



ALL INDIA INSTITUTE OF MEDICAL SCIENCES BILASPUR HIMACHAL PRADESH-
174037

(An Autonomous Institute of Ministry of Health & Family Welfare, Govt. of India)

NOTICE INVITING TENDER

**PROVIDING 24X7 SECURITY SERVICE TO AIIMS' PROPERTY, MANPOWER AND
VALUABLES**

Email:- storeofficer@aiimsbilaspur.edu.in

website:www.aiimsbilaspur.edu.in

Tender Ref. No.	:	AIIMS/BLS/(G)/2024-25/36
EMD Amount	:	EMD in the form of a Demand Draft/Fixed Deposit receipt from any of the Nationalized/commercial banks drawn in favour of "MISCELLANEOUS FUND, AIIMS, BILASPUR" payable at Bilaspur, HP
SEALING AND MARKING OF PROPOSAL	:	The Proposal (Technical Bid) along with EMD instrument and requisite/specified documents shall be placed in one sealed envelope super-scribed "Proposal for providing Security Services in All India Institute of Medical Sciences, Bilaspur H.P." so as to reach the following address before Last date of bid submission: F.I. Procurement Procurement Section AIIMS Bilaspur HP 174037

For processing convenience, a duly signed, stamped **HARD COPY of Technical Bid after page numbering with Index (check List-Annexure L)** & all necessary supporting documents including brochures/technical literature etc. should be sent through post. For the purpose of evaluation, **BID SUBMITTED ONLINE (on GeM) ONLY WILL BE USED.**

Please note that receipt of Hard Copy of the bid at our end will not be proof of having submitted the bid and hard copy will not be considered if online bid is not submitted or found faulty for any technical reasons of the GeM Portal. **in case of any variation in the hard copy bid and the online bid data/details/specifications, only online data/details/specifications will be considered.**

The 'hard copy' of technical bid only along with **EMD instrument** shall be placed in one sealed envelope super-scribed "Proposal with EMD/Exempted (Tick on Appropriate) for providing security services in All India Institute of Medical Sciences, Bilaspur H.P." to be sent following address:

**F.I. Procurement
Procurement Section
AIIMS Bilaspur, HP 174037**

Rate of Service Charges: The rate of service charges should not be **less than 3.85%** as per Instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued from time to time. In case of any bids found to be lower than the minimum floor price for service charges the bid will be rejected outrightly.

Important Information: The bidder shall quote the **rate of Percentage of Services charges for all obligations mentioned in or to be reasonably inferred from** the tender document/scope of work in respect of the Watch & Ward Services at AIIMS, Bilaspur. This also includes all the liabilities of the Security Agency such as **cost of uniform, vehicle tokens, cost of vehicles, wireless sets, inverted mirrors, mobile phones, vehicles, Hand Held Metal Detectors (HHMDs), identity cards, salary slips, tow Crane etc.** and all other statutory dues.

The Security Agency shall place **one tow crane in AIIMS** along with requisite manpower in units entrusted to it, for restraining / removing the vehicles parked in unauthorized places or unauthorized vehicles parked in designated parking. Hence, the bidder shall quote the rate of services charges accordingly.

BUYER'S ADDITIONAL TERMS AND CONDITIONS

CHAPTER-I

Important Note: Prospective bidders are requested to read carefully the entire bid document including buyer's additional terms and conditions and ensure full compliance of the same unconditionally. Further, bidders are requested to submit / provide all relevant documents in the respective technical bid in support of their claim for complying with minimum eligibility criteria / terms & conditions and also Criteria for technical evaluation. In case of shortfall in document (if any), the bid will be **outrightly rejected without** any correspondence. Further, no query shall be entertained by the Institute in this context.

BIDDER'S ELIGIBILITY CONDITION:

The following shall be the minimum eligibility criteria for selection of bidders technically. Proposals not complying with the 'Eligibility criteria' and/or not accompanying the required documents in prescribed form and manner are liable to be rejected and will not be considered for further evaluation. The proposal should adhere to the following minimum eligibility criteria:

1. The bidder should be registered under **PSARA 2005** and corresponding regulations.
2. The bidder should have at least 3 years' experience of providing watch & ward services as on **BID UPLOADING DATE** to any Ministry/ Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or any other State or reputed private Hospital/ Hotel/ Airport companies/ private firms with Security personnel. Details to be provided in **Annexure-I**. In case of private entity experience, the TDS certificate issued for the said value of the work should be enclosed by the bidder in support of the performance submitted.
3. The bidder should have also awarded/completed/ongoing at least any of following experience of providing watch & ward services during **the period 01.04.2014 to Bid uploading date** to any Ministry/ Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or any other State or reputed private Hospital/ Hotel/ Airport companies/ private firms with Security personnel as mentioned below (without any break) along with **Satisfactory Performance Certificate(Annexure-J) and copy of work order** issued by the organization. Details to be provided in **Annexure-I**. In case of private entity experience, the TDS certificate issued for the said value of the work should be enclosed by the bidder in support of the performance submitted. The Experience to be counted from 1st day of 1st contract of watch and ward services.

The bidder should have provided/providing **Two service contracts** for similar watch & ward services each requiring the bidder to deploy not less **than 200 Security Personnel** at a single site/location.

OR

The bidder should have provided/providing **One service contract** for similar watch & ward services requiring the bidder to deploy not less than **300 Security Personnel** at a single site/location.

NOTE-1:

Copy of work order must be attached along with **performance certificate (Annexure-J)** of the concerned department issued by the authorized signatory and clearly mentioning the number of manpower deployed in **Annexure-I**. The watch & ward services mean providing security services. The service contract that includes other services like sanitation, housekeeping etc. along with security services shall not be considered unless the value of watch & ward services/ number of guards provided can be distinctly quantified and duly certified by the appointing organization. It is mandatory for the security agencies which have provided watch and ward services at AIIMS, Bilaspur to furnish a **Satisfactory Performance Certificate** issued by the AIIMS, Bilaspur authorities along with their technical bid.

4. **Manpower on Roll:** The bidder should have on its ROLL A MINIMUM OF **250 numbers** of manpower engaged in watch & ward/ security services in the month of **August 2025**. Relevant documentary proof in the form of latest ESI/ EPF contributions/other relevant documents to be submitted in this regard.
5. The bidder should have a valid Employees Provident Fund (EPF) Registration Certificate and Code number issued by regional EPFO authorities in Himachal Pradesh. AIIMS Bilaspur would prefer that in case the Security Agency does not have registration with Regional EPF authority in Himachal Pradesh, the Security Agency should clearly indicate in their bids whether they will be able to get themselves registered with Regional EPFO authority in Himachal Pradesh and if so they will also clearly indicate in their bids that how much time they will take to register themselves with regional EPFO authority in Himachal Pradesh from the date of award of this tender/ service contract of AIIMS, Bilaspur.

6. The bidder should have a valid Employees State Insurance Corporation (ESIC) Registration Certificate and Code number issued by concerned ESIC authorities. AIIMS, Bilaspur would prefer that in case the Security Agency does not have registration with concerned Regional ESIC authority in Himachal Pradesh, the Security Agency should clearly indicate in their bids whether they will be able to get themselves registered with concerned Regional ESIC authority in Himachal Pradesh and if so they will also clearly indicate in their bids that how much time they will take to register themselves with Regional ESIC authority in Himachal Pradesh from the date of award of this bid/ service contract of AIIMS, Bilaspur.
7. The bidder should have a valid Goods & Service Tax (GST) Registration Certificate.
8. The bidder should have a valid PAN/ TAN Number under Income Tax Act.
9. The bidder should be registered with the Labour Department under Contract Labour (R&A) Act 1970 and relevant State Acts (wherever applicable) or must obtain such registration within one month of award of contract.
10. The bidder should have its own training institute or a legally valid tie up with a training institute conducting training as per PSARA requirements for its personnel.
- 11. Turnover Criteria:**
The Average Annual Turnover of the Applicant for the last three financial years i.e., 2021-22 to 2023-24 should not be less than **Rs. 3 Crore** exclusively from the Security services. (Provisional turnover may be submitted for FY 2023-24). **Certificate duly certified by Chartered Accountant.**
12. The Applicant should be an Income-tax assessee and should have filed return of income for the last 2 assessment years, i.e. for the Assessment Years 2023-24 and 2024-25.
- 13. Earnest Money Deposit:**
The Applicant, is required to submit Earnest Money Deposit (EMD) of amount as Calculated on GeM in the form of demand draft/FDR drawn in favour of **Miscellaneous Account, AIIMS-Bilaspur**, payable at Bilaspur, along with his proposal. EMD submitted by any other mode will be rejected.
14. The Applicant should not have violated any provisions under any law of Central/State Government applicable to him or convicted under any laws of State relating to running of Security services.
- 15.** The bidder should not have been blacklisted by any Govt., Semi-Govt. Deptt., or any other organization. An affidavit in original (on **non-judicial stamp paper duly notarized of Rs. 100**) to this effect shall be provided by the bidder in the technical bid. **The affidavit should be dated between the tender floating date and the bid submission end date**
16. If the Applicant does not meet any of the above requirements, his proposal will be rejected summarily. No request shall be entertained for reconsideration.

Date:

Place

Read and accepted

*Signature and stamp of
Applicant or Authorized Signatory*

CHAPTER-II

INSTRUCTIONS TO THE BIDDERS

1. The bidders are requested to read carefully all the instructions, eligibility criteria, forms, General terms and conditions and Special Terms and Conditions in the bid document and ensure its full compliance. Failure to furnish complete information as required with reference to the tender document shall lead rejection of the bid outrightly and no communication shall be entertained in this context.
2. The bidders are required to submit only one bid for the entire scope of work. Submission of multiple bids or partial bids will be treated as non-responsive & will be rejected outrightly.
3. The e-bids are invited through the GeM portal(Gem.gov.in) for the engagement of outsourcing agency for providing outsourcing Security manpower. All the instructions of GeM bidding are applicable. Bids must be submitted online on GeM portal(Gem.gov.in) only. Bids received in physical mode or any other mode shall not be considered in any circumstances and will be treated as non-responsive.
4. Prospective Bidders are requested to submit their bids on the GeM portal well in time and avoid last hours rush. Last hour enquiry / clarification / request (if any) will not be entertained in any circumstances.
5. **Rate of Service Charges:** The rate of service charges should not be less than **3.85%** as per Instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued from time to time. In case of any bids found to be lower than the minimum floor price for service charges the bid will be rejected outrightly and the prospective participants are required to consider the same while submitting their financial offers. In case of any bids found to be lower than the minimum floor price for service charges the bid will be rejected outrightly. However, the increase of minimum wages as per the Govt. Notification [CLC(C) as the case may be] shall be applicable. The engaged agency shall not be entitled to any increase in the approved rates of service charges till the expiry of the contract. However, any revision of minimum wages and statutory provisions and levies during the contract, will be considered only after obtaining adequate proof like copy of Government notification/order issued from Central Government [CLC(C) as applicable], regarding revision of minimum wages and revision of statutory provisions and levies notified by concerned Departments from time to time.
6. **EMD:** Bidders are required to furnish Bid Security (also known as Earnest Money) of an amount of calculated in GeM in the shape of Demand Draft drawn/FDR/Bank Guarantee in favour of " **MISCELLANEOUS FUND, AIIMS, BILASPUR** (H.P.) payable at Bilaspur HP with validity of 45 days beyond the bid validity.
 - a) The EMD is to remain valid for a period of **45 days** beyond the proposal validity period (Proposal validity period will start from the opening date of the proposal). In case the Tender Process takes longer than 45 days beyond the proposal validity period, the successful Applicant will submit a fresh EMD before the expiry of the earlier instrument through which the EMD was furnished.
 - b) Applicants exempted from the submission of EMD, etc. as per Govt. of India (GOI) directives must submit certified copy of GOI's authority for such exemption in lieu of EMD, along with his proposal documents. Non-submission of Exemption Certificate will lead to disqualification of the proposal.
 - c) EMD of an Applicant will be forfeited, if the Applicant withdraws or amends its proposal or impairs or derogates from the proposal in any respect within the period of validity of its proposal.
 - d) EMD of the successful applicant shall be liable to be forfeited if he does not fulfill any of the following conditions:
 - An agreement is not signed within 15 days of the receipt of the Letter of Intent.
 - The Successful Applicant does not commence services within fifteen days of the award of contract.
 - e) Bidders recognized as NSIC / MSME firms are exempted from payment of EMD. Document required for availing Exemption of EMD Amount for NSIC/MSEs:
 - MSMEs which are specified by the Ministry of Micro, Small and Medium Enterprises under MSMED Act 2006 and Public Procurement Policy, 2012 as Manufacturing/Service Enterprises should have registered with NSIC under its Single Point Registration Scheme (SPRS).
 - The certificate with monetary limit indicated should be valid on the scheduled date/Extended date of submission of tender. Incomplete or Certificates without monetary limit will not be considered.
 - The items of Product/Services mentioned under NSIC certificate should be the same or similar to the tendered items (Schedule of items of Tender).

- The monetary limit stipulated in the certificate of MSMEs/NSIC should be equal or more than the value of work in hand awarded under MSME benefits during the financial year plus estimated cost of this tender for availing EMD exemptions.

7. THE BID SECURITY (EARNEST MONEY DEPOSIT) MAY BE FORFEITED:

- i. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
- ii. In case of successful bidder, if the bidder:
 - a. Fails to sign the contract in accordance with the terms of the tender document
 - b. Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.
 - c. Fails or refuses to honor his own quoted prices for the services or part thereof. In such cases, the bidder is also liable to be debarred from future tendering.
8. Bids received without EMD / Valid exemption claim certificate will not be considered and summarily rejected. EMD of the unsuccessful bidders will be returned to them within 30 days from the date of the award of the contract to the successful bidder. No interest will be paid on the EMD amount.
9. Conditional bids, illegible & ambiguous bids, partially submitted bids, incomplete bids and bids without enclosing supporting documentary evidence to their eligibility claims / compliance with bid conditions shall be out rightly rejected.
10. The Institute reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders or of the grounds for AIIMS Bilaspur Himachal Pradesh's action.
11. It requires that the bidder observe the highest standard of ethics during the execution of such contracts. In pursuance of this policy, the Institute will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the Institute contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing an Institute contract.
12. The bidders are required to regularly visit the GeM portal for any corrigendum w.r.t. to the bid published. No request for extension of bid submission shall be entertained by the Institute however the extension of bid submission will be given by the Institute in case of lack of competition / no response or otherwise.
13. The bidders are required to upload the complete documents only after satisfying each and every condition laid down in the tender documents.
14. AIIMS Bilaspur, HP reserves the right to cancel/postpone/modify and/or extend the date of receipt of opening of tenders or to withdraw the tender notice, without assigning any reasons thereof. In such cases, the bidders shall not be entitled to any form of compensation from AIIMS Bilaspur, HP.
15. For any assistance in respect of submission of bids on GeM portal, GeM helpdesk may be contacted.

16. MODE OF SUBMISSION OF BID:

Bid to be submitted through online mode on GeM portal only. The technical bid shall be comprising of following documents to be uploaded while submitting the technical bid on GeM portal:

Each page of the Proposal and documents attached/enclosed with the Proposal must be signed and stamped.

