry and exit) are operational near the Emergency/Casualty 24x7 and as well as in other areas.
- h. Commercial vehicles exiting the institute should be checked for entry authorization as well as gate pass at the time of exit for preventing pilferage and thefts.

II - TRAFFIC & ROADSIDE MANAGEMENT:

1. There should be dedicated guards/personnel with identifiable dress to act as traffic marshals for managing the traffic flow will be deployed by the Security Agency.
2. Keeping the residential areas free from unauthorized entry by patient/visitors/relatives and their vehicles.

In addition, the Security Staff should:

- a. Enforce one-way movement of traffic in consultation with Security Officer.
- b. Ensure that vehicles are parked at designated parking places/slots only.
- c. Identify areas where no parking is to be allowed and enforce no parking restrictions.
- d. Remove vehicles parked at unauthorized places or tyre lock system/jammers to be used in case towing is not possible.
- e. Advise pedestrians to use footpaths and prevent jay walking.
- f. Identify areas for pedestrian crossing, establish zebra crossings and ensure that vehicles give right of way to pedestrians at zebra crossing.
- g. Keep all footpaths and open areas free from squatters at night.

III - EMERGENCY/CASUALTY AREA SERVICES:

1. The Emergency Department/Casualty is where people under life threatening conditions are brought in. The atmosphere in this area is usually charged and volatile. At all times large number of relatives acAgency the patient/s. Therefore, the security services here have to be polite but DGR Security Agency and capable of crowd control. Security should be able to restrict their entry at the gate of emergency. Entry need to be regulated so that only those who require assessment in emergency enter the area. In addition, there are needs of controlling entry, and frisking of suspected persons and their belongings in these areas. In addition, security personnel are required to be present inside these areas where doctors/nurses function so as to avoid any unpleasant incident.
2. The DGR Security Agency will ensure that the law and order is maintained in high order in both the emergencies round the clock to avoid any violence and assault on staff and doctors.

IV - CENTRALIZED REGISTRATION FOR OPD:

Security guard shall

- a. Ensure that no vehicle is parked in front of Patient Reception Centre (PRC) of the Main Hospital.
- b. Ensure formation of queues of people coming for registration.
- c. Use effective crowd management techniques.
- d. Ensure that there is no rowdyism, hooliganism in the area and that there is no intimidation of staff on duty.
- e. Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient requires more than one attendant.

V - OPDs:

- a. Persons entering into OPD shall be screened by HHMD and routed through DFM/Ds, if installed in due course.
- b. Staff entry to be checked by conDGR Security Agency ation of Identity Card.
- c. Baggage shall be scanned by security staff by HHMD and physical checks should also be done where it is necessary.
- d. Entry shall be permitted as directed by Security Officer.
- e. Proper discipline has to be maintained by the security personnel.
- f. Entry will be restricted to one patient with one attendant. Sick patients/ patients requiring assistance may be allowed two relatives (or there should be social worker/ guides/ attendants to provide help).
- g. Crowd management. Patient will be made to sit properly and wait for their turn to be called as per their allowed turn.
- h. Prevent entry of unauthorized personnel like touts/ Medical representatives/Salesmen etc.

VI - ENTRY GATES OF HOSPITAL AND CENTRES:

The following security checks to be carried out:

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

VII - WARDS:

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

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

VIII - ACADEMIC BLOCK:

- a. Security guards should check the Identity (checking I-cards) of people walking/entering into teaching blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrances only. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/ equipment being taken out shall be followed.

- b. Security should also restrict the entry of representatives from pharmaceuticals/sales personnel who often crowd the corridors causing inconvenience to the working staff.
- c. Corridors and fire staircases should be kept clear and open.

IX - HOSTELS:

- a. Regulate entry and exit into hostels.
- b. Prevent unauthorized persons from gaining access into the hostel.
- c. Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- d. Check all incoming vehicles and ensure their parking at designated places.
- e. Keeping a watch over staff deployed in the mess and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- f. Enforce implementations of the instructions of the Hostel Supdt. for entry & exit timing for students and visitors.
- g. To prevent any clashes amongst resident students.
- h. To prevent ragging.
- i. Surveillance of commercial areas like Cafe, Juice shop, Canteen etc.

X - RESIDENTIAL COMPLEXES:

- a. Perimeter patrolling and foot patrolling on streets.
- b. Manning of entry and exit points both vehicular and pedestrian.
- c. Facilitating removal of unauthorized vehicles and two wheelers
- d. Regulating movement of traffic by setting up temporary barricades. (Prevent entry of vehicle to park in residential area).
- e. Reporting dysfunctional street light & other fixture etc.
- f. Supervising and checking unauthorized residents of servant quarters.
- g. Prevent Gambling and drug pedaling in the campus.
- h. Restriction of employees of Engineering Services Department without Identity Card.
- i. To prevent damage/theft/loss of movable and immovable property of the inhabitants.

XI - DEPARTMENTS:

Many departments have expensive equipment. Similarly, laboratories need regulated access. The DGR Security Agency will have to provide round the clock surveillance of such buildings/laboratories for securing the assets including switching off of extra lights and fans and for preventing unauthorized access. There will be zero tolerance for unauthorized access and record of all access/entries into such restricted places/areas would have to be maintained by the security personnel. The DGR Security Agency would be required to interact frequently with the Heads of Departments etc. for ensuring that security arrangements are up to their satisfaction.

XII-GENERAL

1. **Security Control Room: Service:** The Security Agencies shall establish a joint control room to be manned 24x7 with proper communication and surveillance equipment. There must be at least one supervisor from Security Agencies round the clock. The supervisor to be deployed in Security Control Room shall preferably be an Ex-serviceman having experience of working in Communication branch.

Quick Response Team (QRT):

The Quick Response Team (QRT) in each shift shall comprise of the following:

- a. Security Supervisor In charge
- b. Fire Supervisor (01)
- c. Security Guard (with additional training in fire-fighting as well) (03)

These personnel shall be drawn from with the total deployment of AIIMS, Kalyani. All security personnel deployed must wear distinct clothing with QRT markings and must be equipped with mobile phones.

The following equipment must be available with QRT and the security personnel in QRT must be

adequately trained in using them:

- High Intensity Cree LED Flashlight (at least 1000 lumens) – 02 Nos.
 - Yellow-Black Barricading Tape – 1000m (to be replenished as per need)
 - First aid kit
 - Folding Stretcher – 2 Nos.
 - Polycarbonate Shield – 2 Nos.
 - Traffic Cones – 4 Nos.
 - ABC Type Fire Extinguisher – 1 Nos.
 - Incident Command Kit Bag with Mobile Phone, Megaphone, Barricading Tape, Duct Tape, Forced Entry Tools, Cutter, Notepad, Pen, Marker, Rope-20ft, Safety vest, Flasher, N-95 mask, whistle, batteries, nitrile gloves, etc.
 - Self-Contained Breathing Apparatus with all accessories – 2 Nos. (BS EN 137 or equivalent certified)
 - Firefighter - Suit, Helmet, Gloves & boots – 2 sets (BS EN 469/659/15090 or equivalent certified)
 - Fire Rescue toolkit: Rescue Knife, 24" Crow Bar, 24" Bolt Cutter, Hack Saw, 18" Insulated Cable Cutter, Duct Tape, Insulated Gloves (BS EN 60903 or equivalent certified), Carrying Case, etc.
2. The DGR Security Agency will ensure that its security personnel will perform only one eight hour shift in one day.
 3. **Liaison with Police:** The Security Agencies will regularly liaise with the In-charge of the in-campus Police Post at AIIMS Kalyani, and Kalyani Police Station in case of need.

