
 Government eProcurement System	eProcurement System Government of India						
Tender Details							
Date : 15-Mar-2025 12:30 PM							
 Print							
Basic Details							
Organisation Chain	All India Institute of Medical Sciences-Mangalagiri-Andhra Pradesh Procurement Cell - AIIMS Mangalagiri						
Tender Reference Number	AIIMS/MG/LTE/2024-25/DGR Security Services						
Tender ID	2025_AIMSM_853362_1	Withdrawal Allowed	Yes				
Tender Type	Limited	Form of contract	Supply				
Tender Category	Services	No. of Covers	2				
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No				
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No				
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No				
Cover Details, No. Of Covers - 2							
Cover No	Cover	Document Type	Description				
1	Fee/PreQual/Technical	.pdf	Technical Bid Documents				
2	Finance	.xls	Financial Bid				
Tender Fee Details, [Total Fee in ₹ * - 0.00]				EMD Fee Details			
Tender Fee in ₹	0.00			EMD Amount in ₹	0.00	EMD Exemption Allowed	No
Fee Payable To	Nil	Fee Payable At	Nil	EMD Fee Type	fixed	EMD Percentage	NA
Tender Fee Exemption Allowed	No			EMD Payable To	Nil	EMD Payable At	Nil
Click to view modification history							
Work /Item(s)							
Title	NOTICE INVITING LIMITED TENDER FOR PROVIDING DGR SPONSORED SECURITY SERVICES AT AIIMS MANGALAGIRI FOR A PERIOD OF TWO YEARS						
Work Description	NOTICE INVITING LIMITED TENDER FOR PROVIDING DGR SPONSORED SECURITY SERVICES AT AIIMS MANGALAGIRI FOR A PERIOD OF TWO YEARS						
Pre Qualification Details	As per tender document						
Independent External Monitor/Remarks	NA						
Show Tender Value in Public Domain	Yes						
Tender Value in ₹	30,55,51,800	Product Category	Manpower Supply	Sub category	NA		
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work (Days)	60		
Location	AIIMS Mangalagiri	Pincode	522503	Pre Bid Meeting Place	Procurement cell		

Pre Bid Meeting Address	Room 2151, Procurement cell, Logistic block, AIIMS Mangalagiri	Pre Bid Meeting Date	21-Mar-2025 03:00 PM	Bid Opening Place	Procurement cell
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates					
Publish Date	15-Mar-2025 01:00 PM	Bid Opening Date	07-Apr-2025 01:00 PM		
Document Download / Sale Start Date	15-Mar-2025 01:00 PM	Document Download / Sale End Date	05-Apr-2025 01:00 PM		
Clarification Start Date	NA	Clarification End Date	NA		
Bid Submission Start Date	15-Mar-2025 01:00 PM	Bid Submission End Date	05-Apr-2025 01:00 PM		

Tender Documents					
NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	NIT	642.53	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	Document.pdf	NOTICE INVITING LIMITED TENDER FOR PROVIDING DGR SPONSORED SECURITY SERVICES AT AIIMS MANGALAGIRI FOR A PERIOD OF TWO YEARS	1320.67
	2	BOQ	BOQ_897133.xls	BOQ	275.50

Limited Bidders List		
S.No.	Bidder Name	Bidder Login Id
1.	MAHARASHTRA EXSERVICEMEN CORPORATION LTD	contact@mescoltd.co.in
2.	RAJASTHAN EX-SERVICEMEN CORPORATION LIMITED	rexcojaipur@gmail.com
3.	U P PURVA SAINIK KALYAN NIGAM LIMITED	dgm@upsainiknigam.com
4.	UTTARAKHAND PURV SAINIK KALYAN NIGAM LTD	agreement@upnl.co.in

Bid Openers List			
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	montoshchakraborty@aiismangalagiri.edu.in	Montosh Chakraborty	MONTOSH CHAKRABORTY
2.	sumit_rai@aiismangalagiri.edu.in	Sumit Rai	SUMIT RAI
3.	se@aiismangalagiri.edu.in	Lt. Col. Ravi Shekhar Sinha	RAVI SHEKHAR SINHA