The proposal submitted by the Applicant shall include the following documents:

- i) Applicant's contact detail particulars as per **Annexure-A** along with the documentary proof.
- ii) Scanned copy of DD/BG/FDR/NSIC/MSME Certificate on account of Earned Money Deposit (EMD) / Exemption from payment of EMD. Along with Bid Security Details in **Annexure -B**.
- iii) Declaration as per **Annexure-C** to substantiate average annual turnover of Rs. **Three Crore Only (Rs. 3,00,00,000)** exclusively from Security service activities.
- iv) Undertaking/Affidavit by the Applicant in **Annexure-E**, as per Rule 151 of GFR 2017, that the Applicant has not been debarred due to conviction of an offence under the Prevention of Corruption Act, 1988; or the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract during the last 3 years. The Applicant or successor of the Applicant, if debarred under the Prevention of Corruption Act, 1988, shall also declare that it would not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment.

- v) Undertaking In Respect of Acceptance of Terms and Conditions of The Bid Document Unconditionally as per **Annexure – F**.
- vi) Income Tax Return / PAN / GST declaration as per **Annexure – G & H** along with documentary proof.
- vii) Details of Previous Contracts as per **Annexure-I**, along with self-certified copies of work orders and satisfactory Performance Certificate (**Annexure-J**) issued by the respective organization
- viii) Signed copy of the tender document.
- ix) Additional documents, if any.
- x) Income-tax Returns for the last 2 assessment years, i.e. Assessment years 2023-24 and 2024-25 (FY 2022-23 and 2023-24).
- xi) True Certified Copies of License/registration certificates
- xii) Bidder's Eligibility Criteria/Check, as per **Annexure-L**, along with the proposal, for all the documents, certificates etc. to be furnished for Proposal as per points (i) to (xiii).

17. SEALING AND MARKING OF PROPOSAL:

- a) The Offline proposal of **only technical bid along** with EMD instrument and requisite/specified documents shall be placed in one sealed envelope super-scribed "**Proposal for providing security services including EMD/Exempted instrument in All India Institute of Medical Sciences, Bilaspur H.P.**" and should be sent to AIIMS Bilaspur HP before end of bid submission date.
- b) The Applicant's name, telephone number, Email Id and complete mailing address shall be indicated on the outer cover of the envelope.
- c) If the envelope containing proposal documents is not sealed and marked as required, the Institute shall assume no responsibility for the proposal's misplacement or premature opening.
- d) Bidder's Eligibility Criteria/Checklist **Annexure -L** along with the documentary proof.

18. The Financial bid shall be comprising of following documents to be uploaded while submitting the financial bid on GeM portal:

Financial rate: Rate of Percentage of Services Charges as per **Annexure-K** will be submitted with financial bid only on GeM Portal. Submission of **financial rate with technical bid leads to rejection of bid**.

19. VALIDITY OF PROPOSALS: Proposals shall remain valid for 180 days after the date of proposal opening prescribed by the Institute. A proposal valid for a shorter period shall be rejected by the Institute as non-responsive.

CHAPTER-III
TERMS & CONDITIONS

1. An Applicant shall be debarred if he has been found to be involved in any of the fraud & corrupt practices as below:

- i) The Applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Tender Process. Notwithstanding anything to the contrary contained herein, the Institute may reject a proposal without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Tender Process.
- ii) Without prejudice to the rights of the Institute under Clause 1(i) above, if an Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Tender Process, such Applicant shall not be eligible to participate in any tender issued by the Institute during a period of 2 (two) years from the date such Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii) During the entire Tender process, the currency of contract or after completion/termination of contract, if it comes to the notice of the Institute that the Applicant has engaged itself in any act of Fraud and/or Corrupt Practices, the Institute after giving a reasonable opportunity of being heard, comes to the conclusion that an Applicant or prospective Applicant, was indulged itself in such practices, may take appropriate measures as per applicable laws.

iv) For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- I. **“Corrupt practice”** means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or
- (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOI or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
- II. **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- III. **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the Bidding Process;
- IV. **“Undesirable practice”** means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
- V. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process;

b) An Applicant shall be debarred if he has been convicted of an offence –

- i) Under the Prevention of Corruption Act, 1988; or
 - ii) The Indian Penal Code or any other law for the time being in force for causing any loss of life or property or moral turpitude causing threat to public health as part of execution of the contract.
- c) An Applicant or any successor of the Applicant covered under clause 1(b) above shall not be eligible to participate in the proposal process of the Institute for a period not exceeding 2 years commencing from the date of debarment.
- d) The Institute may debar an Applicant or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding 2 years, if it determines that the Applicant has breached the code of integrity.

2. Eligibility Criteria for Workmen or Personnel to be employed/engaged by the Service Provider

The Service Provider will, prior to the commencement of the operation of contract, make available the list of all the workmen and personnel who will be deployed at the AIIMS-Bilaspur Premises for Security Services.

S. No	Post	Nos. of Man power	Educational Qualification	Additional Qualification	Physical Standards:
1.	Senior Security Supervisors	04	i.) Should have a minimum educational qualification of 12th..	Ex-servicemen from Armed forces/ Police forces/ Paramilitary forces, the Captain or equivalent rank, shall be given preference for the post of Senior Security Supervisor.	Physical standards for Security Guards should be as per the PSARA 2005 and Himachal Pradesh Private Security Agencies (Regulation) Rules, 2011. No unfit candidate is to be put up to the selection committee for selection. The result sheet of the physical fitness tests conducted by the service providers will be produced to the selection committee at the time of the selection interview. All Security Personnel should produce a medical fitness certificate. Male staff minimum height 165 cm, weight according to ideal body weight for height. Chest circumference 75 cm with 5 cm expansion. Should be able to run 1.6 km in 6 minutes and 30 seconds and do 20 push-ups, 8 chin ups and 20 sit ups. Lady staff minimum height 155 cm, weight as per ideal body weight for height, should run 1.6 km in 8 minutes and be able to perform 40 skips in 3 minutes.
2.	Security Supervisors Male	12	i.) Should have a minimum educational qualification of 12th.	<i>Security Supervisors shall preferably be from the Ex-servicemen category (minimum rank of Ex-JCOs or equivalent in Police/Paramilitary force) (minimum rank of Havildar or equivalent in Police/Paramilitary forces for Lady Supervisor).</i>	
3.	Security Supervisors Female	2	i.) Should have a minimum educational qualification of 12th.		
4.	Fire guards	15	i.) Should have a minimum educational qualification of matriculation	<i>Fire guards must have undergone a minimum Certificate level course in Fire Safety and Security Management.</i>	
5.	Security Guards (without arms)	173	i.) Should have a minimum educational qualification of matriculation	Preference will be given to retired from Armed forces/ Police forces/ Paramilitary forces.	
6.	Security Guards Female (without arms)	42	i.) Should have a minimum educational qualification of matriculation	Preference will be given to retired from Armed forces/ Police forces/ Paramilitary forces.	
7.	CCTV Operator	05	i.) Should have a minimum educational qualification of 12th	<i>Certificate in Computer Application and Hardware Networking.</i>	
	Total	253			

Note: The Above-mentioned manpower requirement is tentative may be increases or decreased up to 25 % and also, other post i.e. Security Guard with arms may be included.

The Security Agency shall provide honorable discharge proof of Ex-Servicemen.

Age Criteria: Minimum age of the security personnel shall not be less than 18 years as on **01.04.2025** and maximum age shall not be more than 45 years except in the case of Ex-servicemen. Upper age for Ex-servicemen

should not be beyond 55 years as on **01.04.2025**. Particulars of age are to be checked with Aadhar Card.

The workmen or personnel engaged by the Service Provider should be physically and medically fit. The Service Provider should also ensure that the Security Personnel are subjected to medical checkup at the time of deployment and annually thereafter, so as to ensure fitness necessary for their occupation.

Before deployment of security personnel on duty the Security Agency shall invariably produce the individual along with proof of relevant documents/ certificates as specified in respect of Civilian and Ex-Servicemen security personnel before In-charge security or officer deputed by him who will scrutinize all the documents/ certificates of the security personnel for deployment. The records of such approved security personnel shall be maintained by the Security Department as well as by the Security Agency. A separate personal file with the following contents shall be maintained at AIIMS, Bilaspur for each guard: copy of AADHAR card, educational qualification proof, police verification, physical standards checklist, valid medical check-up certificate, training certificates and proof of MEPSC certification. The Security Agency shall also ensure that no security personnel are deployed without scrutiny of documents/ certificates by the Security Department of AIIMS, Bilaspur failing which such person if deployed shall not be deemed to be 'on duty.' In-charge security or officer deputed by him will also maintain all the records of the approved security personnel employed by the Security Agency. No, security personnel will be deployed without scrutiny of the documents/ certificates and interviewed by the Officer in Charge / Selection Committee in accordance with physical standards for deployment as specified.

The workmen or personnel engaged by the Service Provider should have their antecedents verified from the local police station at the instance of the Service Provider and the same should be submitted within 30 days from the date of signing of contract without fail.

- i) The qualifications of the security personnel (Senior Security Supervisor, Security Supervisor, Security Guard (with arms), Security Guard (without arms) etc.) must be as per the qualification packs and National Occupation Standards (QP/NOS) under PSARA Act, 2005 (Himachal Pradesh Private Security Agencies (Regulation) Rules, 2011) wherever prescribed.
- ii) The deployment of security personnel shall be subject to Security Agency submitting the following documents within 180 days of commencement of this service contract: PSARA Certification of all security personnel deployed.

Thereafter no deployment shall be made for security personnel whose police verification has not been applied for and those who are not MEPSC certified. The Security Agency may maintain a reserve pool of trained personnel at its end to provision for replacements as necessary.

The Service Provider will furnish their proof of photo identity, present and permanent address, education qualification details, specimen signature and two passport size photographs. These details should be furnished within 5 working days from the date of signing of contract and then, immediately on every change.

3. **Workmen or Personnel to be employed/engaged by the Service Provider** the Service Provider shall ensure that either he or his representative is available for proper administration and supervision at the site to the entire satisfaction of the Institute.
 - a.) The workers employed by the Service Provider shall be directly under the supervision, control and employment of the Service Provider. The Institute shall have no obligation to control/supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against the Institute for employment, pension, or any other statutory claim, or regularization of their services by virtue of being employed by the Service Provider, against any temporary or permanent posts in the AIIMS-Bilaspur H.P. not recognize any employee - employer relationship with any of the workmen or personnel engaged by the Service Provider.
 - b.) The Service Provider shall be solely responsible either for any injury, damage, accident to the workman employed by him or for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of his workers.
 - c.) All workmen engaged by the Service Provider shall be comprehensively insured for accidents and injuries by the Service Provider at his cost.
 - d.) The Service Provider shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like ESI, EPF, MWA etc., and proper account of payments including minimum wages being made to his workers. The Service Provider shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities, which may likely arise out of his failure to fulfill such statutory obligations.
 - e.) The Service Provider shall alone decide and be responsible for the leave or absence of the security personnel and the Institute shall not in any way be responsible for sanction of leave, etc. to the security personnel. However, such leave/absence of security personnel should in no way affect the proper running of security services as prescribed in the NIT.
 - f.) The Service Provider should provide proper Uniform, Identity card, head caps, hand gloves, etc. to the security personnel.
 - g.) The transportation of the workmen or personnel engaged by the Service Provider from their place of residence

etc. to the Institute's Premises shall be the responsibility of the Service Provider. No transportation shall be provided by the Institute.

- h.) No accommodation will be provided in the Institute's Premises for the workers and the Service Provider shall make its own arrangements.
- i.) The food and beverages arrangements for security personnel shall be the responsibility of the Service Provider.
- j.) The Service Provider shall ensure proper discipline among his workers and further ensure that they do not indulge in any unlawful activity.
- k.) The security personnel engaged by the Service Provider shall not accept any gratitude or reward in any form.
- l.) The Service Provider shall ensure that the security personnel shall not take part in any staff union and association activities at the Premises of the Institute.
- m.) The Service Provider shall ensure that the security personnel employed by him shall not be used for other work/job orders for any third party.
- n.) Employment of child labour is strictly prohibited under the law. Therefore, the Service Provider will not employ any child.
- o.) The Service Provider shall ensure that its personnel shall not at any time, without the consent of the Institute in writing, divulge or make known any information about the affairs of the Institute. Any violation will lead to immediate termination of contract, with forfeiture of Performance Bank Guarantee and/or other action as per law.
- p.) The Supervisor appointed by the Service Provider shall report to the Authorized Person of the Institute at least once in a week for the purpose of briefing/debriefing. He must carry out checking for proper functioning of security services on a regular basis as instructed by the Authorized Person of the Institute. The Institute will not be liable for any payments for this arrangement and the cost of such arrangement shall be borne entirely by the Service Provider.
- q.) The Institute or its Authorized Person shall have the right to ask for immediate replacement of any person or personnel of the Service Provider, who is not found to be competent and orderly or fit in any manner in the discharge of his duty.
- r.) The Service Provider and the personnel engaged by the Service Provider will follow the entry and exit procedures of the Institute as may be determined by the Authorized person of the Institute from time to time.
- s.) In case of emergency, the services of security personnel may be utilized for other work also as per the requirement of the Institute.

4. Statutory Obligations of the Service Provider

a.) General Regulations:

- i) The Service Provider shall obtain license under the Contract Labour (Abolition and Regulation) Act 1970 and all other requisite licenses at his own cost from the appropriate authorities and comply with the terms and conditions of the license(s) and all other relevant and necessary provisions of the Contract Labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by an authority from time to time, it being clearly understood and agreed that the entire responsibility for compliance thereof shall always be of the Service Provider. The Service Provider shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any employee. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- ii) The Service Provider shall also comply with all other acts, The Private Security Agencies (regulation) Act 2005 and rules which are applicable to him or made applicable to him in future and shall maintain all such records as required under these Acts & Rules.

b.) Safety Regulations:

- i) The Service Provider has to comply with all safety regulations as applicable by the Government of India, State Legislations, Local Body Rules & regulations required for the execution of the security contract. The service provider to indemnify the Institute for any loss due to the noncompliance to any of the safety regulations.
- ii) The Service Provider shall make himself fully aware of the specific Fire & safety regulations and all other rules.

c.) Other Responsibilities

- a. All work shall be carried out with due regard to the convenience of the Institute. The orders of the concerned authority shall be strictly observed.
- b. In case of any theft, breakage, pilferage of any fixture and/or fittings, furniture, equipment, appliances, etc. (supplied by the Institute/property of the Institute) shall be immediately brought to the notice of the Authorized Person. If, after inquiry, it is found that the loss has occurred due to the negligence, any act of omission or commission, whether intentional or otherwise, of the security personnel on duty, the Institute will have full power to recover the loss in full from the Service Provider and terminate the contract itself with forfeiture of Performance Guarantee.
- c. In case of minor faults in the fixture and/or fittings, furniture, equipment, appliances, etc. (supplied by the

Institute/property of the Institute), the Service Provider should inform the Authorized Person and on latter's approval this minor repair or replacement should be carried out immediately by the Service Provider and these expenses shall be reimbursed to him on a cost basis.