1. **General Terms and Conditions:-**

- 1.1 This MoD/ DGR tender is being invited for integrated security services (**hereafter referred as Watch & Ward Services**) under which the MoD ESM Corporation shall provide a 24x7 security system for:

MAN POWER BREAK UP

- 1.2 The following security personnel (approximately) are expected/ required to be deployed at the AIIMS, Kalyani campuses in above assigned areas:

Category	Description of Security Personnel	Total manpower strength (approximately) for individual units
(I)	Security In charge (Ex-Serviceman)/ASO	04
(II)	Security Supervisors (Ex-Serviceman)	12
(III)	Fire Supervisors (Preferably from the Fire & Emergency Services Department/Fire & Emergency core of Defense/Paramilitary forces)	03
(IV)	Security Guard with Arms and Licensed Fire Arms (Gun Man)	12
(V)	Security Guards (Male)	262
(VI)	Security Guards (Female)	70

(VII)	Fire Guards (Preferably from the Fire & Emergency Services Department/Fire & Emergency core of Defense/Paramilitary forces/having certificate in Fire Fighting from a reputed institute)	12
Total manpower strength =		375

NOTE: -

- (i) Above mentioned total manpower strength (approximately) for individual units can be increased or decreased **up to 25%** of total strength at the time of award of service contract or during currency of the service contract depending upon the actual requirement. However, the number may further increase or decrease during the contract only after the approval from the competent authority of the AIIMS Kalyani.
- (ii) The Agency is required to provide minimum **90%** ex-servicemen (having requisite experiences) of total requirement of AIIMS, Kalyani under the scope of this Contract Agreement. **Lady Security guards must be at least 15% of the strength.**
- (iii) The agency is also required to maintain a quick response team of **18** personnel from the total strength.

1.3 Shift timings: -

Shift	Time
A (First)	06:00 hrs. – 14:00 hrs.
B (Second)	14:00 hrs. – 22:00 hrs.
C (Third)	22:00 hrs. – 06:00 hrs.
GEN (General)	09:00 hrs. – 17:00 hrs.

2. MoD ESM Corporation shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), as notified by the Central Government/State Government (West Bengal) etc. with regard to the security personnel engaged by him for providing watch & ward services at AIIMS Kalyani. It will be the responsibility of the MoD ESM Corporation to provide details of manpower deployed by him, at AIIMS, Kalyani and to the Labour Department.
3. The responsive DGR Security Agency who ultimately is awarded the service contract shall deploy the security personnel of the MoD ESM Corporation. The consideration is further subjected to record of previous delinquencies (if any charge sheeted or litigated in Labour Court), present fitness, contribution to the unit assessment from superiors/ competent authority regarding communication skills, crowd control, Incident response and other eligibility criteria like handwork, integrity, punctuality, dedication and sincerity in service etc. DGR Security Agency shall abide to latest security guidelines issued by GoI/ MHA or MoHFW.
4. The security personnel deployed at AIIMS Kalyani shall be the employees of the MoD ESM Corporation and all statutory liabilities such as EPF (including Employer's/Employee's share of

contribution/ subscription for Employees Provident Fund, Pension Fund, EDLI, Admin. Charges etc.), ESI, Workmen's Compensation as per relevant statutory Act, etc. shall be paid by the MoD ESM Corporation being employer of the security personnel. The list of staff to be deployed shall be made available to AIIMS, Kalyani and if any change is required on part of AIIMS, Kalyani, reasons shall be provided by AIIMS Kalyani and fresh list of staff shall be made available by the MoD ESM Corporation after each and every change. However, Institute would not propose frequent change of security personnel deployed on particular locations. The MoD ESM Corporation shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the security personnel engaged by the MoD ESM Corporation at AIIMS, Kalyani. The MoD ESM Corporation shall also provide IP number allotted by ESIC authorities to each security personnel deployed by them at AIIMS, Kalyani within one month after execution of this service contract to facilitate their health protection.

5. It shall be the duty of the MoD ESM Corporation to get EPF code number allotted by RPF against which the EPF subscription/ deducted from the payment of the employees engaged and equal amount of contribution from employers should be deposited with the respective EPF authorities as per EPF norms within 7 days of close of every month. Particulars of the employees engaged at AIIMS, Kalyani for watch & ward are required to be submitted to AIIMS, Kalyani. In case, the MoD ESM Corporation fail to remit employee's/ employer's share of contribution towards EPF subscription etc. within the stipulated time frame otherwise the Executive Director, AIIMS, Kalyani is entitled to recover equal sum of money from any payment due or accrue to the MoD ESM Corporation under this service contract or any other contract with RPF, with an advice to RPF, duly furnishing particulars of security personnel engaged at AIIMS, Kalyani. No subscription for EDLI will be deducted from the payment of the employees under EDLI Provisions. The MoD ESM Corporation shall also provide EPF number allotted by concerned authorities to each security personnel deployed by them at AIIMS, Kalyani within one month after execution of this service contract and will do so every month while submitting the bills.
6. The security personnel shall for the purposes of this service contract be the employees of the MoD ESM Corporation who will be responsible to provide all fringe benefits viz. EPF, ESI facilities, weekly offs, uniform washing allowance etc. to them. Any security personnel of the MoD ESM Corporation deployed for AIIMS duty under this service contract will not file any legal claim under provisions of Industrial Dispute Act and Contract Labour Act against AIIMS Kalyani not being employees of AIIMS, Kalyani.
7. The Police Verification of every security staff deployed at AIIMS, Kalyani shall be got verified by the MoD ESM Corporation from local police authority of the place where the concerned person (Security Personnel) is residing for last 5 years and an undertaking in this regard has to be submitted by the MoD ESM Corporation to AIIMS, Kalyani and in instance of non-compliance, necessary punitive measure shall be initiated by AIIMS, Kalyani.
8. **COMPUTERIZED - DIGITAL DEPLOYMENT** - The MoD ESM Corporation should deploy the guards by entering day-to-day nominal through a separate ERP software or application in digital format. The application should generate different deployment reports about the posting/enrollment of guards. It must have a provision to generate slips and monthly bills of the agency. Access control for viewing of the application should be given to the AIIMS Kalyani. This is in addition to the manual registers and deployment sheets. After verification of bills and deductions of cumulative penalties by Administration section, the same shall be sent to Finance Division for vetting as per terms & conditions laid down in service contract provisions. After taking approval of the competent authority, Finance Division will make payment to the MoD ESM Corporation latest by 15th of every month. The MoD ESM Corporation shall disburse the wages to its staff deployed at AIIMS, Kalyani by 7th of every month through ECS irrespective of the status of payment of current bill submitted by the MoD ESM Corpn. The agency must install biometric/other electronic devices for this purpose. In case of any dispute with the MoD ESM Corporation, at least 80% of the payment against the verified bills raised by the MoD ESM Corporation shall be released by AIIMS, Kalyani against deposition of a bank guarantee for an equivalent amount to ensure payment of salaries of security personnel till such time the dispute is

resolved. The MoD ESM Corporation shall ensure that all staff deployed must have valid Bank Account and payment to be made through their accounts every month. Certified copy of payment has to submit by the Agency along with bills by 15th of every month. The MoD ESM Corporation shall furnish details of the Bank with valid Bank Account Numbers of each security personnel who would be deployed at AIIMS, Kalyani within one month of Award of Contract. The MoD ESM Corporation has to give an undertaking (mutually agreed format), regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards.