GeMARPTS Details	
GeMARPTS ID	RMMLBJ236PCL
Description	DGR Sponsored Security services
Report Initiated On	15-Mar-2025
Valid Until	14-Apr-2025

Tender Properties			
Auto Tendering	No	Show Technical bid status	Yes

Process allowed			
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Compactive chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	Executive Director
Address	AIIMS Mangalagiri

Tender Creator Details

Created By	Sumit Rai
Designation	FICProcurement
Created Date	15-Mar-2025 12:20 PM

अखिल भारतीय आयुर्विज्ञान संस्थान, मंगलगिरी

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI

A CAB under Ministry of Health & family Welfare, Government of India

Tender No. AIIMS/MG/Proc/LTE/2024-25/DGR Sponsored Security Services



**NOTICE INVITING LIMITED TENDER FOR PROVIDING DGR
SPONSORED SECURITY SERVICES AT AIIMS MANGALAGIRI FOR
A PERIOD OF TWO YEARS**

DISCLAIMER

This Tender is not an offer by the All-India Institute of Medical Sciences, Mangalagiri but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All-India Institute of Medical Sciences, Mangalagiri with the vendor/ bidder.

Mangalagiri, Guntur District, Andhra Pradesh - 522503

Website: www.aiimsmangalagiri.edu.in

Tendering Portal: www.eprocure.gov.in/eprocure/app

Email: procurement@aiimsmangalagiri.edu.in

Table of Contents

<u>Sl. No</u>	<u>Item</u>	<u>Page</u>
Section 1	Tender Notice	3
Section 2	Invitation to Tenderers	4
Section 3	Forwarding letter from the Bidder	5-6
Section 4	General Information to Tenderers	7
Section 5	Instruction for Submitting Bid	8-12
Section 6	Terms and Conditions Governing Contract for Providing Security Services	13-21
Section 7	Scope of Work/ Requirements/Penalty	22-38
Section 8	Appendix - I	39
Section 9	Price/ Financial Bid	40

Section 1

TENDER NOTICE

NOTICE INVITING LIMITED TENDER FOR PROVIDING DGR SPONSORED SECURITY SERVICES AT AIIMS MANGALAGIRI FOR A PERIOD OF TWO YEARS

Tender No. AIIMS/MG/Proc/06/LTE/2024-25/DGR Sponsored Security Services

Critical Data Sheet	
Mode of Tender	E- Tender (LTE)
Type of Bid	Two Cover Bid
Tender Publishing Date	15-03-2025 @ 01.00 PM
Pre bid Meeting	21-03-2025 @ 3.00 PM
Pre bid Venue	Room: 2151, Procurement cell, Logistic block, AIIMS Mangalagiri
Last date and time for submission of Tender	05-04-2025 @ 01.00 PM
Date and time for opening of tender	07-04-2025 @ 01.00 PM
EMD	Nil
Performance Security Deposit (Bank Guarantee)	3% of total contract value
Validity of Bid	180 days after bid Opening
For viewing, quoting the detailed NIT bidders may also visit our website	http://aiimsmangalagiri.edu.in https://eprocure.gov.in/eprocure/app

The Director, AIIMS Mangalagiri invites Limited Tenders in Two Bid System (i.e., Technical and Financial Bid) from reputed, experienced Bidders for Providing Security Services at AIIMS Mangalagiri through on-line e-procurement portal www.eprocure.gov.in

The Tender documents are also available in our website: www.aiimsmangalagiri.edu.in, Bidders have to submit the bids online by uploading all the required documents through www.eprocure.gov.in Bids for this tender will be accepted through online only.

The DGR empanelled Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Mangalagiri will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Director, AIIMS Mangalagiri reserves the right to accept or reject any quotation in full or part thereof without assigning any reason.

Manual bids and conditional bids will not be accepted under any circumstances and will be outrightly rejected.

INVITATION TO LIMITED E-TENDER

To

M/s.....

....

.....

Subject: Limited Tender notice for providing security services at AIIMS
Mangalagiri.

Dear Sir,

The Director & CEO, AIIMS Mangalagiri invites online Tenders under two bid system at CPP Portal (<https://eprocure.gov.in/eprocure/app>). Agencies must be empanelled with and sponsored by the Director General of Resettlement (DGR), for providing security services to AIIMS for a period of two year and extendable for a further period of one year on mutual consent on same rates, terms and conditions.