- d. Any liability arising out of any litigation (including those in the Consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all expenses/fines. The Service Provider / Service Provider's personnel shall attend the Court, as and when required, in the said matter.
- e. If the Service Provider is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Institute for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign.
- f. Storing/supply/sale and consumption of drugs, alcoholic drinks, Tobacco products, cigarettes or any other items of intoxication are strictly prohibited in the Institute's premises. Any breach of such restrictions by the Service Provider will attract deterrent action against him as per statutory norms.
- g. The Service Provider shall not make any alterations or additions to the space provided in the Premises for security purpose.
- h. The service provider shall not allow any person/press to photography or videography inside the building of the institute.
- i. That no security personnels shall provide any information to press or any other person regarding the affairs of the institute.
- j. Security Personnel should not have been convicted in any legal case and disciplinary case in previous contracts.
- k. Termination, transfer, new enrolment and replacement to be intimated to the competent authority.
 - i) Enhancing security in all central Govt hospitals/ AIIMS/ INIs-reg: There have been rampant incidents of violence against health care professionals therefore it is pertinent to have adequately skilled and trained security guards as per para 2 (iii), (vi), and (vii) of GOI MOHFW letter no. Z. 28016/ 54/ 2024-PMSSY-I (E0-8291998) dated 19 Aug 2024. Therefore, preference to be given to deploy Ex-Servicemen/ Retired CAPF and Police personnel. The training to be imparted periodic basis to civilian security guards.
Regular training of security guards on following aspects
 - ii) . Protection of women from sexual offences.
 - iii) Fire safety
 - iv) Disaster management
 - v) Conflict resolution
 - vi) Protection of health professionals from violence
 - vii) Relevant laws
 - viii) Traffic management and rules
 - ix) Communication and soft skills
 - x) Record keeping and important incident reporting
 - xi) Crowd management
 - xii) Understanding of Hierarchical organization of a medical institute
 - xiii) Not to enroll in ESM with red ink entries and invalidment for severe mental illness and Psychoactive Substance dependence.

5. Indemnity:

- a) The successful Applicant, within 10 working days of the award of the contract, shall indemnify the Institute against any claim which could arise under the Workmen's Compensation Act, 1953 and/or under any statutory notification thereof or any of the labour laws or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained, to lay off the workmen or personnel engaged by the Service Provider or other persons whose entry into the Institute's premises has been authorized by the Service Provider. The successful Applicant, within 10 working days of the award of the contract, shall further indemnify the Institute against any loss to the property and assets of the Institute which have been caused by negligence or unlawful activity of the workmen or personnel engaged by the Service Provider or other persons whose entry into the Institute's premises has been authorized by the Service Provider. Decision of the Institute as to the cost of damages caused shall be final and shall be recovered from the Service Provider.
- b) The successful Applicant, within 10 working days of the award of the contract, shall also execute an irrevocable indemnity bond in an appropriate stamp paper, as per **Annexure-D**, in favour of The Institute that they would indemnify and keep the Institute indemnified and harmless against any claims, losses, expenses which the Institute may suffer or incur as a result of breach of contract. The Service Provider shall further agree that the indemnity herein contained shall remain in full force and effect during the currency of the contract and that it shall continue to be enforceable till all dues under or by virtue of the said contract have been fully paid and all claims are discharged or till the Institute is satisfied that the terms and conditions of the agreement have been fully and properly carried out by the Service Provider. The Service Provider also should undertake not to revoke

this indemnity during its currency of contract.

- c) The Service Provider will be responsible for the conduct of all security personnel deployed by it and will be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Service Provider and/or workmen/personnel engaged by the Service Provider or other persons whose entry into the Institute's Premises has been authorized by the Service Provider in the course of providing any services stated in the contract, and will bear full responsibility and cost of the same. The Institute will not be liable for any loss or harm to any person within or outside the Institute's Premises from any act of omission or commission of any of workmen or personnel engaged by the Service Provider or other persons whose entry into the Institute's Premises has been authorized by the Service Provider in the course of providing any services stated in this contract.
- d) Without prejudice to the preceding term of contract, the Service Provider will be liable to reimburse the Institute of any cost, legal liability, penalty or fine imposed on the Institute by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the Service Provider or any of workmen or personnel engaged by the Service Provider or other persons whose entry into the Institute's Premises has been authorized by the Service Provider in the course of providing any services stated in this contract.
- e) The AIIMS shall not to be responsible for any dispute /claim between service provider and his workers, workers and workers, workers and public /other persons and service provider with any other person
- f) Any change in the constitution of the appointed Service Provider shall be notified forthwith by the Service Provider in writing to the Institute and such change shall not relieve any former member of the Service Provider from any liability under the contract.
- g) The Service Provider should make himself fully acquainted with all the conditions and circumstances under which the services required under the contract will have to be provided and the terms, clauses and conditions, specifications and other details of the contract.

6. Tenure of the Contract:

- a) The contract will be valid initially for a period of One year. Based on satisfactory performance of the services, the contract shall be extended on a year-to-year basis with mutual consent to a maximum period of three years from the date of signing the contract. However, in order to evaluate the performance and services of the Service Provider, the contract will have a probationary period of three months. The contract for the remaining contract period will be confirmed only if the services by the Service Provider are found satisfactory during the probationary period.

7. Termination of Contract:

- a) In the event of the appointed Service Provider failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in the acts of omission or commission as detailed in the terms & conditions and scope of work of the NIT, then without prejudice to the Institute's rights and remedies to which otherwise, the Institute, shall be entitled, the contract shall be terminated forthwith; the Performance Bank Guarantee will be encashed; the Service Provider will be blacklisted and the security services will be hired from any third party at the absolute discretion of the Institute without prejudice to any other action which may be taken by the Institute. The cost of such hiring together with all incidental charges or expenses may be recoverable from the Service Provider at the absolute discretion of the Institute. The acts of omission or commission may include *inter-alia* the following: -
 - i) If the Service Provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the Service Provider or any of his partners or representatives thereof with the Institute; or
 - ii) If the Service Provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if
 - iii) At any time during the pendency of the contract, it comes to the notice of the Institute that the Service Provider has misled it by giving false/incorrect insufficient information.
 - iv) In case, any documents/declaration furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract and thereby, making the Service Provider liable for legal action, besides termination of contract and/or forfeiture of Performance Guarantee.
- b) The Service Provider shall comply with all statutory liabilities and obligations of Central Government, State Government, Local Bodies Rules & Regulations. The Institute shall not be liable for any contravention/non-compliance on the part of the Service Provider. Any contravention/ non-compliance on the part of the Service Provider would be construed as a sufficient ground for termination of the contract at the discretion of the Institute. Notwithstanding, in the event of the Institute being imposed with any penalty/ fine etc., by any agency/authority due to the non-compliance/contravention on the part of the Service Provider to any statutory laws/rules/regulations etc., the Institute reserves the right to recover such fine/penalty etc., from the Service Provider.

- c) If the performance of the security services provided by the Service Provider is not found satisfactory, the Institute shall have power to terminate the contract with three months' notice. Upon such termination, the Performance Guarantee of the Service Provider shall be forfeited.
- d) The Institute may discontinue the contract at any point of time, without assigning any reason for the same, by giving three months' notice before the intended date of discontinuation and will not be liable to any charges or compensation payable to the Service Provider or any other person.
- e) The Service Provider may discontinue the contract at any point of time, by giving a notice at least 90 days before the intended date for discontinuation. However, it will lead to forfeiture of the Performance Bank Guarantee deposited, in case of discontinuation without a notice or a notice less than 90 days prior to the intended date of discontinuation. The Institute will have the right to claim damages and recover them from the Service Provider, in addition to forfeiting the Performance Bank Guarantee of the Service Provider.
- f) **Sub Contract Not Permitted:** The Service Provider shall not engage any sub-contractor or transfer, assign or pledge any of the work, service or other performance required of the Service Provider under the contract to any other person or agency in any manner. In the event of the appointed Service Provider found to be engaged in sub-contracting any work specified in this tender, the contract shall be liable to be terminated forthwith.
- g) On termination of the contract, the Service Provider will hand over all the equipment/furniture/articles etc., supplied by the Institute (Property of the Institute), in good working condition, back to the Institute.

8. Arbitration & Jurisdiction:

- a) In the event of any dispute or differences arising as to the execution of the contract as to the respective rights or liabilities of the parties hereto or interpretation of any of clause thereof on any condition of agreement (except as to any matters the decision of which is specially provided for or the special conditions), the dispute shall be resolved in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the Rules there under and any statutory modifications thereof, for the time being in force, shall be deemed to apply to the arbitration proceedings. The award of the arbitrator shall be final and binding on parties to the agreement.
- b) The arbitrator shall be appointed by the Institute.
- c) The cost of arbitration shall be borne by the both parties in equal share.
- d) However, during the period such disputes are settled either by mutual discussions between the parties or by legal means, the Service Provider shall continue to do the work as per terms & conditions of Contract.

9. Force Majeure:

- a) If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, law, riots, strikes (not by security agency employees and not within AIIMS campus which the security agency is obliged to prevent and control), tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event.
 - b) Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.
10. The Institute reserves the right to withdraw/ relax any of the terms and conditions mentioned in the NIT so as to overcome any problem encountered at any stage.

CHAPTER-IV
SCOPE OF WORK:

1. AIIMS Bilaspur is one of new AIIMS established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY) with the aim of correcting regional imbalances in quality tertiary level healthcare in the country and attaining self-sufficiency in graduate and postgraduate Medical Education. PMSSY planned to set up new AIIMS like institutions in under-served areas of the country. These Institutions are established by an Act of Parliament on the lines of the original All India Institute of Medical Sciences, in Bilaspur which imparts both undergraduate and postgraduate medical education in all its branches and related fields, along with nursing and paramedical training to bring together in one place educational facilities of the highest order for the training of personnel in all branches of health care activity. About 5,000 people and 500 motorized vehicles are expected to visit the institute from outside every day excluding the vehicles of institute staff and residents.
2. The Security Agency shall have to provide 24x7 round the clock watch & ward services at AIIMS, Bilaspur. Invariably, the security personnel are the first point of interface with the patient and their attendants. Therefore, security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior by security personnel.
3. The 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). They will not allow erection of any unauthorized movable/immovable temporary or permanent structure and encroachment on land and/or buildings belonging to the institute. Occurrence of any such incident will be considered deficiency in the service and dealt accordingly. The service provider is duty bound to immediately bring any such incident to the notice of the institute and help with eviction of unauthorized occupants / encroachers through appropriate means.

DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL

1. Senior Security Supervisor, Security Supervisors/Fire guards of particular assigned areas/buildings under their charge shall be responsible for the overall security arrangements. The Senior Security Supervisor shall have a weekly interaction with the Medical Superintendent or their designated representatives to provide and obtain feedback on the quality of services rendered.
2. All Senior Security Supervisor, Security Supervisors/Fire guards will ensure that the instructions of the AIIMS, Bilaspur Management (conveyed through In-charge security) are strictly adhered to without any lapse.
3. The Hospital areas are visited by patients, their attendants, faculty and staff of AIIMS, Bilaspur. No unauthorized persons like 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, Bilaspur.
4. No equipment/engineering materials/consumables, not even garbage, are to be allowed to be taken out of the buildings without proper gate passes issued by the competent officers as laid down in the service 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 personnel to contact for verification.
5. Identity cards displayed by officials of AIIMS, Bilaspur are to be checked by security guards. The security guards must be very courteous when dealing with Faculty, students and staff of the institute.
6. Deployment of Senior Security Supervisor, Security Supervisors/ Fire guards, Security Guards (with arms) & Security Guards (without arms) will be with the concurrence of CSO/ Dy.CSO/ Security Officer of the AIIMS, Bilaspur and the same will be monitored personally by the CSO/ Dy.CSO/ Security Officer from time to time and will be responsible for its optimum utilization.
7. 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.
8. Senior Security Supervisors, Security/ Fire guards, Security Guards (with arms) & Security Guards (without arms) will also take regular round of all the important and sensitive points of the premises as specified by AIIMS, Bilaspur through CSO/ Dy.CSO/ Security Officer.
9. Security Guards on duty will also be responsible for the safety of vehicles, scooters/motorcycles/bicycles parked in the campus and various locations within the premises of the AIIMS, Bilaspur.
10. The campus has to be made and maintained free of stray animals (dogs, monkeys, cattle, pigs or any such).

11. 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.
12. The security personnel on patrol duty shall immediately report any suspicious activity to their immediate superior/supervisor who will take appropriate action to deal with the situation and report to the Senior Security Supervisor who in turn shall report to the concerned institute personnel for further action in this regard.
13. It should be ensured that flower plants, trees and lawns of the institute are not damaged by humans or animals. The patients, their attendants are to be discouraged from sitting/walking on the lawns and should be directed to suitable places for sitting/eating.
14. Security Supervisors/ Fire guard & Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
15. In emergency situations, Security Supervisors/Fire guards & Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the AIIMS, Bilaspur. Security guards/Supervisors should be sensitized for their role in such situations.
16. Senior Security Supervisors, Security Supervisors/Fire guards of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on a weekly basis. They shall take instructions and redress the complaints as may be raised in the said meeting.
17. Senior Security Supervisors, Security Supervisors/Fire guards & Security Guards are required to display courteous behavior, especially towards women employees and visitors.
18. Security Guard on duty shall not leave the premises until his reliever reports for duty. Adequate number of relievers must be provided by the Security Agency so that the posts are not left vacant in case of nature's call.
19. The security personnel shall also help in management of lift operations. They should regulate the crowd in lift lobbies to prevent overloading of lifts, prevent miscreants from disfiguring/damaging lifts, and in case of breakdown, report to the operations in-charge of the lifts and help in the evacuation of the occupants.
20. In case of any disaster, fire, earthquake etc., the security personnel will help the disaster management team with rescue, evacuation and search operations.
21. The security personnel should prevent littering of the institute premises by patients and their attendants. They should be directed to dispose-off the trash, leftover food articles etc. in respective Trash/dustbins provided for the purpose. Any area found dirty should be reported to the housekeeping staff for prompt clearing and cleaning.
22. Any other provisions as advised by the AIIMS, Bilaspur authorities may be incorporated in the service contract/agreement. The same shall also be binding on the Security Agency.
23. The Security Agency through men/infrastructure deployment will ensure proper security entry and exit points at various areas of AIIMS, Bilaspur campuses.

24. Duties & Responsibilities of Fire guards:

- a) Readiness to respond to 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 officers in case of any equipment/fire extinguisher non-functional.
- e) In case of fire, be a first responder and inform all concerned.
- f) To ensure fire exit routes and fire doors to be anytime clear
- g) To impart periodic firefighting training to health care professionals, ancillary staff and other staff.
- h) To practice fire mock drills periodically.
- i) To maintain records of the training and mock drills.

25. Duties & Responsibility of Senior Security Supervisors:

- a) Assess deployment-specific training requirements for personnel
- b) Provide pre-induction/ on-the-job training to the security unit
- c) To supervise the work of Security & Fire guards and Security Guards.
- d) To check the security posts and deployment of security guards at various security points as per duty roster.
- e) To implement and manage comprehensive location-wide safety and security education/ training and awareness programs for security personnel and prepare incident written reports on all significant incidents happening at the Institute.
- f) To assist the CSO/ Dy.CSO/ Security Officer in collecting information regarding security/ law and order problems.
- g) To report matters to the police as per direction of CSO/ Dy.CSO/Security Officer.
- h) To carry out patrolling and checking duties.