9. All liabilities arising out of accident or death of security personnel employed by the MoD ESM Corporation while on duty shall be borne by the MoD ESM Corporation as per provisions of the labour laws. Adequate supervision shall be provided to ensure optimal performance of the said watch & ward services in accordance with the prevailing assignment instructions agreed upon between the two parties (represented by authorized persons). In order to exercise effective control and supervision over the security staff of the MoD ESM Corporation deployed, the supervisory staff (Security Supervisors/ Fire Supervisors) will patrol their areas of responsibility. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the Security Officer. These information reports format and meeting schedule [say every first Tuesday of month at 1100hrs] would be pre-disclosed prior contracting. Emergency/ operational meeting could be held at short time notice. Use of IT would be maximized.
10. The MoD ESM Corporation and its staff shall take proper and reasonable precautions to prevent any loss, destruction, waste or misuse of the areas for which the responsibility has been given to them by AIIMS, Kalyani and shall not knowingly lend to any person or Agency any of the effects of AIIMS, Kalyani under its control. AIIMS Kalyani shall have installed certified/ tested/ operational Boom Barriers, Vehicle/ Personnel/ Baggage checking Body scanners, CCTV with Day/ Night color PTZ, Hooter & auto intrusion Alarm system etc necessary devices as per GoI instructions.
11. The personnel engaged have to be polite, courteous, disciplined and DGR Security Agency in dealing with staff and public. The security personnel in no condition shall accept any gratitude or reward in any shape. Security/ Admin officer shall provide a short capsule training on same and conduct the ESM SG & Supvr around the premises for familiarity in duties. Dos and DONTs shall also be prepared by AIIMS Kalyani and disseminated to the ESM SG & Supvr.
12. 18 security guards after due approval of Chairman of Security Sub-Committee could be assigned at any point of time as —Quick Response Team|| subject to recommendation of a Committee under Chairmanship of Faculty In charge Security These guards must possess demonstrable additional security skills / physical strength / special skills like karate, martial art, etc. suitable for mob control, violent situations, etc. These guards shall essentially be deployed in QRT / Emergency / Entry Gates, etc. AIIMS Kalyani shall provide Govt weapons [7.62mm SLR] & ammunition and local Police SPO powers to open weapon fire.
13. The training of the security staff deployed at AIIMS, Kalyani shall be the responsibility of the MoD ESM Corporation. The MoD ESM Corporation will ensure that all security personnel provided to AIIMS, Kalyani would have undergone training as per PSARA 2005 before deployment.
14. The security staff of the MoD ESM Corporation shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the MoD ESM Corporation at AIIMS, Kalyani.
15. In the event of any damage, theft or loss of property and equipment of AIIMS, Kalyani including that of its staff in areas where the MoD ESM Corporation's guards were deployed, there shall be a FIR registered by AIIMS Kalyani with the local Police. ~~and~~ There shall also be an internal inquiry held jointly by AIIMS Kalyani and MoD ESM Corpn where there were signs of security lapse in the form of forced break-in, lock tampering, non-frisking when mandated, in-adequate response, etc. Based on the outcome, MoD ESM Corporation shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on them by a Committee constituted by the

Executive Director, AIIMS, Kalyani, if after a detailed enquiry, the said Committee holds the MoD ESM Corporation or its deployed personnel responsible for the said lapse. The decision of the said Committee shall be binding in all aspects and MoD ESM Corporation must comply with the decision within 30 days. The MoD ESM Corporation will hereby submit an undertaking/ affidavit on non-judicial stamp paper of Rs.100/- duly notarized that complete security of the areas of All India Institute of Medical Sciences, BASANTAPUR SAGUNA KALYANI-741245 premises and property as per scope of work entrusted to its control shall be ensured by our MoD ESM Corporation. Our security service shall be covered under —Fidelity Bond through Insurance Agency or otherwise by the MoD ESM Corporation itself for minimum sum of Rs. 1 Cr. (Rupees one crore). The Insurance charges under Fidelity Bond shall be paid by me/us on loss of AIIMS, Kalyani property on account of theft, pilferage and any other manner if any, shall be recoverable from me/ us through Fidelity Bond or otherwise. **The MoD ESM Corporation shall submit an undertaking in this regard.**

16. The MoD ESM Corporation shall do and perform all such watch & ward services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated as herein and in accordance with such directions, which the AIIMS Kalyani may issue direction from time to time and which have been mutually agreed upon between the two parties.
17. AIIMS, Kalyani shall have the right, within reason, to have any person removed, who is considered to be undesirable or otherwise as per joint inquiry and as per the labour laws and similarly MoD ESM Corporation reserves the right to change the staff with prior intimation to Security Officer.
18. The MoD ESM Corporation shall be responsible for the safety and security of all property and equipment of AIIMS Kalyani including that of the staff, residents and visitors.
19. The MoD ESM Corporation **shall not be held** responsible for the damages/ sabotage caused to the property of AIIMS, Kalyani due to the natural disasters/ riots/ mob attack or any such other event of force majeure, except when on joint investigation it is found to be initiated by its personnel. Registering of FIR is must by AIIMS Kalyani.
20. The security personnel engaged by the MoD ESM Corporation should turn out dressed in neat and clean uniform (including proper name badges) and polished leather shoes. The MoD ESM Corporation shall provide distinctly identifiable uniforms to Security Guards (with arms), Security Guards (without arms), Quick Response Teams, Special Security Guards, Security Supervisors, etc. The uniforms must be congenial to the weather and operating conditions of the guard and in case of any complaint regarding the quality of uniform, AIIMS, Kalyani reserves the right to issue instructions to the MoD ESM Corporation with respect to the uniform specifications. Other parameters of the uniform shall conform to the specifications in the PSARA 2005
21. The security personnel (on duty) must report well in advance of their duty timings so as to mark their attendance and collect necessary documents/ instructions so as to reach their duty position on-time. During shift change, the security personnel on duty in the previous shift shall not leave his post without handover the charge to incoming security personnel. There shall be a central control room manned jointly by AIIMS, Kalyani and the MoD ESM Corporation's personnel. The MoD ESM Corporation shall also prepare/ maintain Duty Roster with breakup details of location/ area every month for deployment of security personnel in different locations/ areas and Security Officer will ensure to verify/ check the same every month as per deployment. Deployment of security personnel shall be strictly as per the documented deployment plan approved by AIIMS, Kalyani from time to time. The MoD ESM Corporation shall provide adequate number of relievers in each shift at their own cost to cater to the needs of security personnel deployed in various areas. In no case shall any security personnel be found missing from their post due to reasons of going for nature's call, tea, etc. without calling for a reliever.
22. The MoD ESM Corporation would also provide Salary Slip in English to each security personnel deployed by them at AIIMS, Kalyani every month and the Salary Slip should display following details:

- a) Name of the MoD ESM Corporation.
- b) **Name of the Employee.**
- c) **Employee Code (issued by the MoD ESM Corporation)**
- d) ESI Number of the Employee.
- e) **EPF Number of the Employee.**
- f) Wages details in all respects.

23. The MoD ESM Corporation should get medical check-up of its deployed staff at the time of their induction to ensure their fitness for the job assigned and annual medical check-ups as prescribed under PSARA. A record of the same shall be maintained in the personal file of the security personnel.
24. AIIMS, Kalyani will give basic inputs for and familiarise the security services required to be carried out by the personnel to be deployed by the MoD ESM Corporation for its staff for 2 to 3 days and this period shall not be counted as on-duty.

PENALTY CLAUSES

25. The following penalties may be imposed on the Worker [Security Guard/ Supervisor] on the recommendations of the Director/DD(A)/Medical Superintendent/Additional Medical Superintendent/ Officer In-charge Security Services, as per the labour laws. The cumulative penalties shall be compiled and forwarded by Security Officer and the amount shall be deducted from the payment of monthly bills submitted by the MoD ESM Corporation.

Offences	Penalties (In Rupees)
Security Personnel Not found displaying photo ID	Rs.100/- per instance/ personnel
Security personnel not in proper Uniform	Rs.500/- per instance/ personnel
Security Personnel indulging in smoking/ drinking/ sleeping or any other misconduct at Kalyani campuses	Rs.1,000/- with removal of the offender plus statutory action/ penalty if any
Offences	Penalties (In Rupees)
Unsatisfactory Performance	<ul style="list-style-type: none"> ▪ Adverse written report by Executive Director/ DD(A)/Medical Supdt./Addl. MS: Rs.10,000/- per instance. ▪ Adverse written report by any other Administrative Authority / Duty Officer/ Security Officer: Rs.5,000/- per instance. ▪ Individual Written Complaint if substantiated by administrative authority: Rs.1000/- per instance.

