

**AIIMS Mangalagiri, Andhra Pradesh.**

- The security service provider shall abide by all terms and conditions of GeM Service Level Agreement (SLA)
- In addition to SLA, the additional terms and conditions to be followed by Security Service Provider for AIIMS Mangalagiri are as follows.

**Additional Terms & Conditions:**

1. The Tender is extendable for two more years on the same terms and conditions (except for the Central Labour Rates plus VDA and taxes revision) if the performance of the agency is found to be 'good'. The agency should be able to provide additional manpower as per the requirements.
2. The Security Agency shall provide neat and clean uniform (including proper name badges), polished leather shoes and cap to the security personnel. The Security Agency shall also provide distinctly identifiable uniforms to Security Guards (with arms), Security Guards (without arms), Quick Response Teams, Special Security Guards, Security Supervisors, Assignment Managers / Security Consultant, Fire Supervisors, etc.
3. The Security Agency shall provide Separate summer and winter uniforms to all security personnel, including protective gears during rainy season. These uniforms must be congenial to the weather and operating conditions of the guard.
4. Security Agency shall provide Fluorescent Jackets (High-visibility safety vests) to security personnel working in the conditions with less than prerequisite lighting so as to make them visible.

5. The following equipment ( minimum requirement) should be provided to security personnel with adequately training in using them :

SI No.	Name of the equipment	Minimum Numbers
1.	Torches with batteries(steel) ( Rechargeable)	50 in nos.
2.	Search lights (Rechargeable)	50 in nos.
3.	Door Frame Metal Detector/Hand held Metal detectors	10/15 in nos. respectively, and as per requirement
4.	Car bottom view image lens (Inverted Mirrors)	05 in nos.
5.	Motor Bike like model (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel.( VEHICLE SHOULD NOT BE OLDER THAN 1 YEAR FROM THE DATE OF MANUFACTURING)  With all necessary expenditure	04 in number.
6.	Hard Top Four wheeler vehicle like model (TATA SUMO, MAHENDRA SCORPIO, BOLERO etc.) along with agency's dedicated driver and fuel-For quick reaction teams patrolling in the campus. The vehicle should be marked & written with red color i.e. AIIMS, MANGALAGIRI SECURITY.. (VEHICLE SHOULD NOT BE OLDER THAN 2 YEAR FROM THE DATE OF Work order) Radio walky-talky (MOTOROLA only)-The sets must have a range to cover all parts of the campus  With all necessary expenditure	01 in number.
7.	Radio walky-talky (MOTOROLA Brand)-The sets must have a range to cover all parts of the campus	50 in nos. with charger
8.	Uniform for all the security staff – The prevailing uniform dress code of AIIMS, MANGALAGIRI ( to be approved by AIIMS Administration)	2 pair per year
9.	Cap-for all the security staff	01 for each person once in a year
10.	Leather Boot-for all the security staff	01 for each person once in a year

11.	I-card-for all the security staff	01 for each person; to be countersigned by AIIMS authority
12.	Baton(cane-5 feet length)-for all the security Guard	01 for each person once in a year, or as per requirement
13.	Ceremonial dress-50 pairs	As and when required as per requirement.
14.	Rain coat(standard)-for all the security staff	01 for each person once in a year, , or as per requirement
15.	Umbrella (Large size)	Minimum of 20 in nos, Once in a year ( to usher the AIIMS Officials during rains during field inspections)
16.	Woollen Jarshi (sweater) -for all the security staff	01 for each person, once in a year
17.	Guard Cover (Cane Shield)	50 in nos.
18.	Helmet(steel) with protector	50 in nos.
19.	Biometric Finger Print Time and Attendance System ( for attendance of the security Guard) Backup	10 nos.
20.	Loud speakers, with portable/vehicle mounting	02 sets
21.	Computer, Printer and Web camera with internet BSNL Broadband Connection for issue of visitors pass and social security information.	One set in campus
22.	Telephone –landline -BSNL with incoming and outgoing	01 in number, in campus
23.	Mobile-02 BSNL SIM card and 02 JIO SIM card with incoming & outgoing call. The SIM card and the mobiles must be in the name of agency up to the last day of contract period	01 with each Shift supervisor; 1 with Consultant; 1 with each Fire supervisor (It is expected that all guards will be interconnected on walkie Talkie)
24.	Bicycles	10 numbers