- i) To investigate minor cases of theft etc. as assigned by CSO/Dy.CSO/Security Officer.
- j) To perform any other duties that may be assigned to him from time to time by CSO/Dy.CSO/Security Officer,
- k) To implement and maintain security processes across the Institute to reduce risks, respond to incidents and limit exposure to liability in order to reduce financial loss to the Institute.
- l) To supervise all security personnel and educate them of the various procedures and systems approved by the Management/ Institute.
- m) Update and sign of all the Daily Security Report and the same should be furnished to CSO/ Dy.CSO/ Security Officer.
- n) Assist and assign security personnel in medical emergencies.
- o) To advise/suggest better ideas to CSO/ Dy.CSO/ Security Officer proactively on all security related issues for running zero tolerance services.
- p) Ensure the safety and security of all assets and goods of the Institute.

Area Wise Duty & Responsibilities of Security Personnel

I - MAIN ENTRY GATES:

There are four main vehicular gates and few pedestrian entry/exit points in the campuses

1. Guards with communication devices should be posted at the gates.
2. Guards for any eventuality and with communication devices should be posted at the gates.
3. Traffic entering should be regulated with signage (provided by the AIIMS, Bilaspur on request as required)
4. Screening of vehicles with inverted mirrors.
5. Recording of registration number of vehicles (entry as well as exit) as and when required
6. The Security Agency shall ensure that the main gates (both entry and exit) are operational near the Emergency/Casualty 24x7 and as well as in other areas.
7. All the 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.
8. Entry of vehicles to be done after proper verification.

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. Implementation of integrated traffic management system which facilitates patient movement in minimal time, keeping the residential areas free from unauthorized entry by patient/visitors/relatives and their vehicles.
3. In addition, the Security Staff should:
 - (i) Enforce one-way movement of traffic in consultation with CSO/ Dy.CSO/ Security Officer.
 - (ii) Ensure that vehicles are parked at designated parking places/slots only.
 - (iii) Identify areas where no parking is to be allowed and enforce no parking restrictions.
 - (iv) Remove vehicles parked at unauthorized places or tyre-lock system/jammers to be used in case towing is not possible.
 - (v) Advise pedestrians to use footpaths and prevent jaywalking.
 - (vi) Identify areas for pedestrian crossing, establish zebra crossings and ensure that vehicles give right of way to pedestrians at zebra crossing.
 - (vii) Keep all footpaths and open areas free from squatters at night. All such persons are to be shifted to night shelters.

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 a large number of relatives accompany the patient/s. Therefore, the security services here have to be polite but firm and capable of crowd control. Entry at the main gate will also need to be regulated so that only those who require assessment in an emergency enter the area. Security should be able to further restrict their entry at the two gates of the main emergency or any other point/area fix by the institute. In addition, there are needs of controlling entry, and frisking of suspected persons and their belongings in these areas. Similar security is also required at the gates of Pediatric, Obstetrics and Gynecology Emergencies. 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 Security Agency will ensure that the law and order is maintained in high order in the emergency services area round the clock to avoid any violence and assault on staff and doctors. For this, the security agency shall deploy tall, well built security personnel preferably with Armed forces/CPAO background experienced in handling such situations.

IV - CENTRALIZED REGISTRATION FOR OPD:

Security guard shall:

1. Ensure that no vehicle is parked in front of all the OPDs and other front offices of the Hospital.
2. Distribute tokens for patient registration wherever required.
3. Ensure formation of queues of people wanting for registration.
4. Ensure that people go to the registration counters only when their token number is called if applicable.
5. Use effective crowd management techniques.
6. Ensure that there is no rowdyism, hooliganism in the area and that there is no intimidation of staff on duty.
7. 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.
8. Help patients sit comfortably in the waiting area and periodically make announcements for the benefit of illiterate patients.
9. Help patients with their needs by directing them to different areas of the OPD like billing area, sample collection area, Radiology, Pharmacy, water cooler, toilet area, cafeteria, report collection area etc.

V - OPDs:

1. Persons entering into OPD shall be screened by HHMD and routed through DFMDs, if installed in due course.
2. Staff entry to be checked by examination of Identity Card.
3. Baggage shall be scanned by security staff by HHMD and physical checks.
4. Entry shall be permitted as directed by CSO/ Dy.CSO/ Security Officer.
5. Proper discipline has to be maintained by the security personnel.
6. 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).
7. Crowd management: The Patient will be made to sit properly and wait for their turn to be called as per their allowed turn.
8. Prevent entry of unauthorized personnel like touts/ Medical representatives/Salesmen etc. in OPD premises.
9. Help patients with their needs by directing them to different areas of the OPD like billing area, sample collection area, Radiology, Pharmacy, water cooler, toilet area, cafeteria, report collection area etc.

VI - ENTRY GATES OF HOSPITAL AND OTHER BUILDINGS:

The following security checks to be carried out:

1. HHMD to be provided for proper security check by the Security Agency.
2. Entry of the attendant and patients should be with the passes and admission slip (issued by AIIMS, Bilaspur).
3. Staff entry will be allowed after inspection of their identity card.
4. A proper gate pass is to be obtained in case any material equipment is going out of the gates and record of outgoing material is to be maintained and the same procedure is to be carried out for all the stores.

VII

- WARDs:

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

1. 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 entrances (main entry to ward block and also individual wards) should check passes before allowing the relatives to the ward.
2. 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.
3. The security person deployed in the ward area should properly regulate the crowd during visiting hours of the hospital. At the end of visiting time all the unauthorized persons are to be evicted from the ward and surrounding areas.

VIII

-ACADEMIC BLOCK:

1. Security guards should check the Identity (I-cards) of people walking/entering into teaching blocks. Patients' relatives should not be allowed to enter academic and administrative areas of the institute. They will enter the hospital through the hospital entrances only. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into the main building that is ensuring gate pass for material/ equipment being taken out shall be followed.
2. Security should also prevent the entry of representatives from pharmaceuticals/sales personnel or other unauthorized persons from entering the academic and administrative block. .
3. Corridors and fire staircases should be kept clear and open. No littering should be allowed.

IX - HOSTELS:

1. Regulate entry and exit into hostels.

2. Prevent unauthorized persons from gaining access into the hostel.
3. Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
4. Check all incoming vehicles and ensure their parking at designated places.
5. 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.
6. Enforce implementations of the instructions of the Hostel Supdt. for entry & exit timing for students and visitors.
7. To prevent any disorderly behavior or clashes amongst resident students.
8. To prevent and report any incident of ragging.
9. Surveillance of commercial areas like Cafe, Juice shop, Tailor shop, general items shop, computer and photocopy shop, tea vending shop, barber shop etc.
10. Maintenance Person i.e. Plumbers/ electrician/ mason etc. entering the girls hostel to be accompanied by lady security guard/ lady hostel caretaker/ lady warden
11. Security guards to ensure that Parents/ relatives/ guests do not stay inside the girls hostels and to be accommodated in guest rooms (subject to availability).
12. No entry for vendors inside the hostels

X - RESIDENTIAL COMPLEXES:

1. Perimeter patrolling and foot patrolling on streets.
2. Manning of entry and exit points both vehicular and pedestrian.
3. Facilitating removal of unauthorized vehicles and two wheelers from residential areas.
4. Regulating movement of traffic by setting up temporary barricades. (Prevent entry and parking of vehicles in residential areas).
5. Reporting dysfunctional street lighting & other fixtures etc.
6. Supervising and checking unauthorized residents of servant quarters.
7. Prevent gambling and drug peddling on the campus.
8. Restriction of employees of Engineering Services Department without Identity Card.
9. To prevent damage/theft/loss of movable and immovable property of the inhabitants.
10. The persons visiting the hospital and their vehicles shall not be allowed to enter or leave via residential area.
11. No hawkers, beggars or any other unauthorized person or stray animals shall be allowed to enter the residential area.
12. Security guards to make proper entry of details of maids/ house help coming to residential areas and to not let anyone enter without a valid pass issued from AIIMS Authority.

XI - DEPARTMENTS:

Many departments are located in separate buildings. Most of these have expensive equipment. Similarly, laboratories need regulated access. The 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 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 Agency shall establish a control room in allocated space, to be manned 24x7 with proper communication and surveillance equipment. There must be at least one supervisor present round the clock. The supervisor to be deployed in the Security Control Room shall preferably be an Ex-serviceman having experience of working in the Communication branch. The Control Room shall activate the QRTV as and when required.
2. **Quick Response Team with Quick Response Vehicle (QRTV):** The Security Agencies will deploy one QRTV(SUV/MUV) to be stationed near the Security Control Room. The QRTV must be available 24x7 for any kind of emergency situations like Mob Control, Fire Fighting and control of crowd/ traffic during VIP movement etc. The QRTVs must be traceable through GPS System and their position should be continuously monitored in the Security Control Room at AIIMS, Bilaspur along with their response times. GPS Tracking logs for at least 5 months must be preserved without fail. QRT Vehicles would be of latest model and should not be older than Five years on the date of starting the contract and also should be registered with the concerned authority. The tentative running of the vehicle may be 600 kilometers in one-month, remaining kilometers of month to be carried forward to next month. In case of extra running over above the stipulated km for a month including carry forwarded km from previous months the Institute will reimburse the charges as per Rate fixed by Authority.
3. **Provision of towing cranes:** The Security Agency shall ensure that vehicles are not parked in the "No Parking Areas". For this purpose, the Security Agency shall provide one crane along with requisite

manpower in units entrusted to it, for restraining / removing the vehicles parked in unauthorized places or unauthorized vehicles parked in designated parking. The Security Agency shall be entitled to levy tow away charges on such vehicles. The tow away charges shall be imposed as fixed by AIIMS, Bilaspur from time to time.

The Security Agency would be responsible for the safe custody of the vehicles towed away to the designated area provided by AIIMS, Bilaspur. The Security Agency shall be liable for the damages or for the losses of vehicles or its fixtures that may occur as a result of towing away of the incorrectly parked vehicle.

The placement of crane in AIIMS, Bilaspur Campus shall be decided by the CSO or officer deputed by him. The decision of CSO shall be final and binding on the Security Agency in this regard.

Tow away charges:

- a) Vehicles bearing AIIMS, Bilaspur insignia, in case their vehicles are found parked at "No Parking" Area Tow away charges to recovered from
 - (i) Rs. 50/- per car/four wheeler
 - (ii) Rs. 25/- per scooter/two wheeler
- b) For general public:
 - (i) Rs. 200/- per car/four wheeler + admissible parking charges
 - (ii) Rs. 100/- per scooter/two wheeler + admissible parking charges
4. The Security Agency will ensure that its security personnel will perform duty of only eight hours shift in one day.
5. An undertaking shall be taken from the Security Agency from their security personnel that they will not seek employment with any other organization during their deployment at AIIMS, Bilaspur.
6. **Coordination Meetings:** In-charge security will hold coordination meetings with the Security Agency. It shall be ensured that there is no tossing of responsibility by the engaged Security Agency.
7. **Liaison with Police:** The Senior Security Supervisor (Liaison Officer) of the Security Agency will regularly liaise with the local area SHO, the In-charge of the Police Post at AIIMS, Bilaspur and other police posts in areas where deployed.
8. Attested copies of the registration certificates, fitness certificate of the vehicle and insurance of vehicles and driving licenses of their drivers should be submitted to AIIMS Bilaspur.

This Bid is being invited for integrated security services including Quick Response Team, Intelligence Services, Emergency Services and Other Security related services including Manpower, Vehicle, Gadgets, Supervisory Staff, Protective Items, etc. (hereafter referred as Watch & Ward Services) under which the Security Agency shall provide a 24x7.

1. The Security Agency shall abide by and comply with all the relevant laws and statutory requirements covered under Labour laws like, the Minimum Wages Act, 1948, and the Contract Labour Regulation & Abolition Act, 1970, as notified by the Central Government/ Government of Himachal Pradesh etc. with regard to the security personnel engaged by him for providing watch & ward services at AIIMS, Bilaspur. It will be the responsibility of the Security Agency to provide details of manpower deployed by him, at AIIMS, Bilaspur and to the Labour Department.
2. The security personnel deployed at AIIMS, Bilaspur shall be the employees of the Security Agency 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 Security Agency being employer of the security personnel. The list of staff to be deployed shall be made available to AIIMS, Bilaspur and if any change is required on part of AIIMS, Bilaspur a fresh list of staff shall be made available by the Security Agency after each and every change. However, the Institute would not propose frequent change of security personnel deployed on particular locations. The Security Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various labour laws such as the 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 Security Agency at AIIMS, Bilaspur. The Security Agency shall also provide IP number allotted by ESIC authorities to each security personnel deployed by them at AIIMS, Bilaspur within one month after execution of this service contract to facilitate their health protection.
3. It shall be the duty of the Security Agency to get EPF code number allotted by RPFC against which the EPF subscription/ deducted from the payment of the employees engaged and equal amount of contribution from the employer should be deposited with the respective EPF authorities within 7 days of close of every month. Particulars of the employees engaged at AIIMS, Bilaspur for watch & ward are required to be submitted to AIIMS, Bilaspur. In case, the Security Agency fail to remit employee's/ employer's share of contribution towards EPF subscription etc. within the stipulated time frame, the Director, AIIMS, Bilaspur is entitled to recover equal sum of money from any payment due or accrue to the Security Agency under this service contract or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of security

personnel engaged at AIIMS, Bilaspur. No subscription for EDLI will be deducted from the payment of the employees under EDLI Provisions. The Security Agency shall also provide EPF number allotted by concerned authorities to each security personnel deployed by them at AIIMS, Bilaspur within one month after execution of this service contract and will do so every month while submitting the bills.

4. The security personnel shall for the purposes of this service contract be the employees of the Security Agency 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 Security Agency deployed for AIIMS duty under this service contract will not be entitled to file any legal claim under provisions of Industrial Dispute Act and Contract Labour Act against AIIMS, Bilaspur not being employees of AIIMS, Bilaspur.
5. The antecedents of every security staff deployed at AIIMS, Bilaspur shall be got verified by the Security Agency for which the staff will have to produce a Character Certificate issued by the Competent Authority and in an instance of non-compliance, necessary punitive measure shall be initiated by AIIMS, Bilaspur. This also includes the submission of police verification reports of the individuals before they are deployed as security personnel at AIIMS Bilaspur.
6. **Payment and Biometric Attendance Systems:**

The payment of salaries to the security personnel will be mandatorily linked to AIIMS, Bilaspur provisioned Biometric System wherever the bio-metric system is installed. The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. In case any security personnel are unable to mark their attendance due to unavoidable reasons in the biometric system, the Security Agency shall get the same certified with recorded reasons from concerned Officer In-Charge of security before the end of their shift on the same day and submit a copy of the same for reconciliation during verification of bills. In case of non-functional Biometric System of a particular area due to any technical fault or in areas where AIIMS bio-metric system is still not installed, the recorded data from Attendance Register of the security personnel will be taken into account for processing of bills in all respects for making the payment.

The captured attendance shall be verified by the In-charge security of the Institute, by the 3rd of every month and forward it to the Security Agency by the 5th of every month for raising their bills latest by 7th of every month. After verification of bills and deductions of cumulative penalties by In-charge Security or Officer deputed by him, the same shall be sent to the Finance Division for vetting as per terms & conditions laid down in service contract provisions. After that, In-charge security or an officer deputed by him shall forward the complete bills in all respect to competent authority for sanction of amount. After taking approval of the competent authority, In-charge security or officer deputed by him shall forward the bills to Budget Section for booking of funds. Thereafter bills will be sent to the Finance Division for making payment to the Security Agency latest by the end of succeeding month. The Security Agency shall disburse the wages to its staff deployed at AIIMS, Bilaspur by 7th of every month through ECS irrespective of the status of payment of the current bill submitted by the agency. The process of compilation, verification and clearing of bills shall be centralized and In-charge security shall be the responsible authority. Concurrent audit of the monthly bills submitted by the security branch will be conducted by the Finance Department.