<p>Fails to execute the work as stipulated in the service contract agreement or does not meet the statutory requirements of the service contract.</p>	<p>a) 2 % of cost of order/ agreement per week, up to Five weeks' delays/ non-compliance of provisions laid down in service contract agreement. b) After five weeks, Director, AIIMS, Kalyani reserves the right to cancel the part service contractor full- service contract and allot this job to the other MoD ESM Corporation (s) or after following due open tendering process in which the defaulting MoD ESM Corporation shall not be eligible to participate. In addition, they will be debarred from AIIMS, Kalyani for a period of 4 years during which they cannot participate in tendering process of Watch & Ward Services at AIIMS, Kalyani. Performance Security of the defaulter MoD ESM Corporation shall also be forfeited.</p>
<p>Violence against healthcare personnel on duty If security lapse substantiated after enquiry by AIIMS Kalyani.</p>	<p>1st instance: 1% of cumulative bill for that month 2nd instance: 3% of cumulative bill for that month 3rd instance: 5% of cumulative bill for that month 4th instance: termination of service contract.</p>
<p>Found absent from post on physical rounds/ Under deployed vis a vis approved deployment reflected in daily attendance register</p>	<p>For security guards (without arm): Rs.500/- per guard (2 - 5% shortage in a shift in duty points) Rs.1000/- per guard (more than 5% shortage in a shift in duty points) For all other categories of security personnel Rs.2000/- per security personnel per shift</p>
<p>Non-payment of wages by stipulated time frame or anomalies in billing, unless timely reimbursed by AIIMS Kalyani within 10 days of its presentation</p>	<p>For the first instance: 2% of cumulative bill for that month For the second instance: 5% of cumulative bill for that month For the third instance: 10% of cumulative bill for that month Beyond three months consecutively, the service Contract shall be terminated and PBG will be forfeited.</p>

26. The MoD ESM Corporation shall ensure the confidentiality of the business process of AIIMS, Kalyani including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/ leaked/ made public to any party. In such instance's punitive damages as desired by AIIMS, Kalyani authorities appointed by the Director, AIIMS, Kalyani shall be levied. This clause does not imply to matters already in public domain.
27. Any liability arising out of any litigation (including those in consumer courts) due to any act of the MoD ESM Corporation's personnel shall be directly borne by the MoD ESM Corporation including all expenses/ fines. The concerned MoD ESM Corporation's personnel shall attend the Court as and when required as per law.
28. The MoD ESM Corporation before deployment of personnel should get approval from AIIMS Kalyani.
29. The MoD ESM Corporation shall have his own Establishment/ Setup/ Mechanism, at their own cost at AIIMS Kalyani to ensure correct and satisfactory performance of his liabilities and responsibilities under the service contract. They must maintain a control room which processes the deployment.
30. "Letter of Award/Acceptance" means the notice issued by the AIIMS, Kalyani to the MoD ESM Corporation communicating the date on which the work/ services under the service contract are to be

commenced.

31. If, MoD ESM Corporation is a Govt Corpn and all documents shall be signed by its regular officer viz General Manager [rojects and Personnel] on behalf of MD PESCO and he will be severally liable to AIIMS, Kalyani for the fulfilment of the terms of the service contract.
32. During the course of the service contract, if any security personnel belonging to Security Agencies are found to be indulging in any corrupt practices legal or criminal, causing any loss of revenue, damage to the property or reputation of AIIMS, Kalyani the later shall have right to terminate the service contract forthwith and it would ensure forfeiting of Performance Security of the MoD ESM Corporation. AIIMS Kalyani shall report this matter in writing to the MoD ESM Corpn for them to register a FIR based on such report.
33. In the event of default being made in the payment of any money in respect of wages of any person deployed by the MoD ESM Corporation for carrying out job of this service contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the AIIMS, Kalyani may, failing payment of the said money by the MoD ESM Corporation, make payment of such claim on behalf of the MoD ESM Corporation to the said Labour Authorities and the sums so paid shall be recoverable by the AIIMS, Kalyani from the MoD ESM Corporation by deduction from money due to the MoD ESM Corporation or from the Performance Security.
34. If any money shall, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by AIIMS, Kalyani such money shall be deemed to be payable by the MoD ESM Corporation to AIIMS, Kalyani within seven days. AIIMS, Kalyani shall be entitled to recover the amount from the MoD ESM Corporation by deduction from money due to the MoD ESM Corporation or from their Performance Security.
35. The MoD ESM Corporation shall not engage any sub MoD ESM Corporation or transfer the service contract in part or full to any other person/ entity in any manner.
36. The MoD ESM Corporation shall indemnify itself and should be responsible to protect AIIMS. Kalyani from and against all claims, damages, losses and expenses arising out of, or resulting from the works/ services under the service contract provided by the MoD ESM Corporation.

37. ELIGIBILITY CRITERIA FOR SECURITY PERSONNEL

Eligibility	Security In-charge (Ex-Serviceman)	Security Supervisors	Security Guards with Arms & licensed Fire Arms	Security Guards	Security Guards (Ex-Servicemen)	Security Guards (Ex-Servicemen) with Scanner
Nationality	Must be a citizen of India					
Age	As per PSARA act	As per PSARA act				
Educational Qualification	10+2 or equivalent (min) Or Rank of Ex-JCO		At least 10 th Class Pass.			
Height	Minimum 167.5 cm without shoes					
Weight	50 Kg or proportionate to height and age.					
Chest size	Minimum 76 cm					

Eye sight	The minimum distance vision should be 6/6 and 6/9 both eye without Glasses
Physical fitness	Must be free from any disease or abnormality and should be able to run 1 Km in 6 Minute.

Note: Digital personal files of the documents related to the security personnel should be provided to the AIIMS Kalyani. It is the responsibility of the agency to check and verify the genuineness of the certificates that are provided by the individual security personnel.

38. All other Physical standards for Security Guards should be as per the PSARA 2005. The Agency shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies (Regulation) Act- 2005 and must comply with and follow all the provision of State laws as & where applicable. The Agency must follow all the rules and regulation for deployment of all the security Guards in AIIMS Kalyani premises. The eligibility of all the security Guards, Supervisors, must be as per the PRIVATE SECURITY AGENCIES (REGULATION) ACT. 2005 and as per the relevant state laws.
39. Armed Security guards should possess licenses under Arms act 1959.
40. Before deployment of security personnel on duty the MoD ESM Corporation shall invariably produce the individual along with proof of relevant documents/ certificates as specified in respect of Civilian and Ex-Servicemen security personnel before Security Officer who will scrutinize all the documents/ certificates of the security personnel for deployment. The records of such approved security personnel shall be maintained by Security Department as well as by the MoD ESM Corporation. A separate personal file with the following contents shall be maintained by MoD ESM Corporation at AIIMS, KALYANI for each guard: copy of AADHAR card, educational qualification proof, police verification, physical standards checklist, valid medical check-up certificate, training certificates and. The MoD ESM Corporation shall also ensure that no security personnel are deployed without scrutiny of documents/ certificates by Security Department of AIIMS, Kalyani failing which such person if deployed shall not be deemed to be on duty. Security Officer will also maintain all the records of the approved security personnel employed by the MoD ESM Corporation. No, security personnel will be deployed without scrutiny of the documents/ certificates and interviewed by the Security Officer in accordance with physical standard for deployment as specified. Security Supervisors (rank of Ex-JCOs or equivalent in Police/Paramilitary force). MoD ESM Corporation shall provide honorable discharge proof of Ex-Servicemen and Security Officer may get it verified on their own.
41. The deployment of security personnel shall be subject to MoD ESM Corporation submitting the Endorsed Police verification request for all security personnel deployed other than ESM. Thereafter no deployment shall be made for security personnel whose police verification has not been applied for and those who do not possess requisite qualification. The MoD ESM Corporation may maintain a reserve pool of trained personnel at its end to provision for replacements, as necessary.
42. In areas dealing with women/ patient's relatives or staff the MoD ESM Corporation shall ensure presence of adequate number of female security guards and Female Security supervisor in designated areas in each shift or as directed by the concerned Department from time to time.
43. The MoD ESM Corporation shall get all their security staff screened for visual, hearing, physical defects and contagious diseases and will provide a health certificate to this effect for each personnel deployed. AIIMS, Kalyani will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit security personnel shall be deployed for duty.
44. The security personnel engaged by the MoD ESM Corporation shall not take part in any labour union and association activities.
45. The MoD ESM Corporation shall bear all the expenses incurred on the following items i.e. provision of Cree LED torches and cells, batons / umbrellas, inverted mirrors etc. to the security staff, stationary

for writing duty charts and registers at security check points and record keeping as per requirements.