Faculty In Charge, Procurement Cell
For Executive Director,
AIIMS, Mangalagiri

Section 3

FORWARDING LETTER FROM THE BIDDER

Date:

From

(Full Name of the bidder firm)

Address.....

.....

Phone No:

Website: Email Id:

To

Executive Director,
AIIMS, Mangalagiri

Dear Sir,

1. With reference to your Bid No.....dated I submit the online Bids under two-bid system for providing security services at AIIMS, Mangalagiri which are mentioned at Annexure-B of the bid.
2. I/We have thoroughly examined and understood all the terms & conditions as contained in the complete set of Bid document and agree to abide by them.
3. I/We agree to keep the offer open for acceptance up to 90 days from the date of opening of technical bid and to the extension of the said period by another 30 days in case it is so decided by AIIMS. I/We shall be bound by communication of acceptance of the offer dispatched by AIIMS within the time. I/we also agree that if the date up to which the offer would remain open is declared a holiday for AIIMS, the offer will remain open for acceptance till the next working day.
4. I/We do hereby declare that the entries made in the bid document are true and also that I/We shall be bound by the acts of my/our duly constituted Attorney.
5. I/We do hereby declare that the bidder Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking. (*)

(OR)

I/We hereby declare that the bidder Firm was blacklisted/ debarred

by.....

(here give the name of the Department/Successful bidder) for a period of ,which
Period has expired on (Full details of
the reasons for blacklisting/debarring, and the communication
in this regard, should be given)

(*) (Strike out whatever is not applicable)

6. I/We hereby declare that the contract entered into by the bidder Firm with any Govt. Department/Public sector undertaking or any other client, has not been terminated before the expiry of the contract period at any point of time during the last five years for breach of any terms and conditions.

7. I/We hereby declare that the Earnest Money Deposit and/or Security Deposit of the bidder Firm has not been forfeited or adjusted by AIIMS or any central/State Govt. or any central/ State PSU /Statutory Corporations, during the last five years, for breach of any terms and conditions.

8. I/We hereby declare that the Bidder Firm, its proprietor/any of the partners any of the Directors has not been, at any time, convicted by any court for any offence and sentenced to imprisonment for a period of three years or more.

9. I/We certify that all information furnished by the bidder Firm is true & correct and in the event that the information is found to be incorrect/untrue, the AIIMS shall have the right to disqualify the Firm without giving any notice or reason thereof, summarily terminate the contract, without prejudice to any other rights that the AIIMS may have under the Contract and Law

(Signature of Bidder)

(Authorized Signatory)

(Seal of Bidder Firm)

Section 4

GENERAL INFORMATION TO TENDERERS

- **PLACE OF OPERATION:** AIIMS, Mangalagiri
- **BRIEF DESCRIPTION OF WORKS:** The DGR sponsored Security Services providing agency must get themselves fully acquainted with size and location of AIIMS before submission of Tender and rates quoted by them.
- **VOLUME OF WORK:**

Sl. No.	Particulars	Numbers
1	Security Guards without arm/Male	375
2	Security Guards without arm/Female	60
3	Security Supervisor (should be Ex- Para Military, Ex-state Police, Ex- serviceman).	15
	Total	450

- The required strength of security guards mentioned above is tentative and actual requirement may increase or decrease. The Agency has to provide required number of security personnel as sought by the Director & CEO or any authorised officer of AIIMS.
- In case the rates are quoted in a manner other than as mentioned in Price Bid, the Tenders are liable to be ignored. The Tenderers should not incorporate any condition in the Tender as Conditional Tenders will be summarily rejected.