In case of any dispute with the Security Agency, at least 90% of the payment against the verified bills raised by the Security Agency shall be released by AIIMS, Bilaspur 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 Security Agency shall ensure that all staff deployed must have a valid Bank Account and payment to be made through their accounts every month. Certified copy of payment has to be submitted along with bills by 15th of every month. The Security Agency shall furnish details of the Bank with valid Bank Account Numbers of each security personnel who would be deployed at AIIMS, Bilaspur within one month of Letter of Award. The Security Agency has to give an undertaking (mutually agreed format), duly countersigned by In-charge security or officer deputed by him regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards.

7. All liabilities arising out of accident, injuries or death of security personnel employed by the Security Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws. 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 Security Agency deployed, the supervisory staff (Security Supervisors/ Fire guards) will patrol their areas of responsibility. For the purpose of supervising the guards, the Security Agency shall employ or engage one supervisor to supervise the work of not more than fifteen guards as per the PSARA-2005 & Himachal Pradesh Private Security Agencies Act 2005 and Himachal Pradesh Private Security Agencies (Regulation) Rules 2011.
8. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the In-charge security or officer deputed by him.
9. The Security Agency 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, Bilaspur and shall not knowingly lend to any person or company any of the effects of AIIMS, Bilaspur under its control.

10. The personnel engaged have to be polite, courteous, disciplined and firm in dealing with staff and public. The security personnel in no condition shall accept any gratitude or reward in any shape.
11. The training of the security staff deployed at AIIMS, Bilaspur shall be the responsibility of the Security Agency. The Security Agency will ensure that all security personnel provided to AIIMS, Bilaspur would have undergone training as per PSARA 2005 before deployment. Further, it is mandatory for all Security Personnel to obtain MEPSC Certification under PMKVY within 180 days from the date of award of the service contract failing which the service contract shall be deemed to be cancelled. Further, all new security personnel deployed at AIIMS, Bilaspur after 180 days of award of service contract must be MEPSC Certified before deployment.
12. The security staff of the Security Agency shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Security Agency at AIIMS, Bilaspur.
13. In the event of any damage, theft or loss of property and equipment of AIIMS, Bilaspur including that of its staff in areas where the Security Agency's guards were deployed and there were signs of security lapse in the form of forced break-in, lock tampering, non-frisking when mandated, in-adequate response, etc. the Security Agency 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, Bilaspur if after a detailed enquiry, the said Committee holds the Security Agency or its deployed personnel responsible for the said lapse. The decision of the said Committee shall be binding in all aspects and the Security Agency must comply with the decision within 30 days. The Security Agency will hereby submit an undertaking/ affidavit on non-judicial stamp paper of Rs.100/- duly notarized that complete security of all the areas of All India institute of Medical Sciences, Bilaspur- 174037 premises and property as per scope of work entrusted to its control shall be ensured by our Security Agency. Our security service shall be covered under "Fidelity Bond" through Insurance Agency or otherwise by the Security Agency itself for a 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, Bilaspur property on account of theft, pilferage and any other manner if any, shall be recoverable from me/ us through Fidelity Bond or otherwise. The Security Agency shall submit an undertaking in this regard.
14. The Security Agency 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, Bilaspur may issue from time to time through In-charge security and which have been mutually agreed upon between the two parties.
15. The Executive Director, AIIMS, Bilaspur shall have the right, within reason, to have any person removed, who is considered to be undesirable or otherwise and similarly Security Agency reserves the right to change the staff with prior intimation to In-charge security.
16. The Security Agency shall be responsible for the safety and security of all property and equipment of AIIMS, Bilaspur including that of the staff, residents and visitors.
17. The Security Agency shall not be held responsible for the damages/ sabotage caused to the property of AIIMS, Bilaspur due to the natural disasters or any such other event of force majeure, except when on investigation it is found to be initiated by its personnel.
18. In case of mob violence/vandalism within hospital premises it will be the primary responsibility of the on-duty personnel of the security agency to ensure safety of hospital staff and its property. The security agency shall be held directly responsible for the damages, if upon enquiry it is found by their act and conduct that its personnel did not try to control the situation, or were mute spectators, or were found to support / participate or instigate the incident.
19. The security personnel engaged by the Security Agency should turn out dressed in neat and clean uniform (including proper name badges) and polished leather shoes. The Security Agency shall provide distinctly identifiable uniforms to Security Guards (with arms), Security Guards (without arms), Quick Response Teams, Security Supervisors, Senior Security Supervisors, Fire guards, etc. All security personnel must have "AIIMS Security" permanently & prominently embroidered/ printed on the front and back of their shirts / sweaters / jackets and no security personnel wearing "AIIMS Security" uniform should be found on duty anywhere other than at AIIMS, Bilaspur. The following pattern is authorized as mentioned against each category:

UNIFORM	
Blue pant, sky blue shirt and navy blue coat (for winter) Blue pant and sky blue shirt (for summer)	For all Senior Security Supervisors
Distinct uniform marked "AIIMS FIRE DEPARTMENT" on back (shirt/t-shirt in summer and in addition jacket	For all leading Firemen & Fire guards

in winter)	
Safety jacket marked "AIIMS QRT" on back	For complete QRT staff
Distinct uniform marked "AIIMS CCTV STAFF" on front (shirt/t-shirt in summer and in addition jacket in winter)	For complete CCTV staff

20. Separate summer and winter uniforms must be provided by the Security Agency to all their security personnel. These 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, Bilaspur reserves the right to issue instructions to the Security Agency with respect to the uniform specifications. Other parameters of the uniform shall conform to the specifications in the PSARA 2005 and Himachal Pradesh Private Security Agencies (Regulations) Rules 2011. For special purposes like discreet enquiry, surveillance, trailing suspicious person, unobtrusive security etc. security staff can occasionally be deployed in civvies with prior approval of the In-charge security.
21. There shall be eight hours shift duty in general and the shift duty timings will be decided by AIIMS, Bilaspur from time to time. Prolongation of the duty hours (more than 8 hrs. at a stretch) shall not be permitted in general.

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 handing over the charge to incoming security personnel. There shall be a central control room manned by the Security Agency's personnel and CCTV supervisor. The Security Agency shall also prepare /maintain Duty Roster with breakup details of location/ area every month for deployment of security personnel in different locations/ areas and respective officer in-charge of security 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, Bilaspur from time to time. The Security Agency shall provide an 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 Security Agency would also provide Salary Slip in bilingual Hindi & English to each security personnel deployed by them at AIIMS, Bilaspur every month and the Salary Slip should display following details:
- Name of the Security Agency.
 - Name of the Employee.
 - Father's name of the Employee
 - Employee Code (issued by the Security Agency)
 - ESI Number of the Employee.
 - EPF Number of the Employee.
 - Wages details in all respects.
23. The Security Agency should get a 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, Himachal Pradesh Private Security Agencies (Regulation) Rules, 2011. A record of the same shall be maintained in the personal file of the security personnel. This exercise will be repeated every year.
24. AIIMS, Bilaspur will give basic inputs for and familiarize the security services required to be carried out by the personnel to be deployed by the Security Agency for its staff for 2 to 3 days and this period shall not be counted as on-duty.
25. **PENALTY CLAUSES:** The following penalties may be imposed on the Security Agency on the recommendations of the In-charge security. The cumulative penalties shall be compiled and forwarded by the In-charge security and the amount shall be deducted from the payment of monthly bills submitted by the Security Agency.

No	Offences	Penalties (In Rupees)
a.	Security personnel not found displaying photo ID	Rs.100/- per instance/ personnel
b.	Security personnel not in proper uniform	Rs.500/- per instance/ personnel
c.	Security personnel indulging in chewing tobacco/ drinking alcohol/ sleeping or any other misconduct at AIIMS, Bilaspur campus	Rs.1000/- with removal of the offender plus statutory action/ penalty, if any

d.	Violence against healthcare personnel on duty if security lapse substantiated after enquiry by AIIMS, Bilaspur/ police	1st instance: 1% of cumulative bill for that month and termination of the services of the security guards with warning to the security officer on duty. 2nd instance: 3% of the cumulative bill for that month and termination of the services of security guards and security officers on duty. 3rd instance: 5 % of the cumulative bill for that month and termination of the services of security guards, security officer and Senior Security Supervisor. 4th instance: termination of service contract.
e.	Non-functioning or unavailability of wireless handsets at posts approved by AIIMS, Bilaspur	Rs.200/- per handset per day
f.	Under deployed vis-a-vis approved deployment reflected in daily attendance register.	For security guards (without arm): Rs. 500/- per guard (2-5% shortage in a shift) Rs.1000/- per guard (more than 5% shortage in a shift in a particular area) For all other categories of security personnel Rs.2000/- per security personal per shift
g.	Found absent from post without information	Rs.500/- on each instance.
h.	Absence of personal gears (baton, reflective jacket, whistle etc.)	Rs.200/- per instance per security personnel
i.	Use of mobile phone/listening to music/not alert	Rs. 500/- per instance per security personnel
j.	Non-payment of wages by 7th of each month.	For the first instance: 1% of cumulative bill for that month For the second instance: 3% of cumulative bill for that month For the third instance: 5% of cumulative bill for that month Beyond three months consecutively, the service contract shall be terminated and performance bank guarantee forfeited.
k.	Quick Response Vehicles not available at AIIMS, Bilaspur or their location not traceable via GPS Tracking System if away on duty from AIIMS, Bilaspur Security Control Room or their response times not being monitored appropriately or QRV not functional	Rs.10000/ - per instance
l.	Tow-away crane not available at AIIMS, Bilaspur as required or their location not traceable via GPS Tracking System from AIIMS, Bilaspur Security Control Room or crane not functional appropriately	Rs.5000/- per instance / crane
m.	Double shift in continuation, in any of the area of AIIMS without prior approval of In-charge security.	Rs.500/- per personnel.
n.	Security Personnel found without mask or not maintaining social distancing amongst their own staff in accordance with govt. instructions in vogue.	Rs.500/- on first instance and Rs. 1000/- for every subsequent instance, if ordered.
o.	Security personnel found taking meals break during 8-hour normal shift and no reliever on site.	Rs. 500/- per instance
p.	Any security personnel found habitual offender for any of the above-mentioned individual offences on more than three occasions (except point d – violence against healthcare personnel were, immediate termination will be done after first incident itself)	Removal from the rolls of security providing agency to AIIMS.
q.	Incidents of unsatisfactory Performance / mismanagement on part of service provider, not covered in penalties mentioned above and duly substantiated after enquiry by AIIMS, Bilaspur.	Rs.5000/- per instance. The service contract shall be terminated after a third such instance.
r.	Security guards found indulging into influencing or misguiding patients/ attendants or involved into tout practices.	Rs. 5000/- per instance and termination
s.	Security guards found indulging into indecent behavior with women.	Rs. 5000/- per instance, termination and legal action.
t.	Security personnel indulging in smoking at AIIMS, Bilaspur campus	Rs. 200/-on first instance and second instance security personnel to be terminated.
u.	Misbehavior by the deployed staff with AIIMS Employee or Patient/Patient relative/Visitor	Rs.1000/ Per incident
v.	For any other breach, violation or contravention of any terms and conditions contained herein	Rs 5,000 per day
w.	Services remain consistently unsatisfactory for a period of more than 2 weeks	Up to 5% of the annual contract value or as decided by the Institute
x.	Deployed staff is found to be below 18 years of age	Rs. 1,000/ per instance with communication to suitable authorities
y.	Service provider found engaged in corrupt practices/tempering of record.	Rs. 25000/ per person with communication to suitable authorities.
z.	Taking bribe/money for providing job or misconduct /fraud of similar nature etc.	Termination of contract and Blacklisting of service provider plus Penalty up to 1% of Annual Contract Value
aa.	Staff deployed without having essential qualification	Rs. 10000/ per employee including recovery of whole amount paid to such employee along with his immediate termination.

ab.	Not submitting/delay in providing any record demanded by AIIMS Bilaspur including access to digital/Biometric record.	Rs. 25,000/ Per instance
ac.	Not marking Biometric attendance by employee	Rs. 1,000/ Per instance
ad.	Withholding and any information regarding, employment/ termination of employee	Rs. 5,000/ Per instance
ae.	Employment of persons involved/convicted in heinous crimes, narcotics cases and offence involving moral turpitude.	Rs.5,000/ Per person and removal of such person.
af.	Any violation of terms of NIT not specifically given above	Rs. 5,000/ Per instance
Ag.	Any Other misconduct/ irregularity/deficiency	Penalty as deemed appropriate by the institute
Ah.	Unauthorized meeting/ procession/ strike by the employees without prior intimation/notice	Up to 1% of Annual Contract value in case of service provider and salary for each day per instance will be deducted in case of each worker who had not reported on duty based on number of days.
Ai.	Sexual Harassment Allegation/Involvement, proved guilty.	Termination of employee(s) involved and action as per law.
Aj.	Theft of institute property	Termination of the employee involved plus Penalty equivalent to one month salary of the person(s) involved and value of property loss by the institute to be paid by the employee or service provider.
Ak.	Deficiency in contribution of ESIC and EPFO	Warning and Recovery of dues on 1st Instance. Penalty as decided by the committee authorized by the institute on subsequent instance along with recovery of dues with interest as applicable.
Al.	Submission of Fake documents of contribution of ESIC and EPFO.	Recovery of dues or any fine imposed by any authority along with interest as applicable. Penalty as decided by the committee authorized by the institute which may include termination of contract & action as per law.
Am .	Any involvement of employee(s) in Scam for providing the Jobs	Termination of employee(s) involved and Fine of rupees 25000/- per person and action as per law.
An.	Involved in making patient registration slips and medical consultation during duty.	Fine of Rs. 500 and warning & termination after third warning.
Ao.	Employment of personnel without prior approval from competent authority/authorized person.	Immediate termination of the personnel employed without payment of any dues & fine of Rs.5000 per person.
Ap.	If any offence is repeated, the penalty will be levied twice of the penalty amount on second instance, thrice the penalty amount on third instance and the concerned employee may be removed from services wherever penalty for 2 nd instance and 3 rd instance not fixed.	

26. The Security Agency shall ensure the confidentiality of the business process of AIIMS, Bilaspur 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 instances punitive damages as desired by AIIMS, Bilaspur authorities appointed by the Executive Director, AIIMS, Bilaspur shall be levied. This clause does not apply to matters already in the public domain.

27. Any liability arising out of any litigation (including those in consumer courts) due to any act of the Security Agency's personnel shall be directly borne by the Security Agency including all expenses/ fines. The concerned Security Agency's personnel shall attend the Court as and when required as per law.