- 46.** The MoD ESM Corporation and their security staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the service contract period and in the event of any such involvement of the MoD ESM Corporation and their security staff in such activities action will be taken against the MoD ESM Corporation like removal of MoD ESM Corporation from the list of Security Agencies/ such security staff will not be taken further on duty/ service contract will be terminated and consequential forfeiture of Bid Security/ Performance Security already deposited against the service contract.
- 47.** The MoD ESM Corporation will provide dedicated functional walkie-talkie sets to each Security Supervisors, Fire Supervisors & QRT Members to ensure effective and timely communication between them. The MoD ESM Corporation shall be responsible to purchase requisite wireless service subscription for its deployment during the validity of the service contract. It must be ensured that the walkie-talkie handset is charged and is present with the concerned security personnel at all times. The MoD ESM Corporation may provide additional reserve batteries, if needed.
- 48.** AIIMS, Kalyani shall not be responsible for providing residential accommodation to any of the employee of the MoD ESM Corporation.
- 49.** AIIMS, Kalyani shall not be under any obligation for providing employment to any of the worker of the MoD ESM Corporation after expiry of the service contract. AIIMS, Kalyani does not recognize any employee employer relationship with any of the workers of the MoD ESM Corporation.
- 50.** If as a result of post payment audit any overpayment is detected in respect of any work done by the MoD ESM Corporation or alleged to have done by the MoD ESM Corporation under the tender/ service contract, AIIMS, Kalyani shall be entitled to recover the amount from the MoD ESM Corporation by deduction from money due to the MoD ESM Corporation or from their Performance Security.
- 51.** If any underpayment to the security personnel is discovered, the amount shall not be paid to the MoD ESM Corporation by the AIIMS, Kalyani.
- 52.** The MoD ESM Corporation shall provide the copies of relevant records during the period of the service contract or otherwise even after the service contract is over whenever required by AIIMS, Kalyani.
- 53.** The MoD ESM Corporation will have to deposit the proof of depositing employer's/ employee's share of contribution towards EPF (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund, EDLI, Admin. Charges etc.), ESI etc. of each employee in every month. The documentary proof of EPF, ESI contributions to concerned authorities should be submitted clearly indicating therein individual name of security personnel instead of a consolidated statement of documentary proof of EPF, ESI contributions which should be avoided. Similarly, for Goods & Service tax also documentary proof of deposits in respect of AIIMS, Kalyani should be submitted instead of consolidated statement of GST deposits for all the contracts/ works undertaken by the MoD ESM Corporation should be avoided.
- 54.** The MoD ESM Corporation should have round the clock control room service in Kalyani along with quick response teams to deal with emergent situations.
- 55.** The MoD ESM Corporation shall provide the following equipment in functional condition along with necessary consumables / spares at all times at AIIMS, Kalyani.

**DETAILS OF SECURITY EQUIPMENTS TO BE PROVIDED BY MOD ESM CORPORATION
ON ITS OWN COST**

Sr no.	Description of the equipments	Number required (Mandatory)	Penalty charges in case of non-Availability of equipment's /tools (in Rs.) Per day
1.	Four-wheeler with own maintenance (For QRT Team-Incident response)	01	1000/-
2.	Two wheelers with own maintenance (for surveillance & Patrol)	02	200/-
3.	Search light (with the range of 100 mtr for night surveillance)	20	200/-
4.	Traffic warning lights	20	100/-
5.	Luminous Jacket	For all guards	200/-
6.	Rain coats	For all guards	100/-
7.	Umbrellas	40	50/-
8.	Walkie-Talkies (Along with control & Set up)	60	500/-
9.	Trolley mirror	02	200/-
10.	Metal Detectors	10	500/-
11.	Alcohol Detectors (of standard specifications)	5	200/-
12.	Wollen Jacket (for winter season)	For all guards	200/-
13.	Battens of Ruler	For all guards	50/-
14.	Gum boots	10	50/-
15.	Whistles	For all guards	50/-
16.	Breathing apparatus with all accessories (BS EN 137 or equivalent)	04	200/-
17.	Fire fighter: Suit, Helmet, Gloves & boot (BS EN 469/659/15090 or equivalent certified)	10 sets	1000/-
18.	Fire Rescue toolkit: Rescue Knife, Crow Bar, Bolt Cutter, HackSaw, Insulated Cable Cutter, Duct Tape, Insulated Gloves, Carrying Case etc.	10 Nos each	2000/-
19.	Megaphones	15	100/-
20.	Hand Held Metal Detectors (HHMD)	30	500/-
21.	Colour changing Marshalling Wand/Traffic Batons with Red & Green LED lights visible during day & night (along with adequate reserve batteries/replacements for charging intervals)	50	100/-
22.	Stationery items maintenance of control rooms (Paper realms, registers, Printer-xerox machine, etc.	As required	
23.	Door access controls	30	100/-
24.	Computer and Printer	01	1000/-
25.	Shirt & Trousers, Cap Shoed Belt, Name Tag, each Security Staff posted.	For all guards	100/-

Communication System: - Communication system necessary for maintaining communication shall be covered by wireless system/walky-talky system, mobile phones etc. and same will be provided by the MoD ESM Corporation at entry/exit gates and other sensitive parts in the premises.

- (a) Outsourcing agency will provide 2 Nos. of two-wheeler model (HERO SPLENDOUR, BAJA.I PALS.OR etc.) with fuel and maintenance. The vehicle should not be older than 2 years from the date of manufacturing i.e., MODEL-2022. [Running Limit 2000 km/month and a fixed amount of Rs. 5000/- for each two-wheeler will be paid to the outsourcing agency for the same on submission of bill.] If the prescribed limit exceeds, it is chargeable at AIIMS Kalyani for Rs.4/ km.
- (b) Outsourcing agency will provide 1 No. of Four-Wheeler (Hard Top vehicle model- TATA SUMO, MAHENDRA SCORPIO. BOLERO etc.) with fuel, maintenance, and driver. The vehicle should not be older than 3 years from the date of manufacturing i.e.. [MODEL- 2021]. [Running limit 1500 km/month and a fixed amount of worth Rs.30000/-per month will be paid to the outsourcing agency for the same on the submission of bill.] If the prescribed limit exceeds, it is chargeable at the rate of Rs.10/ km.
- (c) All bills must be backed up by the copy of the daily log-book.

56. The MoD ESM Corporation shall submit a detailed checklist and certificate along with each bill to the effect that the payments have been made to the employees as per approved wages, acquaintance roll and all labour laws obligations have been complied with including payment of over time allowance. In order to condGR Security Agency the correctness of payment accounts to right party. The MoD ESM Corporation has to submit adequate documentary proof of depositing EPF (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund, EDLI, Admin. Charges etc.), ESI contributions and GST of preceding month in concerned authorities along with bills. Documentary proof of EPF, ESI contributions should be in individual name of security personnel. The MoD ESM Corporation shall submit an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited EPF & ESI contributions of actual numbers of personnel in concerned authorities mentioned in the bill and all the security personnel have been issued Salary Slip with full details in all respect as specified in Clause 20 above for the month they claimed for the payments.

57. Obligation of the MoD ESM Corporation: -

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

58. Force Majeure: - If at any time during the period of the service contract, either party is subject to force majeure, which can be termed as natural disasters or, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the service contract in respect of such performance of their obligations. The obligations under the service 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 service contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or 21 days, whichever is more, either party may at its option terminate the service contract.