INSTRUCTIONS FOR SUBMITTING TENDER

The instructions to be followed for submitting the Tender are set out below:-

- a. The Tenderers must furnish full, precise and accurate details in respect of information asked for in Appendix-I.
- b. Signing of Tender:
 - i. Person or persons signing the Tender shall state in what capacity he is or they are signing the Tender e.g. as sole proprietor of a firm or a Secretary/Manager/Director, etc. of a limited company. In the case of registered partnership firm, the names of all the partners should be disclosed and Tender shall be signed by all the partners. The original or an attested copy of registered Partnership Deed should be furnished along with the Tender. In case of limited Company, the names of all the Directors shall be mentioned and a copy of the Resolution passed by the Company authorizing the person signing the tender to do so on behalf of the Company shall be attached to the tender along with a copy of the Memorandum and Articles of Association of the Company.
 - ii. The person signing the Tender, or any documents forming part of the Tender, on behalf of another or on behalf of registered firm shall be responsible to produce a proper power of attorney duly executed in his favor, stating that he has authority to bind such other person or the registered Firm as the case may be, in all matters pertaining to the contract. If the person so signing the Tender fails to produce the said power of attorney his tender shall be liable to summarily rejected.
 - iii. The Power of Attorney should be signed by all the Partners in the case of a registered partnership concern, by the Proprietor in the case of proprietary concern, and by the person who by his signature can bind the Company in the case of Company. Each page of the entire tender documents must also be signed by the Tenderer/ authorized person.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

1. As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

2. REGISTRATION

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll” on the CPP Portal is free of charge. As part of the

enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

3. SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. To search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'MyTenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

4. PREPARATION OF BIDS

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

5. SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable if the price bid has been given as a standard Price Bid xls Format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the Price Bid xls file, open it and quote the rate and scan the same file in xls format and upload the same file online at CPP Portal (<https://eprocure.gov.in/eprocure/app>) if the Price Bid/xls file is found to be modified by the bidder, the bid will be rejected.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. And the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

A. ASSISTANCE TO BIDDERS

5A.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

5A.2 Any queries relating to the process of online bid submission or queries relating to CPPP portal in general may be directed to the 24x7 CPP Portal Helpdesk. 5A.3 The contact number for the helpdesk is 1800 233 7315.

6. CONTRACT PERFORMANCE GUARANTEE.

The Tenderer shall be responsible to deposit Bank Guarantee (B.G) to the amount equivalent to 3% of total bid value.

7. SCANNED COPY OF DOCUMENTS REQUIRED TO BE UPLOADED ONLINE at CPP Portal (<https://eprocure.gov.in/eprocure/app>) WITH TENDER: No document is to be submitted with the Price Bid.

The documents are to be annexed with Technical Bid only. The intending Tenderer should submit the following documents (in a sequence clearly indicating the name of documents) with Technical Bids duly signed by the Tenderer/Authorized signatory.

Document-I	Scanned copies of Empanelment Certificate of DGR.
Document-II	Scanned copy of Income Tax PAN Number.
Document-III	Attested copies of Power of Attorney, if relied upon.
Document-IV	Scanned copies of Registered Partnership Deed/copy of Memorandum and Articles of Association/Bye-laws/Certificate of Registration, as the case may be.
Document-V	Scanned copy of PSARA Act/License for operation in the AP.
Document-VI	Scanned copy of Property details of the partners/firms/ establishment.
Document-VII	Scanned copy of Name and addresses of all the partners / Directors / Proprietors as the case may be.
Document-VIII	Scanned copy of ESI/EPF registration Nos.
Document-IX	Scanned copy of GST Registration number.
Document-X	Scanned copy of all other documents as mentioned in Tender Documents, its annexure, schedules

(a) Scanned copy of all credentials, documents & copies of certificate/information called for would be submitted as per tender.

(b) Scanned copy of the tender form duly filled-in by the tenderer clearly, neatly and accurately. Any alteration, erasers or over-writing will render the tender invalid. Alteration neatly carried out and attested over the full signature of tenderer, however, is permitted.

(c) The Tenderer who qualified in the Technical Bid shall produce original of above documents or any other documents, before opening of the Price Bid.

8. SUBMISSION OF TENDER:

1. The Tender shall be submitted online in two parts viz. Technical-Commercial Bid and Financial Bid.
2. In Financial Bid, bidders are requested to quote their rate in the format provided and upload the scanned file.
3. The Techno-commercial Bid shall include the following:
Scanned copy of the Tender Document along with all its Annexure & Appendices duly signed on each page by the Tenderer
Scanned copy of list of Documents as per Appendix I and clause 7 (Document required to be attached with Tender).
4. Tender which do not comply with these instructions or conditional Tenders shall

be summarily rejected.