28. The Security Agency before deployment of personnel should get approval from In-charge security or officer deputed by him after providing: -

- Educational certificate(s), with a minimum educational qualification from a recognized education board
- Two passport photographs
- Residency proof
- Discharge certificate in case of Ex-Servicemen
- Character certificate and Police verification (as per govt. rule)
- Health certificate – certifying that the person does not suffer from any acute or chronic communicable and noncommunicable diseases, does not have any addictions and is in a state of sound mental health

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

29. The Security Agency shall have his own Establishment/ Setup/ Mechanism, at his own cost to ensure correct and satisfactory performance of its liabilities and responsibilities under the service contract. No security staff shall be engaged in the maintenance of records of the service provider. For this purpose, the service provider will provide 01 person at its own cost.

30. If, Security Agency is a partnership firm of two or more persons, all such persons shall be jointly and severally liable to AIIMS, Bilaspur for the fulfilment of the terms of the service contract. Such persons shall either sign together or designate one of them to act as authorized signatory. The joint partnership shall not be altered without approval of AIIMS, Bilaspur authorities. Necessary punitive measures as deemed fit by AIIMS, Bilaspur authorities shall be initiated in such circumstances.
31. During the course of the service contract, if any security personnel belonging to Security Agencies are found to be indulging in any corrupt practices, illegal or criminal activities, causing any loss of revenue, damage to the property or reputation of AIIMS, Bilaspur, the later shall have right to terminate the service contract forthwith and ensure forfeiting of Performance Security of the Security Agency.
32. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Security Agency 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, Bilaspur may, failing payment of the said money by the Security Agency, make payment of such claim on behalf of the Security Agency to the said Labour Authorities and the sums so paid shall be recoverable by the AIIMS, Bilaspur from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.
33. 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, Bilaspur such money shall be deemed to be payable by the Security Agency to AIIMS, Bilaspur within seven days. AIIMS, Bilaspur shall be entitled to recover the amount from the Security Agency by deduction from money due to the Security Agency or from their Performance Security.
34. The Security Agency shall not engage any sub Security Agency or transfer the service contract in part or full to any other person/ entity in any manner.
35. The Security Agency shall indemnify itself and should be responsible to protect AIIMS, Bilaspur 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 Security Agency.
36. Physical standards for Security Guards should be as per the PSARA 2005 and Himachal Pradesh Private Security Agencies (Regulation) Rules, 2011. No unfit candidate is to be put up to the selection committee for selection. The result sheet of the physical fitness tests conducted by the service providers will be produced to the selection committee at the time of the selection interview. All Security Personnel should produce a medical fitness certificate. Male staff minimum height 165 cm, weight according to ideal body weight for height. Chest circumference 75 cm with 5 cm expansion. Should be able to run 1.6 km in 6 minutes and 30 seconds and do 20 push-ups, 8 chin ups and 20 sit ups. Lady staff minimum height 155 cm, weight as per ideal body weight for height, should run 1.6 km in 8 minutes and be able to perform 40 skips in 3 minutes. The Successful Bidder/ Contractor shall not engage/employ as Security Personnel any person below the age of 18 years without exception and above the age of 45 years except in the case of Ex-servicemen. Upper age for Ex-servicemen should not be beyond 55 years. Particulars of age are to be checked with Aadhar Card.
37. Before deployment of security personnel on duty the Security Agency shall invariably produce the individual along with proof of relevant documents/ certificates as specified in respect of Civilian and Ex-Servicemen security personnel before In-charge security or officer deputed by him who will scrutinize all the documents/ certificates of the security personnel for deployment. The records of such approved security personnel shall be maintained by the Security Department as well as by the Security Agency. A separate personal file with the following contents shall be maintained at AIIMS, Bilaspur for each guard: copy of AADHAR card, educational qualification proof, police verification, physical standards checklist, valid medical check-up certificate, training certificates and proof of MEPSC certification. The Security Agency shall also ensure that no security personnel are deployed without scrutiny of documents/ certificates by the Security Department of AIIMS, Bilaspur failing which such person if deployed shall not be deemed to be 'on duty.' In-charge security or officer deputed by him will also maintain all the records of the approved security personnel employed by the Security Agency. No, security personnel will be deployed without scrutiny of the documents/ certificates and interviewed by the Officer in Charge / Selection Committee in accordance with physical standards for deployment as specified.
38. In accordance with the National Skill Development Mission of the Government of India the qualifications of the security personnel (Senior Security Supervisor, Security Supervisor, Security Guard (with arms), Security Guard (without arms) etc.) must be as per the qualification packs and National Occupation Standards (QP/NOS) of the MEPSC and requirements under PSARA Act, 2005 (Himachal Pradesh Private Security Agencies (Regulation) Rules, 2011) wherever prescribed or as per requirement of Institute .

39. The deployment of security personnel shall be subject to Security Agency submitting the following documents within 180 days of commencement of this service contract:
- a. MEPSC Certification of all security personnel deployed.

Thereafter no deployment shall be made for security personnel whose police verification has not been applied for and those who are not MEPSC certified. The Security Agency may maintain a reserve pool of trained personnel at its end to provision for replacements as necessary.

40. In areas dealing with women/ patients' relatives or staff the Security Agency shall ensure the presence of an adequate number of female security guards and female Security supervisor in designated areas in each shift or as directed by the Security Department from time to time. The agency shall deploy a lady Supervisor to deal with all the cases related to female patients, attendants and the lady guards of their own agency.
41. The security personnel engaged by the Security Agency shall not take part in any labour union and association activities.
42. The Security Agency 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 checkpoints and record keeping as per requirements.
43. The Security Agency and their security staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the service contract period and in the event of any such involvement of the Security Agency and their security staff in such activities, action will be taken against the Security Agency like removal of Security Agency 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.
44. In case of one or more security personnel being absent from the duty, it shall be the responsibility of the security agency to deploy replacements from its reserve pool. Failure to do so shall result in the invocation of the penalty clause.
45. The Security Agency will provide dedicated functional walkie-talkie sets to each Senior Security Supervisor, Security Supervisors, Fire guards & QRT Members. In addition, Security Agency must provide on-site at AIIMS, Bilaspur, walkie-talkie sets equivalent to 20% of its total Security Guards deployment so that there is at least one guard equipped with a wireless set in each area as specified by AIIMS, Bilaspur to ensure effective and timely communication between them. The Security Agency shall be responsible to purchase requisite wireless service subscription/permission/No Objection Certificate for its deployed walkie-talkie sets during the validity of the service contract. It must be ensured that the walkie-talkie handset is charged, and is present on-person with the concerned security personnel at all times. The Security Agency may provide additional reserve batteries, if needed.
46. AIIMS, Bilaspur shall not be responsible for providing residential accommodation to any of the employees of the Security Agency.
47. The staff of the security agency deployed at its premises, shall not be AIIMS Bilaspur employees. Also AIIMS, Bilaspur shall not be under any obligation for providing employment to any of the workers of the Security Agency after expiry of the service contract. AIIMS, Bilaspur does not recognize any employee employer relationship with any of the workers of the Security Agency. The security agency shall make this clear to its personnel at the time of employment and shall insert a clause to this effect in their appointment letter. The job of security workers /employees will be co terminus with the contract /tender
48. If as a result of post payment audit any overpayment is detected in respect of any work done by the Security Agency or alleged to have done by the Security Agency under the tender/ service contract, AIIMS, Bilaspur shall be entitled to recover the amount from the Security Agency by deduction from money due to the Security Agency or from their Performance Security.
49. If any underpayment is discovered, the amount shall be duly paid to the Security Agency by the AIIMS, Bilaspur.
50. The Security Agency 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, Bilaspur.
51. The Security Agency will have to submit 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 the 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, Bilaspur should be submitted instead of consolidated statement of GST deposits for all the contracts/ works undertaken by the Security Agency should be avoided.
52. The Security Agency should have round the clock control room service in Bilaspur along with quick response teams to deal with emergent situations.
53. The Security Agency shall provide the following equipment in functional condition along with necessary

consumables / spares at all times at AIIMS, Bilaspur:-

REQUIREMENT OF VEHICLES/EQUIPMENTS/MISC. STORES

S.N O.	NAME OF EQUIPMENTS	TOTAL NUMBER
1	PATROLLING/SUPERVISORY/QRV FOUR WHEELER (SUV/MUV) WITH GPS TRACKERS AND WITH FOLLOWING EQPT.	1
A.	HIGH INTENSITY CREE LED FLASHLIGHT (AT LEAST 1000 LUMENS)	2
B.	YELLOW-BLACK BARRICADING TAPE	1000 M
C.	FIRST AID KIT	1
D.	FOLDING STRETCHER	1 NOS.
E.	POLYCARBONATE SHIELD & BATON	2 NOS.
G.	ABC TYPE FIRE EXTINGUISHER	1 NOS.
H.	INCIDENT COMMAND KIT BAG WITH WALKIE-TALKIE, 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.	1
K.	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.	1
2	TWO WHEELER	1
3	CRANE (HYDRAULIC)	1
4	COMPUTER SYSTEM (WITH UPS & PRINTER)	1
5	HEAVY DUTY WHISTLE	For each personnel
6	WALKIE-TALKIE SET	20% OF TOTAL DEPLOYMENT PER SHIFT
7	HHMD	2% OF TOTAL DEPLOYMENT
8	INVERTED MIRROR	3
9	RECHARGEABLE COMPACT PA SYSTEM (AT LEAST 10W) WITH BODY WORN SPEAKER AND NECKBAND/SINGLE EAR HEADSET	10
10	HOOTER	01
11	HANDHELD/SHOULDER SLING MEGAPHONE (AT LEAST 20W)	10
12	COMMERCIAL POLE UMBRELLAS FOR EXPOSED GUARD POSTS WHERE PERMANENT SHADE IS NOT PROVIDED	AS PER ACTUAL REQUIREMENT
13	HEAVY DUTY BATON (MUST DURING NIGHT SHIFT)	10
14	CREE LED FLASHLIGHT (AT LEAST 200 LUMENS)	AS PER ACTUAL REQUIREMENT
15	HIGH INTENSITY CREE LED FLASHLIGHT (AT LEAST 1000 LUMENS)	AS PER ACTUAL REQUIREMENT
16	YELLOW-BLACK BARRICADING TAPE	500 M
17	FIRST AID KIT	3
18	POLYCARBONATE SHIELD	10
19	INCIDENT COMMAND KIT BAG WITH WALKIE-TALKIE, 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.	1 SET
20	SELF CONTAINED BREATHING APPARATUS WITH ALL ACCESSORIES	2 SET (BS EN 137 OR EQUIVALENT CERTIFICATE)
21	FIRE FIGHTER: SUIT, HELMET, GLOVES & BOOTS	2 SET (BS EN 469/659/15090 OR EQUIVALENT CERTIFICATE)
	FIRE RESCUE TOOLKIT: RESCUE KNIFE, 24"CROW BAR, 24"BOLT CUTTER, HACK SAW,18"INSULATED	

22	CABLECUTTER, DUCT TAPE, INSULATED GLOVES (BS EN 60903 OR EQUIVALENT CERTIFIED), CARRYING CASE ETC.	1 SET
23	FULL SIZE UMBRELLA (BLACK)	TO BE KEPT ON STANDBY AT ALL TIMES
24	FOLDING/COLLAPSING BATON WITH BELT HOLDER	FOR AT LEAST 50% OF SECURITY PERSONNEL POSTED IN NIGHT SHIFT
25	REFLECTIVE SAFETY JACKET/VEST	FOR ALL SECURITY PERSONNEL DEPLOYED IN TRAFFIC DUTY/PARKING/CAMPUS & BUILDING ENTRY GATE
26	COLOUR CHANGING MARSHALLING WAND/TRAFFIC BATON WITH RED & GREEN LIGHT VISIBLE DURING DAY & NIGHT	10
27	FOR SECURITY CONTROL ROOM -	
A.	HIGH INTENSITY CREE LED FLASHLIGHT (AT LEAST 1000 LUMENS)	2 NOS.
B.	YELLOW-BLACK BARRICADING TAPE	100 M
C.	POLYCARBONATE SHIELD	2 NOS.
D.	INCIDENT COMMAND KIT BAG WITH WALKIE-TALKIE, 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.)	1 NOS.
E.	BARICADING SET	4 SET
F.	MANILA ROPE, 25MM, 100 METER	1 NOS.
G.	MOBILE PHONE AND SIM WITH RECHARGE TILL CONTRACT PERIOD	1 NOS.
28	FOR FIRE CONTROL ROOM -	
A.	SELF CONTAINED BREATHING APPARATUS WITH ALL ACCESSORIES	2 SET (BS EN 137 OR EQUIVALENT CERTIFICATE)
B.	FIRE FIGHTER : SUIT, HELMET, GLOVES & BOOTS	2 SET (BS EN 469/659/15090 OR EQUIVALENT CERTIFICATE)
C.	FIRE RESCUE TOOLKIT: RESCUE KNIFE, 24" CROW BAR, 24" BOLT CUTTER, HACK SAW, 18" INSULATED CABLECUTTER, DUCT TAPE, INSULATED GLOVES (BS EN60903 OR EQUIVALENT CERTIFIED), CARRYING CASE ETC.	1SET
D.	Life Saving Safety Net for evacuation	2 SET
E.	Fire Blanket	5 Nos
F.	Fire Tools Kit	2 Kit
G.	Fire Extension Ladder 7.5 Meters	2 Nos
H.	Wind Sock	15 Nos
I.	Full Body Harness	5 Nos

54. The Security Agency 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 overtime allowance. In order to confirm the correctness of payment accounts to the right party, the Security Agency has to submit adequate documentary proof of depositing EPF (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund, EDLI, Admn. Charges etc.), ESI contributions and GST of preceding month in concerned authorities along with bills. Documentary proof of EPF, ESI contributions should be in the individual name of security personnel. The Security Agency shall submit an affidavit on non-judicial stamp paper of Rs.100/- 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 22 for the month they claimed for the payments.

55. PERFORMANCE SECURITY DEPOSIT

- i. The successful bidder shall furnish, a Performance security deposit equivalent to 5 % of contract value in the form of Bank Guarantee from any nationalized / scheduled Bank in favour of the "Executive Director, AIIMS Bilaspur Himachal Pradesh" payable at AIIMS Bilaspur, (H.P) at the time of signing of the Contract / Agreement or within 15 days from the date of signing of the Contract / Agreement.
- ii. Performance Security will be returned after satisfactory fulfillment of the contract and all accounts thereafter are settled after six months from the date of last bill raised subject to adjustment of any claim of AIIMS Bilaspur, HP, arising out of terms & conditions pertaining to the tender.
- iii. Performance Security Deposit shall be forfeited in the event of violation of any of the mentioned terms and conditions of the contract.

56. Obligation of the Security Agency: -

The Security Agency shall ensure full compliance with tax laws of India with regard to this service contract and shall be solely responsible for the same. The Security Agency 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 Security Agency in respect thereof, which may arise.