59. Dispute Resolution: -

- (a) Any dispute and or difference arising out of or relating to this service contract will be resolved through 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 Executive Director, AIIMS Kalyani.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the

pendency of the arbitration proceeding and currency of the service contract, neither party shall be entitled to suspend the work /service to which the dispute relates on account of the arbitration and payment to the MoD ESM Corporation shall continue to be made in terms of the service contract. Arbitration proceedings will be held at Kalyani only.

Note: The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim for, any nor for any relaxation for absorption in the regular/other capacity at the Institute.

- 60. Jurisdiction of Court:** - The courts at Kalyani shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
- 61.** The MoD ESM Corporation shall maintain the following records:
- a. Daily Attendance Register
 - b. Guard Checking Register
 - c. Daily Order Register
 - d. Incident report Register
 - e. Documents related and covered by Labour Authority which must be displayed and authenticated by local labour officer
 - f. Beat-Book for respective Security Guard
 - g. Display boards as per Labour law
- 62.** The MoD ESM Corporation shall compliance all the statutory provisions as laid down under various Labour Laws/ Acts/ Rules like Minimum Wages, EPF, ESI etc. and Contract Labour (R&A) Act 1970 and other Labour Laws/Acts/ Rules in force by the Government from time to time at its own cost. In case of violation of such statutory provisions under Labour Laws and/ or any other law applicable, by the MoD ESM Corporation, there will not be any liability on part of AIIMS, Kalyani appropriate action against the MoD ESM Corporation will be taken under provisions of the service contract.
- 63.** The MoD ESM Corporation shall provide uniformed and trained personnel and use its best endeavour to provide watch & ward services to AIIMS, Kalyani for providing safety, monitoring and surveillance. Rates quoted are inclusive of all statutory obligations of the MoD ESM Corporation under Minimum Wages Act, Contract Labour (R&A) Act, EPF Act (including Employer's/Employee's share of contribution towards EPF, EPS, EDLI, Admin. Charges etc.), ESI contribution, uniform outfit/ washing allowances, weekly-off replacement/ relieving charges, cost of uniform of personnel deployed by the MoD ESM Corporation, all kinds of taxes including GST, service charges, labour cess, surveillance equipment, etc. of the MoD ESM Corporation. The quoted rates will be applicable for per shift of eight hours per person per month basis. On revision of minimum wages of security personnel for watch & ward services the prorata enhancement in service contract payment shall be made subject to the conditions that the full benefit will be fully passed on to the security personnel for releasing the payment at enhanced rates against the actual number of security personnel deployed by the MoD ESM Corporation from time to time. Payment of wages for security personnel shall be based on applicable Minimum Wages (Basic plus VDA) and thereon fringe benefit under labour laws obligations and allowances, if any as per the following:
- 64. PERFORMANCE BANK GUARANTEE (PBG):** -
- a. Successful DGR Security Agency should submit a PSD of an amount @ 3% of the total contract value (including GST) as prescribed in favour of "The Executive Director, AIIMS Kalyani" before the date of commencement of services or 15 days from the date of issue of the NOA, whichever is earlier.

- b. Validity of the performance security shall be for a period of 90 days beyond of entire contract period from the date of issue of work order subject to change in compliance with Government policies / directions as may be issued from time to time.
- 65. LIABILITY OF AGENCY FOR LOSSES:** - The Agency shall be liable for all costs, damages, charges and expenses suffered or incurred by the AIIMS, Kalyani due to the Agency's negligence and un-workman like performance of any services under this Contract, or breach of any terms of the Contract, or failure to carry out the work under the Contract, and for all damages or losses occasioned to the AIIMS, Kalyani or in particular to any property belonging to the AIIMS, Kalyani, due to any act, whether negligent or otherwise, of the Agency or his employees. The decision of AIIMS, Kalyani regarding such failure of the Agency and their liability for the losses, etc. suffered by the AIIMS, Kalyani, and the quantification of such losses, shall be final and binding on the Agency.
- 66. TERMINATION OF THE CONTRACT** - The AIIMS, Kalyani shall also have without prejudice to other rights and remedies, the right, in the event of breach by the Agency or of any of the terms and conditions of the contract to terminate the contract forthwith and to get the work done for the un-expired period of the contract at the risk and cost of the Agency and/or forfeit the Performance Guarantee or any part thereof for the sum or sums due for any damages, losses, charges, expenses or costs that may be suffered or incurred by the AIIMS, Kalyani due to the DGR Security Agency 's negligence or un workmen like performance of any of the services under the contract.
- 67. PROCEDURE FOR RELEASE OF PAYMENT**
- a. The DGR Security Agency shall make payment to the Security Personnel employed by it as promulgated by the DGR or appropriate Govt. from time to time. The DGR Security Agency shall abide by all statutory provisions applicable to the contract and make all necessary statutory payments. All Statutory Payments will be made as per applicable rates and the DGR Security Agency shall claim the same separately.
- b. The Payment will be made by AIIMS Kalyani on submission of bills in triplicate, duly supported by Attendance Certificates issued by the designated officer (Security Division) and on production of proof of payment of EPF/Wages/ESI and other statutory payments in respect of the personnel deployed in AIIMS. After disbursing payment of wages to the security personnel on or before 7th of the succeeding month, the DGR Security Agency will raise the bill against AIIMS for payment of monthly wages along with a copy of Wages Sheet, PF calculation sheet (duly filled challan along with the full details (ECR/Challan) as also the payment towards recovered amount of the member's contribution and ESIC Challans.
- c. The DGR Security Agency shall pay monthly wages to its workers/workmen latest by 07th day of the following month to the respective month. A monthly pay slip containing complete breakups for all statutory and other permissible deductions has to be provided to all workmen by the DGR Security Agency.
- d. The DGR Security Agency shall submit the bill with the Administrative Officer for reimbursement by 20th day of following month to the respective month. The bill has to be accompanied by exact data on personnel deployed and other deployments which have to be certified by Security Officer/ Authorized signatory of AIIMS, Kalyani on a daily basis. The DGR Security Agency shall disburse the wages to its staff deployed in the Institute every month through bank transfer only. The DGR Security Agency shall ensure that all staff deployed has valid bank account and the same is to be communicated to the office of the Administrative Officer.
- e. After 2nd month the claim for re-imburement of bill must be supported by proof of DGR Security Agency having deposited EPF contribution, ESI and GST relevant to the

proceedings of the workers deployed by the service provided together with details of such workers in the Proforma prescribed under EPF/ESI Scheme 1952 & EPF/ESI and miscellaneous Provisions Act 1952 in respect of whom the remittances have been made. In the absence of the details, the claim shall be considered incomplete and twenty 20% (twenty percent) of the monthly amount payable under this contract shall be withheld till the compliance of the stipulations given herein.

- f. The Income Tax or any other statutory levy/tax as applicable will be payable by DGR Security Agency and shall be deducted at source as per law.
- g. In the event of default being made in the payment of any money in respect of wages of any person deployed by the DGR Security Agency for carrying out this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the "AIIMS, Kalyani" may, failing payment of the said money by the DGR Security Agency, make payment of such claim on behalf of the DGR Security Agency to the said Labour Authorities and any sums so paid shall be recoverable by the "AIIMS, Kalyani" from the DGR Security Agency along with 15% (fifteen percent) of such amount as administrative / departmental charges.
- h. If any money, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour Laws, or Regulation, be directed to be paid by the "AIIMS, Kalyani", such money shall be deemed to be payable by the DGR Security Agency to the "Institute" within seven days. The Institute shall be entitled to recover the amount from the DGR Security Agency by deduction from money due to the DGR Security Agency or from Performance Bank Guarantee along with 15% (fifteen percent) administrative / departmental charges.
- i. In case of any delay in payment to the security staff and arbitrary deductions from their emoluments, the penalty, as under may be imposed upon the DGR Security Agency .
1st instance – 25% of service charge
2nd instance – 50% of service charges
3rd instance and onwards – Termination of contract on immediate notice. Non- payment with penalty will entail forfeiture of security deposit/PBG.
- j. Any liabilities arising out of any litigation (including those in consumer courts) due to any act of DGR Security Agency 's personnel shall be directly borne by the DGR Security Agency including all compensation / damage / expenses / fines/ depth of personnel while on duty. The concerned DGR Security Agency personnel shall attend the court as and when required.
- k. The DGR Security Agency shall indemnify and hold the "AIIMS, Kalyani" protected / safe from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the DGR Security Agency or the breach of any term of this contract by the DGR Security Agency.
- l. If as a result of "post payment audit" any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, the DGR Security Agency shall immediately refund the same to the AIIMS, Kalyani on receipt of notice there to or it shall be recovered from the DGR Security Agency along with costs incurred.
- m. The DGR Security Agency shall provide copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the "AIIMS, Kalyani.