5. It should be clearly understood by the Tenderer that no opportunity shall be given to them to alter, modify or withdraw any offer at any stage after submission of the Tender.
6. The tenderer shall be DGR approved and sponsored agency and can be quoted upto a maximum of upto 10 % (including charges if applicable) on DGR approved wages.

9. OPENING OF TENDERS:

The Technical bid will be opened online at the time and the date as indicated in the Tender Documents in Procurement Cell, Library admin building, AIIMS, Mangalagiri. The Tenderers will be at liberty to be present either in person or through an Authorized Representative at the time of opening of the Technical Bid. Price Bid of only those Tenderers shall be opened whose Technical Bid qualifies, at a time and place of which notice will be given. The Tenderer Technically qualified will be at liberty to be present either in person or through an Authorized Representative at the time of opening of the Price Bids. Tenderers can check the bid opening status online at their own END.

10. **CORRUPT PRACTICES:** Any bribe, commission or advantage offered or promised by or on behalf of the Tenderer to any officer or official of the Institute shall (in addition to any criminal liability which the Tenderer may incur) debar his tender from being considered. Canvassing on the part of or on behalf of the Tenderer will also make his Tender liable to rejection.
11. AIIMS, Mangalagiri reserves the right to reject any or all the Tenders without assigning any reason. The successful Tenderer will be intimated of the acceptance of his Tender by a letter/fax/e-mail.
12. In case of any clear indication of cartelization, AIIMS, Mangalagiri shall reject the tender(s) and forfeit the Bank Guarantee or EMD as the case may be.
13. AIIMS, Mangalagiri will not enter into any negotiation even with the Lowest Tenderer.
14. If the information given by the Tenderer in the Tender Documents and its Annexure and Appendices is found to be false/ incorrect at any stage, AIIMS shall have the right to disqualify/summarily terminate the Contract.
15. Director & CEO, AIIMS, Mangalagiri reserves the right to reject any or all the tenders without assigning any reason and does not bind himself to accept the lowest or any tender

Faculty In Charge, Procurement Cell
On Behalf of Executive Director, AIIMS,
Mangalagiri

**TERMS & CONDITIONS GOVERNING CONTRACT FOR PROVIDING
SECURITY SERVICES BY SUPPLYING SECURITY GUARDS FOR AIIMS
MANGALAGIRI.**

1. DEFINITIONS:

The terms 'Contract' shall mean and include the invitation to tender incorporating also the General Information to tenderers, the tender, its annexures, appendices, acceptance of tender and such general and special conditions as may be added to it.

The terms 'AIIMS' and the 'Institute' wherever occurs shall mean the AIIMS, Mangalagiri, and will include its Director & CEO and assignees.

The term 'Agency' shall mean and include the person or persons, Registered Firm or Company with whom the contract has been placed including their heirs, executors, administrators, successors and their permitted assignees, as the case may be.

The term 'Security Guard' shall mean Security Guards/Armed Guards/Supervisors to be provided by the Agency.

The term "DGR Wages" shall mean the rates of wages promulgated by the DGR from time to time.

The term "senior most Agency" shall mean the seniority allotted by the DGR in Sponsorship letter.

2. PARTIES TO THE CONTRACT

The parties to the Contract are contractors/Agency and the AIIMS Mangalagiri represented by the Director & CEO and / or any other person authorized and acting on his behalf.

Notice or any other action to be taken on behalf of AIIMS may be issued/ accepted by the Director & CEO or any other officer so authorized and acting on his behalf.

The person signing the tender or any other document(s) forming part of the tender, on behalf of any other person or a registered firm shall be deemed to warrant that he has authority to bind such other person or the registered firm, as the case may be, in all matters pertaining to the contract. If, at any stage, it is found that the person concerned had no such authority, AIIMS may, without prejudice to other civil/ criminal remedies, terminate the contract and hold the signatory liable for all costs and consequences/damages.

The Agency shall not during the currency of the contract, make, without the prior approval of AIIMS any change in the constitution of the firm. The Agency shall notify, to the AIIMS the death/resignation of any of the partner(s) /Director(s) immediately on the occurrence of such an event. On receipt of such notice AIIMS shall have the right to terminate the contract at its discretion.