57. **Jurisdiction of Court:** - The courts of Bilaspur, Himachal Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
58. The successful bidder has to execute an agreement with the Institute as per the terms & conditions mentioned therein.
59. The terms and conditions mentioned in the integrity pact issued by the Government of India from time to time shall be applicable to the successful bidder.
60. The Security Agency shall maintain the following records:
- Daily attendance Register
 - Guard Checking Register
 - Daily Order Register
 - Incident report Register
 - Documents related and covered by the Labour Authority which must be displayed and authenticated by the local labour officer.
 - Beat-Book for respective Security Guard.
61. The Security Agency shall provide uniformed and trained personnel and use its best endeavour to provide round the clock watch & ward services to AIIMS, Bilaspur for providing safety, monitoring and surveillance. Rates quoted are inclusive of all statutory obligations of the Security Agency 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 Security Agency, all kinds of taxes including GST, service charges, labour cess, surveillance equipment, vehicles etc. of the Security Agency. The quoted rates will be applicable for per shift of eight hours per day per person per month basis. On revision of minimum wages of security personnel for watch & ward services the pro-rata 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 Security Agency 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:

Category/ Designation	Minimum Wages (Basic plus VDA) as latest order/Notification of CLC(C)/ DGR	Applicable allowances if any (as amended & mandated by Govt. or AIIMS, Bilaspur from time to time)	Remarks
(I)- Senior Security Supervisor	<p>ESM: The Minimum Wages (Basic plus VDA) of Senior Security Supervisor as specified at Price Schedule are 1.5 times of Minimum Wages (Basis plus VDA) rates notified for Security Guard by Directorate General of Resettlement (DGR), Ministry of Defense, GOI.</p> <p>Civilian (M/F): The Minimum Wages (Basic plus VDA) of Senior Security Supervisor (Civilian) as specified at Price Schedule are 1.5 times of CLC(C) notified Minimum Wages (Basic plus VDA) of Security Guard (without arms) as notified.</p>	<p>*ESI @ 3.25% of Basic plus VDA + Special Allowance subject to wage ceiling up to Rs. 21,000/- p.m. for entitlement as per ESI Act.</p> <p>**EPF @ 12% plus 0.5% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13% of Basic plus VDA + Special Allowance subject to wage ceiling up to Rs. 15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act.</p> <p>Uniform outfit plus washing allowance will be 3% of Basic & VDA Bonus, if applicable</p>	Preference would be given to ESM personnel, if found suitable.

(II)-Security Supervisor Male & Female	<p>ESM: ESM: The Minimum Wages (Basic plus VDA) of Security Supervisor as specified at Price Schedule is equivalent to minimum wages (Basic plus VDA) of Security Supervisor as notified by the Directorate General of Resettlement (DGR), Ministry of Defence, GOI.</p> <p>Civilian (M/F): The Minimum Wages (Basic plus VDA) of Security Supervisor (Civilian) as specified at Price Schedule are 1.33 times of CLC(C) notified Minimum Wages (Basic plus VDA) of Security Guard (without arms) as notified.</p>	<p>*ESI @ 3.25 % of Basic plus VDA subject to wage ceiling upto Rs.21,000/- p.m. for entitlement as per ESI Act.</p> <p>**EPF @ 12% plus 0.5% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13% of Basic plus VDA subject to wage ceiling up to Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act. Uniform outfit plus washing allowance will be 3% of Basic & VDA Bonus, if applicable</p>	Preference would be given to ESM personnel, if found suitable
(III)-Fire Guard	<p>ESM/Civilian (M/F): The Minimum Wages (Basic plus VDA) as specified at Price Schedule are based on revised minimum wages (Basic plus VDA) of Highly Skilled as per classification of cities for the purpose of fixation of minimum wages of scheduled employment in the central sphere for watch & ward services issued by Chief Labour Commissioner (Central), Ministry of Labour & Employment.</p>	<p>*ESI @ 3.25 % of Basic plus VDA subject to wage ceiling upto Rs.21,000/- p.m. for entitlement as per ESI Act.</p> <p>**EPF @ 12% plus 0.5% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13% of Basic plus VDA subject to wage ceiling up to Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act. Uniform outfit plus washing allowance will be 3% of Basic & VDA Bonus, if applicable</p>	Preference would be given to ESM personnel, if found suitable
(IV)-CCTV Operator	<p>ESM/Civilian (M/F): The Minimum Wages (Basic plus VDA) as specified at Price Schedule are based on revised minimum wages (Basic plus VDA) of Highly Skilled as per classification of cities for the purpose of fixation of minimum wages of scheduled employment in the central sphere for watch & ward services issued by Chief Labour Commissioner (Central), Ministry of Labour & Employment.</p>	<p>ESI @ 3.25 % of Basic plus VDA subject to wage ceiling up to Rs.21,000/- p.m. for entitlement as per ESI Act.</p> <p>**EPF @ 12% plus 0.5% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13% of Basic plus VDA subject to wage ceiling upto Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act. Uniform outfit plus washing allowance will be 3% of Basic & VDA Bonus, if applicable</p>	
(V)- Security Guard (without arms) Male & Female	<p>ESM: The Minimum Wages (Basic plus VDA) as specified at Price Schedule are based on revised minimum wages (Basic plus VDA) of Security Guard (without arms) as per classification of cities for the purpose of fixation of minimum wages issued by Directorate General of Resettlement (DGR), Ministry of Defence, GOI.</p> <p>Civilian (M/F): The Minimum Wages (Basic plus VDA) as specified at Price Schedule are based on revised minimum wages (Basic plus VDA) of Security Guard (without arms) as per classification of cities for the purpose of fixation of minimum wages of scheduled employment in the central sphere for watch & ward services issued by Chief Labour Commissioner (Central), Ministry of Labour & Employment.</p>	<p>ESI @ 4.75% of Basic plus VDA subject to wage ceiling up to Rs.21,000/- p.m. for entitlement as per ESI Act.</p> <p>**EPF @ 12% plus 0.5% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13% of Basic plus VDA subject to wage ceiling up to Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act. Uniform outfit plus washing allowance will be 3% of Basic & VDA Bonus, if applicable</p>	—

NOTE:

- (1) The Ex-Servicemen (ESM) deployed in any category shall be paid as per the minimum wages of scheduled employees notified by DGR.
- (2) The above wages will be paid for deployment of actual numbers of security personnel on AIIMS duty as per adequate proof thereof. The said wages shall be for 26 days for a month of 30 days with 4 (four) PAID OFFS in a month and 3 (three) PAID National Holidays in a year/compensatory OFFs in lieu of National Holidays on a pro-rata basis. The minimum wages shall be as per the rates notified by Chief Labour Commissioner (Central), Ministry of Labour & Employment, Government of India from time to time.

62. The approved Security Agency shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Central Government/DGR/CLC(C) and any amendment in ESI Act, EPF Act, statutory obligations and taxes/ levies notified by concerned Government authorities during currency of the service contract, would be considered proportionately in written request of the Security Agency well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time for passing it on fully to the security personnel against actual number of security personnel deployed by the Security Agency subject to audit check by AIIMS, Bilaspur etc. as and when required.
63. Tax deduction at Source (TDS) as per the provisions of Income Tax Department shall be made towards Income tax and other tax as applicable from the bills payable to the Security Agency at rates as notified from time to time by concerned authorities.
64. Security staff already engaged in AIIMS in current tender shall not be charged any kind of registration/recruitment fee by the successful tenderers if they are again engaged in a new tender. Receipt and breakup of the charged amount will be provided to all security staff for any amount charged otherwise.
65. The movement order of each security personnel, issued by the security agency, will be submitted to the In-charge security prior to their reporting for duty. No security personnel will be employed directly without the approval of In-charge security.
66. The complete nominal roll of the manpower approved for deployment will be provided to the In-charge security office and the same will be updated as and when any change takes place.

CHAPTER-V

CRITERIA FOR EVALUATION OF BID:

The method of evaluation of bids will be through QCBS. The bidder has to submit both a technical and a financial proposal at the same time on the GeM portal.

a) Evaluation of Technical Proposals

The Proposals will be evaluated in the following steps:

Step-1: The technical proposals shall be opened first and the designated committee will scrutinize the bids received and ensure the compliance of the bidder’s eligibility criteria at first. In case of non-compliance with the eligibility criteria the bid will be rejected and will not be considered for the technical scoring.

Step-2: Invitation to qualified bidders to give a presentation of their capabilities and methodologies for the execution of work (Master Security Plan presentation):

All eligible bidders will be evaluated on the basis of criteria mentioned below and who score at least 40 out of 90 in the technical proposal, shall be invited to present their organizational capabilities and proposed methodologies for the execution of the work. The Evaluation Committee may decide upon the methodologies of evaluation of the bidder.

Step-3: Final Technical Evaluation (Marking System): During the Final evaluation stage, each Applicant shall be assigned different marks out of a total of 100 marks, as per the evaluation criteria specified below the final tender evaluation shall be done on weightage with 30% to Technical Evaluation and 70% to financial evaluation. Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Criteria (Max Score)					
Total years of experience in the field of Security Services (20 marks) as on BID UPLOADING DATE To be counted from 1 st day of 1 st contract of security Services	3 years to less than 5 years	5 years to less than 7 Years	7 years to less than 9 years	9 years to less than 10 years	Equal to 10 years and above
	04 marks	08 marks	12 marks	16 marks	20 marks
Total average annual turnover in the business of providing security Services (20 marks)	3 Cr. to less than 10 Cr.	10 Cr. to less than 15 Cr.	15 Cr. to less than 20 Cr.	20 Cr. to less than 25 Cr.	Equal to 25 Cr. and above
	04 marks	08 marks	12 marks	16 marks	20 marks
Total number of securities manpower on roll in Month of August 2025 (Determined from monthly challan of Contribution to EPF/ESI/Others Relevant Documents) (30 marks)	250-749	750-999	1000-1249	1250-1499	1500 and above
	10 marks	15 marks	20 marks	25 marks	30 marks
Quantum of services satisfactorily provided under a single contract for security personnel, during the period 1 st April 2014 to BID UPLOADING DATE (10 marks) Only one Contract with satisfactorily performance to be considered of Highest Manpower	200-299 security guards	300-399 security guards	400-499 security guards	500-599 security guards	600 security guards and above
	02 marks	04 marks	06 marks	08 marks	10 marks
Number of contracts satisfactorily provided/Providing to a minimum of 500-bedded	One contract	Two contracts	Three contracts	Four contracts	Five contracts and above

hospital with at least 200 security personnel under each contract, during the period 1 st April 2014 to BID UPLOADING DATE (10 marks)	02 marks	04 marks	06 marks	08 marks	10 marks
Master Security Plan presentation before Security Sub-committee (based on risk analysis after site visit that will include general security measures & deployment, SOPs, security strategies for sensitive areas, disaster management, Quick response team & Vehicle, trainings including soft skills training, martial arts/karate) and penalties imposed and warnings issued under the previous contract (10 marks)	10 marks				

The bidders who score a total 60 out 100 marks as stated herein above shall be qualified and shall be included in the shortlist for opening and evaluation of their financial proposal (Price bid). However, if the number of such post-qualified bidders is less than three, the Institute may, in its sole discretion, post-qualify the bidder(s) whose technical score is less than 60 marks but is more than or equal to 50 marks.

Illustration 1 (for Technical Weightage):

If a bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 24 i.e. (80 x 30%)

Financial Bid Evaluation Criteria:

The financial evaluation shall be carried out and financial bids of technically qualified bidders shall be given 70% of weightage. The bidder with the lowest bid Prices (L1) shall be assigned full 70 marks (i.e. 70% X 100).

Total Score of Bid Evaluation as per GeM Policy:

Illustration 2:

If the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 94 i.e. (24 Technical Score + 70 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$70 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3)}$

Illustration 3:

If the bidder at Illustration 1 is an L2 bidder and he quoted Rs.125, therefore 70% being the weighted value, the financial scores for L2 shall be computed as under

$70 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 56 (\text{financial score})$ Therefore L2 bidder shall have total value of 80 (24 Technical Value + 56 Financial Value).

1. SELECTION OF THE BIDDERS as per GeM Policy:

The following formula will be applied to determine the successful bidder: $Q = [(L1/L) \times 0.70 + T \times .30]$

L1 = financial bid of the lowest bidder

L = bid value for evaluation or current financial bid T = technical bid score out of 100

Q = Final score

The bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder as determined by QCBS.

In the event that two or more bidders secure the same total scores (the "Tie Bidders"), the bidder having a higher technical score will be treated as an L1 bidder.

RIGHT TO THE OFFICE TO ACCEPT OR REJECT THE BIDS:

- i. AIIMS Bilaspur, HP reserves all rights to reject any bid including those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the AIIMS Bilaspur, HP in this regard shall be final and binding.
- ii. Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- iii. AIIMS Bilaspur, HP reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.
- iv. In case of failure to comply with the provisions of the terms and conditions of the contract by the agency(ies) that has/have been awarded the contract, AIIMS Bilaspur, HP reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- v. AIIMS Bilaspur, HP may terminate the contract if it is found that the Contractor is black listed/debarred on previous occasions by any of the Government Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertaking etc.
- vi. AIIMS Bilaspur, HP reserves the right to accept/reject any or all the BIDs received without assigning any reason whatsoever. The BIDs, in which any of the particulars and prescribed information is missing or is incomplete in any respect and/or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. BIDs, not meeting the BID evaluation criteria as stipulated in the document shall be summarily rejected.

CLARIFICATION ON TECHNICAL BID EVALUATION:

The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing in conventional manner. If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected. Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

**ANNEXURE-A
BIDDER INFORMATION**

Bidder should furnish following information and provide self-attested photocopies of supporting documents:

1. Name of Firm/Agency/Contractor :
2. Name of the Authorized person submitting the Bid:
3. Designation of the authorized person submitting the bid:
4. Year of Registration :
5. Registered address :
6. Communication Address : (If
different from the address given at s.no. 3)
7. Telephone No. (Landline) :
8. Fax No. :
9. Mobile No. :
10. Official Email Address :
11. Name &Address of Branch, if any :
12. Type of Organization :
(Whether private limited/sole proprietorship) as per attached proof)
13. Name of Proprietor / :
Designated Partners/Directors of the Firm
14. ISO Certification, if any (If yes, please furnish details):
15. Bidder's Bank, its Address, IFSC and Current Acct
Number :
16. EMD exemption required: YES / NO
If Yes, Category of Exemption:
-
If No, Particulars of EMD should be filled in
Annexure :
17. Whether Police / Legal proceeding in Court pending against Proprietor / Firm / Company / Contract labour
engaged by the Agency: YES / NO
18. Whether the Agency is Black listed by any Central/ State Govt. / PSU during the last three years, if not attach
self-certificate: YES / NO

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the Company/ Firm shall be blacklisted and shall not have any dealing with the AIIMS Bilaspur, in future besides forfeiture of EMD. Also, I undertake to abide by the stipulations/conditions of the Tender in full.

(Signature of Authorized Person)

Name:

Designation: _____

Business Address: _____

(Seal of the Firm)

ANNEXURE-B

DETAILS OF EARNEST MONEY DEPOSIT

Bid No. : _____

Bid Security (EMD) as required by this tender is being submitted in the form of DD favoring "The Finance Officer, AIIMS Bilaspur, HP payable at Bilaspur. Details of Bid Security attached (DD/Pay Order/FDR, Bank Guarantee):

1. Instrument. No. _____ Dated _____

2. Drawn on (Bank) _____

3. Address of Branch _____

4. Amount Rs. _____

Signature of the Bidder

Name & Address with stamp

ANNEXURE - C
DECLARATION FOR AVERAGE ANNUAL TURNOVER

1. This is to certify that the **Average** Annual Turnover for the last 3 Financial Years, i.e. FY 2021-22 to 2023-24 of my/our concern/firm/company is Rs. _____.
Yearwise Details as follows :

Description	Financial Years (in Crore Rs.)			Annual Average in Crore Rs.
	FY2021-22	FY 2022-23	FY 2023-24	
Annual Turnover				

2. I/We also DECLARE that the amount of Average Annual Turnover exclusively **from the Watch and Ward Service (security services)** for above mentioned Financial Years,..... and, as shown above, are true and correct to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing false/fabricated information under this declaration would lead to termination of my/our contract at any stage besides liabilities towards prosecution under appropriate law.