SUBMISSION OF TENDER

1. The Tender shall be submitted offline in two parts viz. Technical Bid and Price Bid (*The technical bid and the financial bid should be sealed by the DGR Security Agency in separate covers duly super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. The technical bids are to be opened at the first instance and evaluated by a competent committee or authority*).
2. In Price Bid, DGR Security Agency s are requested to quote their service charge (without GST) in the format provided.
3. The Technical Bid shall include the following:
 - a) Copy of the Tender Documents along with all its Annexure & Appendices duly signed on each page by the Agency.
 - b) Copy of list of Documents as per Document required to be attached with Tender.
4. Agency which do not comply with these instructions or conditional Tenders shall be summarily rejected.
5. It should be clearly understood by the Agency that no opportunity shall be given to them to alter, modify or withdraw any offer at any stage after submission of the Tender.
6. The Agency shall be DGR approved and sponsored agency and could quote maximum of 10% only on service charges on DGR approved wages.

OPENING OF TENDER

The Technical bids will be opened offline at the time, date and place as indicated in the Tender Documents. The Agency will be at liberty to be present either in person or through an Authorized Representative at the time of opening of the Technical Bid. Price Bid of only those Agencies shall be opened whose Technical Bid qualifies, at a time and place of which notice will be given. The Agency Technically qualified will be at liberty to be present either in person or through an Authorized Representative at the time of opening of the Price Bids.

2. L-1 CLAUSE: -

1. The Agency shall quote its service charges for providing the security services on the percentage rate on DGR minimum wages applicable at the time of submission of Tender. The Agency is not entitled to claim any enhancement of percentage rate on minimum wages applicable during the tenure of the Contract.
2. The financial bids shall be opened with prior intimation to technically qualified DGR Security Agency s.
3. Rates should be quoted in price with inclusive all additional charges and exclusive GST (as per applicable).
4. **L-1 Agency will be decided on the basis of minimum Price quoted by the DGR Security Agency (excluding taxes). In the eventuality of all the DGR sponsored agencies quoting the same rates, the Principal Employer will award the contract to the senior most sponsored agency.**

Note: -

In case of any dispute regarding award of tender, decision of the competent Authority of AIIMS Kalyani would be the final.

3. LIST OF DOCUMENTS TO BE ATTACHED with technical bid: -

Sl. no.	Particulars	Details	Page no.
1	Name of the tendering Agency (Attached certificates of registration with a briefs profile of the Agency)	YES/NO	
2	Name of the proprietor/Director of Agency	YES/NO	
3	Full Address of Registered Office with Telephone no and E-mail	YES/NO	
4	Full address of operation/ Branch Office with Telephone No. and E-mail.	YES/NO	
5	Whether the Security Agency is DGR sponsored (only DGR sponsored agency shall be considered for participation in the Tender).	YES/NO	
6	Agency should possess Ink signed copy of sponsorship letter and attach a copy of sponsorship letter.	YES/NO	
7	Agency should have original of Empanelment Certificate of DGR(with photograph and signature of Proprietor/Directors).	YES/NO	
8	Agency should be registered with the government of West Bengal for providing security Services and should have PSARA Act/License for Operation in the State of West Bengal	YES/NO	
9	Copy of Income Tax PAN Card.	YES/NO	
10	Attested Copy of power of Attorney, if relied upon.	YES/NO	
11	Copies of Registered Partnership Deed/copy of Memorandum and Articles of Association/Bye-laws/Certificate of Registration, as the case may be.	YES/NO	
12	Acceptance letter of Terms and conditions.	YES/NO	
13	Copy of Property details of the partners/DGR Security Agency s/establishment.	YES/NO	
14	Copy of Name and addresses of all the partners / Directors /Proprietors as the case may be.	YES/NO	
15	Copy of ESI and EPF registration number.	YES/NO	
16	Copy of GST Registration number.	YES/NO	
17	Copy of all other documents as mentioned in Tender Documents, its annexure, schedules.	YES/NO	
18	Copy of all credentials, documents & copies of certificate/information called for would be submitted as per tender.	YES/NO	
19	Copy of the tender form duly filled-in by the Agency clearly,neatly and accurately. Any alteration, erasers or over-writing will render the tender invalid. Alteration neatly carried out and attested over the full signature of	YES/NO	

	Agency, however, is permitted.		
20	The Agency who qualified in the Technical Bid shall produce original of above documents or any other documents, before opening of the Price Bid, if asked	YES/NO	
21	Bankers of Agency with full address IFCS Code/MICR Code & Account no	YES/NO	
22	Affidavit regarding that there are no ongoing criminal case/vigilance enquiry/labour disputes against the DGR Security Agency /Partners/Proprietor /Society /Director of the Agency and he/she has never been convicted or punished by Hon'ble court of law has been submitted. (Annexure-VIII).	YES/NO	
23	Affidavit regarding the DGR Security Agency has not been debarred and or Black listed currently or on any previous occasion by any of the Central/State Government department/ Institutions/ Local Bodies/ Municipalities/ PSU/Public Sector Banks/Public Limited (Annexure-IX)	YES/NO	
24	Bid Security Declaration form as per Annexure-VI	YES/NO	
25	Tender Acceptance Undertaking (Annexure-VII)	YES/NO	

FORWARDING LETTER FROM THE DGR SECURITY AGENCY

Date –

From –

.....

..

(Full name of the DGR Security Agency) -

.....

Address -

.....

...

.....

Phone no –

Email Id –

Website –

To

**Executive Director,
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
KALYANI (W.B.)-741245.**

Dear Sir

Tender Ref. No - _____

I, undersigned (name).....(designation) , duly
authorized representative of
..... (name of DGR Security Agency) hereby undertake, af DGR Security
Agency , conDGR Security Agency and declare that-

Undersigned is fully competent and authorized from DGR Security Agency /Agency/Agency to
make this Affidavit to bind such DGR Security Agency /Agency.

All details/information/documents furnished by Proprietorship /DGR Security Agency /
Agency/Agency in bid document is true and correct. DGR Security Agency /Agency/Agency is fully
solvent and legally/financially competent to perform terms and conditions of Tender.

DGR Security Agency /Agency/Agency is duly registered under various relevant government
notifications and all dues have been paid as on date.

DGR Security Agency /Agency/Agency hereby agrees and fully understands that notwithstanding
anything contrary contained in Tender document and without prejudice to any of the rights or
remedies of AIIMS Kalyani, AIIMS Kalyani shall be entitled in its sole discretion to determine that a

DGR Security Agency is to be disqualified at any stage of the process and its participation in Tender process and/or its Technical Proposal and/or Financial Bid dropped from further consideration for any reasons.