25.	Cabin Huts	10 numbers
26.	Stationary	As per requirement
27.	All items mentioned in SLA of GeM	As per requirement
28.	Traffic management and Barricading items like Cones; Road Blocks; ropes, etc. as per need	10 sets

- The downtime/ replacement time of any items should not be more than 24 hours.
  - Penal provisions will be applicable for non-adherence to any item, on per day basis, ranging from Rs. 200 per instance to any adequate amount considered fit depending on the gravity of situation.
  - This amount shall be deducted from PSD if the Vendor fails to deposit it within 15 days of default.
  - Any officer nominated by Director, AIIMS Mangalagiri; or in absence of any such nomination, the DD (Admin.)/ Security Officer shall be eligible to lay penalty.
  - The contractor has to provide the above mentioned security equipment & tools to his deployment security staff in the AIIMS, MANGALAGIRI **at the date of commencement of work** from the award of the contract at his own cost for proper management of security in the AIIMS, MANGALAGIRI Premises .
6. The Security Agency shall provide patrolling vehicles consisting of one no. of four wheeler, four no. of motor cycles with fuelling and cycles of least 10 Nos, for patrolling, general duties, to carry out checking at distant areas and other vital points.
  7. All patrolling vehicles must be fitted with GPS Trackers and their location, movement and availability must be traceable at any point from the Hospital Security Control Room.
  8. The security agencies shall provide cabin huts which are 10 no's to security persons guarding outposts of the AIIMS Mangalagiri.
  9. The securities Agency shall provide ceremonial uniforms to security persons for official parades, ceremonies, and other important occasions happening at AIIMS Mangalagiri.

10. The Service Provider shall bear all the expenses incurred on all items mentioned in Chart (above) including any other equipment to security staff/ QR Teams, stationary for writing duty charts and registers at security checkpoints and records keeping as per requirements.
11. The Quick Response Team (QRT) stationed in the QRV in each shift. Fire accessories must be available in each QRV and the security personnel in QRV must be adequately trained in using them.
  - a) High Intensity Cree LED Flashlight (at least 1000 lumens)
  - b) Yellow-Black Barricading Tape – 1000m (to be replenished as per need)
  - c) First aid kit – Minimum of 4 No.
  - d) Folding Stretcher – 2 Nos.
  - e) Polycarbonate Shield – 2 Nos.
  - f) Traffic Cones – 4 Nos.
  - g) ABC Type Fire Extinguisher – 1 Nos.
  - h) Incident Command Kit Bag with Walkie-Talkie, Mobile Phone, Megaphone, Barricading Tape, DuctTape.
  - i) Forced Entry Tools, Cutter, Notepad, Pen, Marker, Rope-20 ft, Safety vest, Flasher, N-95 mask, whistle, batteries, nitrile gloves, etc.
  - j) Self-Contained Breathing Apparatus with all accessories – 2 Nos. (BS EN 137 or equivalent certified)
  - k) Firefighter - Suit, Helmet, Gloves & boots – Minimum of 4 sets (BS EN 469/659/15090 or equivalent certified)
  - l) Fire Rescue toolkit: Rescue Knife, 24" Crowbar, 24" Bolt Cutter, Hacksaw, 18" Insulated Cable Cutter, DuctTape, Insulated Gloves (BS EN 60903 or equivalent certified), Carrying Case, etc.
12. The security agency should provide road blocks and ropes for using blocking the roads during repairs/ maintenance/ emergency situations.
13. The Security agency shall setup office with computer for regular maintenance of log book, Data entry operations,
14. The Security agency shall provide Biometric attendance system for regular attendance and submit the attendance captured on biometric devise with self generating reports.
15. The service provided shall ensure conduct of Mock Drilling at frequent intervals to check the functioning and alertness/response time in case of emergency arises.
16. After physical verification of all the items as specified in SLA and additional terms and conditions, Payment of 1st bill would be processed.

17. Security Agency shall follow all labour laws, including Contract Labour Regulation Act, Minimum wages Act as per Central Labour authority, Maternity Benefit Act, etc. and severance pay, maternity leave with benefits, etc. has to be borne by the successful vendor.

- In case of non compliance, AIIMS Mangalagiri, acting as Principal employer, shall have the right to pay these dues and deduct the same from the PSD and the Vendor is required for recoupment of PSD within 10 days.