3. SUBLETTING

The Agency shall not sublet, transfer or assign the contract or any part thereof. In the event of the Agency contravening this condition AIIMS is entitled to terminate the contract and to get the balance terms under the contract executed at the risk and cost of the Agency and the Agency shall be liable for all loss or damage which AIIMS

may sustain in consequence or arising out of such replacing of the contract without prejudice to any other right the AIIMS may have under the contract and law.

4. RELATIONSHIP WITH THIRD PARTY

All transaction between the Agency and the third party shall be carried out as between two principals without reference to AIIMS in any event. The Agency shall also undertake to make third party fully aware of the position aforesaid.

5. LIABILITY FOR PERSONNEL:

5.1 All persons employed by the Agency shall be engaged by them/him as his/their own employees in all respects and all the responsibilities/obligations to fulfil/compliance of provisions of Contract Labour (R&A) Act 1970 or the Indian Factories Act or the Employees Compensation Act or Employees Provident Fund & Misc. Provision Act', and Minimum Wages Act and various other applicable statutory enactments shall be that of the Contractor/Agency.

5.2 The Agency shall indemnify AIIMS against all the claims whatsoever in respect of his personnel under Employees Compensation Act or EPF & MP Act, ESI Act or any other statutory modifications thereof or otherwise for or in respect of any damage, penalty, compensation, interest, fines payable in consequence of any accident or injury sustained by any workmen or other person whether in employment of the Contractor or not. The Agency/Contractor shall co-ordinate with ESI authorities to get the family treatment card for Security Guards

5.3 Agency shall also comply with all Rules and Regulations/Enactments made by the State Govt./Central Govt. from time to time pertaining to the Contract including all Labour Laws.

5.4 The tenderer should be registered with EPFO as an independent employer having separate code number as required for an employer under the provisions of EPF & MP Act, 1952 and EPF scheme framed there under. The contractor/Agency shall be liable for making contributions, in accordance with the provisions of the Employees Provident Fund & Miscellaneous Provisions Act 1952, and the scheme framed there under and under Provisions of ESI Act, 1948 in respect of Security Guard employed by contractor. The contractor shall recover the amount payable by such employees towards EPF, the amount of the member's contributions together with an equal amount of his contributions and also Administrative Charges to the concerned EPFO authorities. The contractor shall furnish copies of challans along with the certificate cum statement as proof of deposit of EPF & ESI failing which the bills of the contractors will not be released. If on account of default of the Contractor, in making/depositing such payments or for any other reason AIIMS makes such contribution on behalf of the Contractor AIIMS shall be entitled to set off against the amount due to the Contractor, the Contributions made by it on account of his default in making payments, or otherwise in respect of the Security Guard employed by the Agency.

5.5 The Agency shall maintain and submit following Records and Returns prescribed under the EPF Act 1952 and the Scheme framed there under to the Authority designated under the said Act and to the AIIMS Mangalagiri

Form 2 : Nomination and Declaration Forms to be submitted for new entrants. Form 3 : The Contribution Card for the currency period – Annually.

Form 3A: Contribution Card for the currency period from 1st April to 31st March- Annually

Form4: Contribution Card for Employees other than monthly paid Employees Annually

Form 5 : Return of Employees qualifying for the Membership.

Form 5A : Return of Ownership to be sent to the Regional Commissioner

Form 6 : Return of the Contribution Card and Annual Statement of Contribution.

Form 6A : Consolidated Annual Contribution Statements.

Form 10 : Form of Maintenance of Accounts.

Form 11 : Balance Sheet

Form 12 A Statement of Contribution – Monthly.

5.6 The penalties are detailed in Section 7.

5.7 The Agency/Contractor will not tag any condition whatsoever, including payment of its bills, with the timely disbursement of wages to the security guards engaged for AIIMS.

5.8 The contractor shall, within 7 days of the closure of every month, submit to the Principal Employer (AIIMS), a Statement showing the recoveries of Contribution in respect of Employees employed by or through him and shall have to furnish to him such information as the Principal Employer (AIIMS) is required to furnish under the provisions of Employees Provident Fund Scheme 1952 to the R.P.F Commissioner

5.9 The Contractor shall maintain Inspection Note Book in the form as may be specified by the Commissioner, for an Inspector to record his observations on his visit. The Contractor shall also make available the same when asked for inspection to the Officers of the Regional Provident Fund Commissioner and to the AIIMS Mangalagiri or Officer authorized by him or acting on his behalf.