Undersigned, on behalf of DGR Security Agency /Agency/Agency does hereby solemnly declare and afDGR Security Agency that the above declarations are true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make DGR Security Agency /Agency/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Name of the DGR Security Agency -

Signature of DGR Security Agency -

Authorized Signatory -

Seal of DGR Security Agency -

(Copy of Authorization Letter from Proprietorship/DGR Security Agency /Agency/Agency enclosed)

UNDERTAKING

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.
2. I/We shall supply requisite quality and quantity of security service staff at given rate in timely manner.
3. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish within 15 days, Bank Guarantee/ Performance Security after the issue of NOA, as applicable, in the format to be provided by AIIMS Kalyani in addition to execution of a Contract as pre-condition for obtaining the work orders.
4. I/We further undertake that the DGR Security Agency has never been banned by any Government. I/We further undertake to report to the AIIMS Kalyani immediately after we are informed but in any case not later 15 days, if any DGR Security Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a DGR Security Agency which is banned/suspended in future during the currency of the Contract with you.
5. I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

Name of the DGR Security Agency -

Signature of DGR Security Agency -

Authorized Signatory -

Seal of DGR Security Agency -

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY (PBG)
(E-tender: 425/ANATO/PROC/NGEM/4/2024-ANA/ET-25)

To

The Director

All India Institute of Medical Sciences Kalyani, Kalyani (W.B.)-741245.

WHEREAS _____ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no/ Tender enquiry No.____dated _____ to perform security services (herein after called “the contract”). AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the supplier such an irrevocable bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you unconditionally, on behalf of the supplier, up to a total of. _ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of you to first demanding the said amount of guarantee from the supplier before raising the demand with us. You may directly raise the demand with us, without asking the supplier for the same.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This guarantee will not be changed due to change in the constitution of the bank or the supplier.

This guarantee shall be valid up to 39 months from the date of satisfactory commencement of services.

(Signature with date of the authorized officer of the Bank)

..... Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

FINANCIAL BID

Name of DGR Security Agency

Service Charges :		
Percentage of service charge (without GST) on TOTAL CONSOLIDATED PAY PER MONTH (i.e. Basic plus VDA+ EPF + EDLI + Admin Charges (EPF and EDLI) + HRA + Annual Bonus (as per Rule) + Uniform outfit allowance + Uniform washing allowance + Relieving Charges).	Percentage in Figure	Percentage in words

Note: GST will be paid extra as per prevailing rates.

Note:

- (A) *The rate of wages per day will be applicable as per the DGR Norms (updated from time to time) and will be applied during the entire contract period.
- (B) The services charges quoted by the DGR Security Agency will remain unchanged during the entire contract period.
- (C) Employer contribution for EPF, EDLI and bonus (as per Rule) will be reimbursed.
- (D) The agency will have to provide two sets of uniform per year including I Cards Shoes, Cap, Belts to all the workers & gum boots, rain coat (to whom required as per work allocation) of good quality, colour code, will be approved by the competent authority of AIIMS, the dress includes full trousers, & shirt with full sleeves.
- (E) **L-1 Agency will be decided on the basis of minimum Price quoted by the DGR Security Agency (excluding taxes). In the eventuality of all the DGR sponsored agencies quoting the same rates, the Principal Employer will award the contract to the senior most sponsored agency.**

I/we also declare that, I/we will abide by all the rules and regulation of AIIMS Kalyani, if, awarded the Tender. I/we are also aware that the Director of the institute reserves his right to cancel our Tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

Signature of Authorized Signatory

Date:

Full Name:

Place:

Agency's Seal

(ANNEXURE – V)

Tentative wages structure to be paid to the security personnel deployed by the DGR sponsored security DGR Security Agency:

		Approximate per day per manpower expenditure on hiring the security Staff through DGR empaneled Agency. Calculation based on the latest DGR wages w.e.f. 01-04-2024						
		Security Guards with arms – Highly Skilled			Security Guards without arms - Skilled		Supervisor- Highly Skilled	
		Percentage	BW+VDA for per 8 Hrs	Total cost per month	BW+VDA for per 8 Hrs	Total cost per day	BW+VDA for per 8 Hrs	Total cost per day
(a)	BW+VDA	100	1035	26910	954	24804	1268.82	32989.32
(b)	ESI*	0	0	0.00	0	0.00	0	0.00
(c)	EPF	12	As applicable	1800	As applicable	1800	As applicable	1800
(d)	EDLI	0.5	As applicable	75	As applicable	75	As applicable	75
(e)	Admin Charges (EPF & EDLI)	0.5	As applicable	75	As applicable	75	As applicable	75
(f)	HRA (24% of basic + VDA or Rs 5400/- pm, whichever is higher)	24	248.4	6458.4	228.96	5952.96	304.52	7917.52
(g)	ESI (% of HRA)**	0	0	0.00	0	0	0	0.00
(h)	Bonus	0	0	0.00	0	0.00	0	0.00
(i)	Uniform-Outfit	5	51.75	1345.5	47.7	1240.2	63.44	1649.44
(j)	Uniform-Washing	3	31.05	807.3	28.62	744.12	38.06	989.56
(k)	SUB TOTAL (Sum of a to j)			37471		34691		45496
(l)	Relieving charges(1/6 of total (k))							
(m)	Total Cost per day (Sum of k to l)							
(n)	Service Charges(0% of m)			As quoted by the DGR Security Agency		As quoted by the DGR Security Agency		As quoted by the DGR Security Agency
(o)	Sum Total ((m)+(n))			(m+k)		(m+k)		(m+k)
(p)	GST			As per prevailing rates		As per prevailing rates		As per prevailing rates
	Grand Total			(o+p)		(o+p)		(o+p)
Note :			1. HRA under row (f) for Security guards without arms is calculated on basis of wages of 26 working days					
			2. *ESI not entitled to a security guard/ Supervisor, if his salary is more than Rs 21000/- per month. Those individual shall be covered under the workman compensation act 1923.					
			3. ** As not entitled for ESI, ESI on HRA is also not applicable.					

**Bid Security Declaration Form
(On the letter head of the DGR
Security Agency)**

Date.....

(E-tender ID:- 425/ANATO/PROC/NGEM/4/2024-ANA/ET-25)

To
The Executive Director,
AIIMS Kalyani.

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am / We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid, or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to DGR Security Agency s.

C) if I/we withdraw or modify our bids during the period of validity, or if we are awarded the contract and failed to sign the contract, or to submit a performance security before the deadline defined in the request for bids/ request for proposals documents, we will be **suspended for a period of 02 years** from being eligible to submit bids/proposals for contracts with the AIIMS Kalyani.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful DGR Security Agency , upon the earlier of (i) the receipt of your notification of the name of the successful DGR Security Agency , or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Security Declaration)
Duly authorized to sign the bid for an on behalf of (insert complete name of DGR Security Agency) Date onday of (Insert date of signing)

Corporate Seal (where appropriate)

Please Note:- The above Undertaking duly signed and Stamped by the Authorized Signatory of the Agency, must be attached with the technical bids.

TENDER ACCEPTANCE UNDERTAKING
(Should be given on Non-Judicial Stamp Paper worth of Rs. /- duly Notarized)
(E-tender ID: 425/ANATO/PROC/NGEM/4/2024-ANA/ET-25)

To

The Director,
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
KALYANI-741245 (W.B.)

I

.....
S/o

.....R/odo hereby solemnly affirm as under :-

That I am a partner / Proprietor / Authorized representative of -----

1. That the DGR Security Agency has not been blacklisted in the past by any government/ private/organization.
2. That the DGR Security Agency has no vigilance case/CBI/FEMA case pending.
3. That my DGR Security Agency has not been declared defaulter by any Govt. Agency and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/VAT/ Sales Tax/ Blacklisting is pending against my DGR Security Agency.
4. Having examined the tender document for appointment of Security Agencies **sponsored by DGR** for providing security services at AIIMS Kalyani. We the undersigned hereby offer to provide security services in conformity with scope of work and conditions set out in the tender document. We hereby unconditionally accept all the e-tender conditions.
5. We enclosed all the relevant documents as per the e-tender.
6. We understand that you are not bound to accept the lowest or any e-tender received.

Date:

(Signature of DGR Security Agency)

Name :

Designation :

Seal

Please Note:- The above Undertaking duly signed and Stamped by the Authorized Signatory of the Agency, must be attached with the technical bid.