18. The agency shall pay minimum wages per day as per the relevant Chief Labour Commissioner order dated 06.05.2020 and amended from time to time and submit all the proofs of the same to AIIMS Mangalagiri along with bills such as bank statement of payment to each employee; proof of payment of EPF; ESI; EDLI at the specified minimum wages, with one day rest.

- The agency shall be paid for each duty; accordingly, agency shall deploy relieving manpower. No person shall be paid overtime, other than for compelling circumstances.
- The agency shall display a notice board specifying the minimum wages for Armed Guard/of unarmed Guard, as the case may be plus EPF deduction at 12% as employee's share; EPF addition of 12 % as Employer's share (Total deposit 24%); additional ESI at 3.25% and additional EDLI at 0.5%. AIIMS Mangalagiri being primarily Medical Hospital Institution, no bonus is provisioned.
- The agency shall keep AIIMS, Mangalagiri indemnified from all actions from any statutory authorities with respect to this contract.

19. Following chart gives a general idea of wages plus VDA computation-

Minimum wage per duty (8 hours shift in addition to meal break of 30 minutes; 15 minutes early reporting)

Armed Guard - Rs. 764/- per duty Unarmed

Guard - Rs.695/- per duty

Supervisor - Rs. 1000 per duty

Consultant Rs. 50,000/- per month (fixed) [he will be separately Interviewed for suitability]

EPF- Employee's provision shall be deducted from the wages and deposited along with Employer's contribution.

EPF (employers contribution) 12% of Minimum wages

ESIC 3.25 %

EDLI 0.50%

Agency charges/ Service Charges including admin charges: To be quoted by the Vendor in the bid  
GST: As per actuals

20. The agency shall take into account all expenses while quoting Service Charges.
- In case of non-fulfillment of any of the terms and conditions, adverse action, including penalty; forfeiture of PSD; termination of contract, etc. shall be done.
  - Agency shall be liable to pay for arrangements made by AIIMS, Mangalagiri in case of any defect in its service.
21. The Vendor's would have to compulsorily provide experience certificates (not more than 15 days old from the date of submission of their bid; from the Institutes in which they are currently providing services.
- Any Vendor with 'poor/unsatisfactory' track record shall be summarily rejected.
22. The deployment of manpower shall begin with about 60 percent of strength and shall gradually be enhanced to 100 percent in phases.
- In addition, the Vendor shall provide about 20 to 30 percent female workforce for female hostels, wards, etc.
  - Further, if needed, the Vendor must be able to provide at least 50 additional manpower within a period of 10 days if required in future.
23. The security agency shall deploy Ex-serviceman as and where specified.
24. In case any information is received from any authority regarding furnishing of false information by the Vendor, at any stage, the PSD shall be forfeited and services are likely to be discontinued with a notice of 30 days.
25. The successful vendor shall be required to set up a local office in Mangalagiri/Vijayawada within 60 days of commencement of work.
26. The services are mutually terminable with a minimum notice period of 30 days on either side
27. The decision of Director, AIIMS Mangalagiri shall be binding of both parties.

**In case of Tie in the agency charges:**

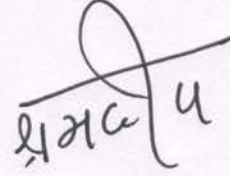
- I. In case tie in service charges/agency charges (when more than one vendor are tied up at offering of a common service charges), the following criteria would be applied to break up the tie.

i. **1<sup>st</sup> criteria:**

The Vendor who has highest experience in providing service in any AIIMS or Central Govt. Institutes of National Importance (INI) like JIPMER; NIMHANS; PGI Chandigarh, or State Government Medical Universities/Hospitals.

ii. **In case the tie is not broken, the 2<sup>nd</sup> criteria would be applied as follows :**

The vendor who have highest average turnover in last three years in field of security services.



श्रमदीप

(Shramdeep Sinha, IRS) उप निदेशक (प्रशासन)  
Deputy Director (Administration),  
अ-खिल भारतीय आयुर्विज्ञान संस्थान  
All India Institute of Medical Sciences



श्रमदीप सिन्हा भा.रा.से  
**Shramdeep Sinha, IRS**  
उप निदेशक (प्रशासन)/Deputy Director (Administration)  
अखिल भारतीय आयुर्विज्ञान संस्थान, मंगलगिरि (आ.प्र.)  
All India Institute of Medical Sciences, Mangalagiri (A.P.)