5.10 If the Contractor/Agency fails to submit the prescribed Returns, Records and other documents to the designated authority under the EPF & MP Act, 1952 and the Scheme framed there under and also to the Director & CEO AIIMS Mangalagiri or an Officer acting on his behalf, AIIMS will be at liberty to withhold the pending bills, Security Deposit etc., and or any other payments due to the Contractor

5.10.1 The Agency shall be solely responsible for the redress of grievances/resolution of disputes relating to person deployed by them. AIIMS shall, in no way, be responsible for settlement of such issues whatsoever. AIIMS shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by Contractor/Agency in the course of their performing the function/duties or payment towards any compensation.

5.10.2 For all intents and purposes, the Agency shall be the 'Employer' within the meaning of different Labour Legislation in respect of personnel so employed and deployed in the AIIMS. The persons deployed by the Agency in the AIIMS shall not have claims of any Master and Servant relationship nor have any Principal and Agent relationship with or against AIIMS.

5.10.3 In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular or otherwise capacity in the AIIMS. Agency should make this known to persons deployed by him.

5.10.4 The personnel deployed by the Contractor/Agency shall be the employees of the Agency and shall neither claim nor shall be entitled to any pay, perks and other facilities admissible to casual, adhoc, regular/confirmed employees of AIIMS during the Contract or after expiry of the Contract.

5.10.5 Any liability arising out of accident or death of any personnel while on duty

shall be borne by the Agency.

5.10.6 The Agency shall during the period of contract pay not less than the minimum wages prescribed by the DGR to the guards engaged by him, throughout the term of the contract. Minimum wages shall mean the rates notified by appropriate authority and prevailing at the time of submission of tenders for the work and as amended from time to time. The Agency shall also maintain such records and submit periodical returns regularly to the authority as may be prescribed under the various Acts and the Scheme and the Rules framed there under and to the Director & CEO, AIIMS Mangalagiri or any officer authorized by AIIMS. The Agency shall also make available such returns/ records as may be prescribed and or demanded for inspection by any officers authorized by AIIMS.

5.10.7 Agency shall produce necessary records to prove that it had complied the provisions of EPF & MP Act and shall produce No Dues Certificate from EPFO/RPFC so that the PSG (Performance Security Guarantee) /BG (Bank Guarantee) may be refunded. The Agency shall maintain necessary record and registers like wages book, wage slip, register of unpaid wages, register of fines and deductions etc, as prescribed under the different Acts.

5.10.8 Director & CEO, AIIMS Mangalagiri reserves the right to withhold 20% of the amount from the monthly bills of the Agency for any financial liability under the contract. The amount so deducted will only be refunded/ adjusted when Agency produces proof for fulfilling statutory obligations as stipulated in different Labour Acts/ Rules/ Instructions/ Circulars etc, applicable to the Contract.

5.10.9 FIRST AID FACILITIES: The Agency is liable to provide First Aid Facilities as provided in the Contract Labour (Regulation and Abolition) Act and the Rules framed there under or under any other applicable law.

5.10.10 Tenderer whose tender is accepted by AIIMS shall immediately apply for licence to the Licensing Authority concerned in terms of Section 12 of the Contract Labour (R&A) Rules-1971 before entering upon any work under the contract. The Agency shall also obtain temporary licence whenever required under relevant Rules in cases where he intends to employ more persons in number than that mentioned in the regular licence for short durations not exceeding 15 days. The Agency shall also renew the regular licence at least two months before expiry of the regular licence. The Agency shall also get the temporary licence renewed whenever necessary. If for any reason the application for a licence is finally rejected by the licensing/appellate authority, the contract shall be liable to be terminated at the risk and cost of the Agency and the decision of the Director & CEO, AIIMS, Mangalagiri in this behalf shall be final and binding on the Agency. Agency shall abide by all the provisions of the Contract Labour (R&A), Act-1970 and the Rules framed there under. The Agency shall be directly responsible for any liability arising against them. Any liability arising on AIIMS out of the contract, AIIMS is entitled to recover the same from the bills of Agency.