3. I/We hereby also enclose the work order(s) to prove the annual turnover exclusively from the Security services declared in the *para* 1 above.

Date:

Place:

*Stamp/Seal of the Applicant
Name and Signature of
the Authorized
Signatory*

*Sign and Seal
of Chartered Accountant*

Note: To be certified by the Chartered Accountant with seal & signature

ANNEXURE - D
INDEMNITY BOND

(To be executed by the Applicant on the Stamp Paper of Rs. 500/- subsequent to award of contract)

This INDEMNITY made on(Date) day of (Month)of 2024 between (Name & Address of the Applicant) (hereinafter referred to as the "Indemnifier", which expression shall unless excluded by or repugnant to the context includes its executors, administrators, legal representatives and assigns) of the ONE PART and the All India Institute of Medical Sciences, Bilaspur (hereinafter referred to as "the Institute" which expression shall unless excluded by or repugnant to the context includes its executors, administrators, legal representatives and permitted assigns) of the OTHER PART

2. WHEREAS by our Security Services contract agreement dated _____ between _____ and _____, I/we agree to provide Security Services w.e.f..... _____ till _____, which may be extended for a further period at the discretion of the Institute.

3. NOW THIS PRESENTS WITNESSES AS FOLLOWS:

Pursuant to the said Agreement and in consideration of the Premises, I/we, the Indemnifier hereby agree and undertake to indemnify and keep the Institute indemnified Against any claim which could arise under the Workmen's Compensation Act, 1953 and/or under any statutory notification thereof or any of the labour laws or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained, to lay off the workmen or personnel engaged by the Service Provider or other persons whose entry into the office Premises of the Institute, has been authorized by the Service Provider.

3.2. Against any loss to the property and assets of the Institute which have been caused by negligence or unlawful activity of the personnel deployed by me/us in the Premises of the Institute. We also indemnify that the decision of the administration as to the cost of damages caused shall be final and shall be deducted from outstanding dues of the Service Provider. Against any claims, losses, expenses which the Institute may suffer or incur as a result of breach of contract.

I/we further indemnify and keep the Institute indemnified that the Service Provider will be responsible for the conduct of all workmen and personnel deployed by him and shall be legally liable for any harm or loss arising to any person whomsoever, in whatever form, from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the Service Provider or any of the workmen, personnel, agents and others deployed by the Service Provider in the course of providing any services stated in this contract, and will bear full responsibility and cost of the same.

I/we further agree that the indemnity hereinabove contained shall remain in full force and effect during the currency of the contract and that it shall continue to be enforceable till all dues under or by virtue of the said contract have been fully paid and all claims are discharged or till the Institute is satisfied that the terms and conditions of the joint agreement have been fully and properly carried out by the Service Provider. I/we also undertake not to revoke this indemnity during its currency of contract and the Institute will not be liable for any loss or harm to any person within or outside the Premises of the Institute from any act of omission or commission of any of the workmen and personnel, agents any others deployed by the Service Provider in the course of providing any services stated in this contract.

I/we also indemnify the Institute and/or its employees against all actions, claims, costs, damages, proceedings, suits or any other consequences whatsoever which shall or may be brought or made against the Institute and/or its Employees by anyone whomsoever or which the Institute may pay, suffer or sustain due to non-compliance of terms and conditions of or representation therein by or on behalf of the Indemnifier.

Without prejudice to the above, I/we further indemnify that the Service Provider will be liable to reimburse the Institute of any cost, legal liability, penalty or fine imposed on the Institute by any authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise, of the Service Provider or any of the workmen and personnel deployed by the Service Provider in the course of providing any services stated in this contract.

4. IN WITNESS WHEREOF THE above named (Name of Indemnifier) has/ have executed these presents on the day, month and year first written above Signed and delivered by the named

IN THE PRESENCE OF

Signature(s) of the Indemnifier(s) WITNESS:

ANNEXURE-E

(AFFIDAVIT TO BE FURNISHED ON THE RS. 100 NON-JUDICIAL STAMP PAPER BY ORGANISATION)

AFFIDAVIT REGARDING NON-DEBARMENT/BLACKLISTING

To,

The Executive Director,
All India Institute of Medical Sciences,
Bilaspur Himachal Pradesh

I/We hereby confirm and declare that I/we, M/s.....
is not debarred for being convicted of an offence under the Prevention of Corruption Act, 1988; or the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract during the last 3 years.

I/We further declare that M/s_____or any of its successors, if debarred under the Prevention of Corruption Act, 1988 shall not be eligible to participate in the procurement process of the Institute for a period of 3 years from the date of debarment.

In response to the Bid Ref. No. _____ dated _____ I/we, as an owner/partner/Director of _____, hereby declare that presently our Company/Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/Central government/PSU.

We do not have any criminal case pending against us nor any of our Directors have been convicted on grounds of moral turpitude or for violation of laws in force.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

For _____

Place:

Signature of the Applicant

Date:

Name & Designation:

ANNEXURE-F

UNDERTAKING IN RESPECT OF ACCEPTANCE OF TERMS AND CONDITIONS OF THE BID DOCUMENT UNCONDITIONALLY

I _____ Son/Daughter/Wife of Shri _____ Proprietor/Partner/Director, authorized signatory of the Company /Agency /Firm _____, is competent to sign this declaration and execute this NIT;

I/We have read carefully the entire bid document with its terms and conditions and complying fully. Further, we understand that any deviation / exception / conditional offer may result in disqualification of our bid.

I/We, therefore, verify that we have not taken any exceptions/deviations anywhere in our bid submitted and I/we agree that if any deviation/exception is noticed by the Institute, our bid may be rejected without assigning any reasons to us.

Thanking You,

Yours Faithfully,

Signature of the authorized signatory

(Name of the bidder with company seal)

ANNEXURE - G

PAN / GST DECLARATION

Bid Enquiry No.:

Date:

As required by this bid, the copies of required documents / certificates as per details given below are being submitted: -

PAN (Attach a photocopy of PAN Card):

GST Registration No. (Attach a photocopy of GST Registration):

Signature of the Bidder Name & Address with stamp

ANNEXURE-H

INCOME TAX RETURN

Bid Enquiry No.:

Date:

As required by this bid, the copies of required documents / certificates as per details given below are being submitted: -

Details of IT Return: Copy of IT returns of the FY: 2022-23 and 2023-24 (Assessment Year 2023-24 and 2024-25)

Signature of the Bidder Name & Address with stamp

ANNEXURE-I
Experience Details

Details of work experience in Central Govt. /State Govt. Ministry / Department / Autonomous Institutions/Public Sector Undertaking with satisfactory performance certificate issued by the organizations during last 10 years (2014-15 to BID UPLOADING DATE)

S. No.	Name of the Organization, its address with contact details such as telephone number / email / mobile number etc.	Type of Organization: Central Govt. /State Govt./ Ministry / Department / Autonomous Institutions/ Public Sector Undertaking	Category of Manpower provided: Security Services/Others	If Security Services Provided in Hospital (Y/N)	If Security Services Provided in Hospital s.Nos. of Beds.	No. of Manpower Provided	Period of Contract (From / To)		Work Order & Extension Letter Enclosed (Y/N) & Page no.	Performance Certificate Enclosed (Y/N) & Page no.
							Contract Start Date	Contract End Date/Ongoing Contract as on BID uploading date		
1										
2										
3										
4										

Note: Please provide a separate sheet on the same format if required.

Signature of the Contractor or his authorized signatory with Seal of the Agency

Date:

NOTE:

1. Supporting documents in the form of award of work/completion should be submitted.
2. Please highlight the clients for which the total tenure of services is more than 2 years continuously. Certificate of continuity of services with all the clients where outsource manpower services have been provided for 2 or more years continuously should also be attached/proof of award of work in continuity to be attached.
3. If no proof of award of work, completion of work is submitted, the evaluation committee may make its own judgment and the Bidder/ Agency may be rated poorly on this count in technical evaluation.

Signature of the Bidder Name & Address with stamp

ANNEXURE-J

DETAILS/PARTICULARS OF SATISFACTION GRADING/PERFORMANCE

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location.....
2. A) Type of Organization, where services provided:
Hospital/ Hotel/ Airport /Companies/ private firms/Other (Tick whichever applicable).
B) If Hospital, Nos of Beds.....
3. Agreement No.
 - a) Scope of Contract.....
 - b) Contract Cost.....
 - c) Date of start.....
 - d) Period.....
 - e) Nos. of Security Personnel Provided
 - f) Performance Report: Satisfactory/Unsatisfactory
 - g) Compliance of all statutory requirements- Yes / No
 - h) Remarks, if any.....

(Signature and Seal of Authorized Officer)

ANNEXURE-K

Date: ____

Format for Financial Bid

(PDF of filled format to be uploaded separately in financial bid only and submitted with Technical bid may lead to rejection of bid)

Name of Tenderer:_____

Wages Structure as per existing CLC Notification 1 /6(1)/2025-LS-II Dated 28/03/2025, However, the increase of minimum wages as per the Govt. Notification [CLC(C) as the case may be] shall be applicable.

		Senior Security Supervisor	Security Supervisor	Fire Guard	Security Guard (Without Arms)	CCTV Operator
Sr. No.	Emoluments	(Rs.)	(Rs.)	(Rs.)	(Rs.)	(Rs.)
	Basis of wages	1.5 of Security Guard (Without Arms)	1.33 of Security Guard (Without Arms)	Highly Skilled	Watch and Wards (Without Arms)	Highly Skilled
1	Minimum Wages per Day including VDA as per (CLC/DGR)	1140	1010.8	893	760	893
2	For 26 days	29640	26280.8	23218	19760	23218
3	EPF @ 12% of basic wages up to 15000	1800	1800	1800	1800	1800
4	EDLI @ 0.50% of basic wages up to 15000	75	75	75	75	75
5	Admin. Charges @ 0.50% of basic wages up to 15000	75	75	75	75	75
6	ESI @ 3.25% of basic wages up to 21000	0	0	0	642.2	0
7	Uniform outfit plus washing allowance will be 3% of Basic & VDA	889.2	788.42	696.54	592.8	696.54
8	Bonus, if applicable as per Bonus Act.	0	0	0	0	0
9	Sub Total (2 to 8)	32479.2	29019.22	25864.54	22945	25864.54
10	Estimated number of personnel	4	14	15	215	5
11	Total Cost per Manpower per Month (9 X10)	129916.8	406269.08	387968.1	4933175	129322.7
	Total Annual Value of wages excluding of Services Charges.					71839820.16

<p align="center">Service Charge (to be quoted in percentage) (X)* Same should be quoted on GeM Portal (Financial rate Window)</p>	In figures: _____ %
	In words: _____ percentage

*** Note:**

- The Service Charge in percentage quoted shall not be **less than the 3.85%** (Instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued time to time).The Service Charges quoted by the Bidder shall remain unchanged for the entire period of contract irrespective of the change in Minimum Wages.
- Quoting of Service charge beyond the prescribed window in the financial bids (GeM Portal) shall not be accepted. Hence, the Percentage of Service Charge should also be quoted in the Financial Rate window in GeM Portal.
- The Bidder, while quoting the service charge shall carefully consider the charges/amount incurred towards **statutory taxes, Vehicles, Crane for towing vehicle, Equipment, Misc. Stores, provision for two sets of uniforms** to the personnel etc., and then quote the service charge.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Owner /Company / Firm's Seal:

ANNEXURE-L

BIDDER ELIGIBILITY CRITERIA/CHECKLIST

S. No.	Description	Confirmation (Yes/No)	Deviation (If any)	Document Submitted at Page No.
1.	Whether submitted bidder details in Annexure-A ?			
2.	Whether Demand Draft/FDR for EMD enclosed? If Yes, (i) Date & No. of the DD/FDR (ii) Name of the Bank & Branch			
3.	Are you registered under PSARA, if yes enclosed proof of registration			
4.	Do you have experience of 3 years as on BID UPLOADING DATE of providing satisfactorily watch and ward services providing? If yes, from which date..... Whether a copy of the Performance Certificate issued by the respective organizations is enclosed with? (kindly provide details in Annexure-I along with Satisfactory Performance Certificate (Annexure-J))			
5.	Do you have provided Details in Annexure -I of Previous Contracts? Whether a copy of Work order enclosed along with Satisfactory Performance Certificate (Annexure-J)			
6.	Does you have submitted the document regarding nos. of Manpower placement on Agency payroll in the month of August 2025. Copy of EPFO/ESIC monthly Challan or others relevant Form 9A, EPF & 5 documents should be attached? Nos. of Employees of agency's roll in the month August 2025.....			
7.	Does your agency/Contractor comply with the statutory requirements of EPF? Provide valid Registration Certificate			
8.	Does your agency/Contractor comply with the statutory requirements of ESI? Provide valid Registration Certificate			
9.	Does your agency/Contractor comply with the statutory requirements of GST? Provide valid Registration Certificate with copy of monthly return (Latest One month before bid uploading month)			
10.	Does your agency approved/ recognized/ registered by Govt. of India/State Govt. for providing Manpower Services? Copy of relevant certificates should be attached. Service Provider should have a valid license from competent license authority under the provision of Contract Labour Act 1970 and Contract Labour Central Rules 1971.			
11.	Does Have own training institute /have a legally enshrined tie up with a training institute for the training of its personnel: YES/NO If Yes, document of proof enclosed : Yes/NO			
12.	Details/Particulars of Annual Turnover in as per			

Annexure-C					
S.No.	Year	Turnover in Rs.			
1.	2021-22			
2.	2022-23			
3.	2023-24			
	Average of Above 3 Years in Rs.			
Applicants must provide a certificate from the Chartered Accountant on turnover details over the last three audited financial years and ITR certificates with matching PAN No. must be attached).					
13.	Whether Declaration to substantiate the claim that the Applicant has average annual turnover of Rs. 3 Crores or more exclusively from Security service activities for 3 financial Years from 2021-22 to 2023-24 are enclosed as per ANNEXURE-C				
14.	Whether submitted Income-tax Returns for the last 2 assessment years, i.e. Assessment Years 2023-24 and 2024-25 with Annexure- G & H ?				
15.	Whether submitted Certificate of Registration from Registrar of Companies or Registrar of Firms or Letter of Proprietorship?				
16.	Proof of address in the form of any of the documents such as copy of Telephone bill, Electricity Bill, Registered Lease Deed or Leave & License Agreement. Telephone bill and Electricity bill should not be more than three months old from the month of opening of Technical Proposal				
17.	Have submitted copy of Signed Tender Document				
18.	Undertaking by the Applicant in ANNEXURE-E that the Applicant has not been debarred by any procuring authority during the last 3 years.				
19.	Declaration to compliance to terms and condition of Bid document as per ANNEXURE-F				
20.	Have you completed /submitted other required Information / documents, as mentioned in the Tender Document?				
21.	Have your firm/ Agency/Contractor ISO 9001- 2008 certified?				

Date:

Note: Enclose copies of the relevant documents.

Signature and Seal of Bidder