5.10.11 The Agency, in compliance of the Contract Labour (R&A) Act and other Applicable laws as amended from time to time, shall provide facilities such as Canteen, Latrines, urinals, rest room, first aid facilities, weekly-Off etc. Any expenses incurred by the AIIMS for providing the facility will be recovered from the contractor/Agency.

6. Bribe, Commission, Gift etc.

An Act of bribe, gift or advantage, given, promised or offered, by or on behalf of the

Agency, or any one of their partners/Directors/Agents or officials, or any person on his or her behalf to any officer, officials, representative of AIIMS, or any person on his or their behalf, for showing any favour or forbearing to show any disfavour to any person in relation to the Contract, shall make the Agency liable for termination/debar, as the case may be, of this Contract or any other Contract with AIIMS and the Agency shall be liable to reimburse AIIMS of any loss or damage resulting from such cancellation. Canvassing on the part or on behalf of the Tenderer will also make his Tender liable for rejection.

7. PERIOD OF CONTRACT:

The contract shall remain in force for a period of two year, extendable on mutual consent for further period of one year on same rates, terms & conditions.

The Director & CEO, AIIMS Mangalagiri reserves right to terminate the contract at any time during its currency without assigning any reason thereof by giving thirty days' notice in writing to the Contractor/Agency at their last known place of residence/ business and the Agency shall not be entitled to any compensation by reason of such termination. The action of the Director & CEO, AIIMS Mangalagiri under this clause shall be final, conclusive and binding on the Contractor/Agency and shall not be called in question.

8. PAYMENT

The contractor shall make payment to the Security Personnel employed by it as promulgated by the DGR from time to time. The contractor shall abide by all statutory provisions applicable to the contract and make all necessary statutory payments. All Statutory Payments will be made as per applicable rates.

The Payment will be made by the AIIMS Mangalagiri on submission of bills in triplicate, duly supported by Attendance Certificates issued by the designated officer(Faculty In Charge) AIIMS Mangalagiri and on production of proof of payment of EPF/Minimum Wages/ESI and other statutory payments in respect of the personnel deployed in AIIMS. After disbursing payment of wages to the security personnel on or before 7th of the succeeding month, the contractor will raise the bill against AIIMS for payment of monthly wages along with a copy of Wages Sheet, PF calculation sheet (duly filled challan along with the full details (ECR/ Challan) as also the payment towards recovered amount of the member's contribution and ESIC Challans.

The contractor shall make all the payments to the security personnel engaged by them through electronic mode only.

The AIIMS shall not be liable for payment of any interest on any bill outstanding for payment.

This shall further be ensured by the contractor that the invoice raised by him during a month is appropriately reported in the GST Returns of the said month.

AIIMS reserves the right to claim from the contractor any amount of tax, interest, penalty and litigation cost, if any, that may be incurred in future due to GST reporting/compliance mistake(s) on part of the service provider.

9. Liability of Agency for losses suffered by AIIMS

The Agency shall be liable for all costs, damages, charges and expenses suffered or incurred by the AIIMS due to the Agency's negligence and un-workman like performance of any services under this Contract, or breach of any terms of the Contract, or failure to carry out the work under the Contract, and for all damages or losses occasioned to AIIMS, or in particular to any property belonging to AIIMS

due to any act, whether negligent or otherwise, of the Agency or his employees. The decision of Director & CEO, AIIMS Mangalagiri regarding such failure of the Agency and their liability for the losses, etc, suffered by the AIIMS, and the quantification of such losses, shall be final and binding on the Agency.

10. SUMMARY TERMINATION OF THE CONTRACT:

- a) In the event of the Agency having been adjudged insolvent or goes into liquidation or winding up their business or making arrangements with their creditors or failing to observe any of the provisions of this contract or any of the terms and conditions governing the contract, the Director & CEO, AIIMS Mangalagiri shall be at liberty to terminate the contract forthwith without prejudice to any other rights or remedies under the contract and law and to get the workdone for the unexpired period of the contract at the risk and cost of the Agency and to claim from the Agency any resultant loss sustained or cost incurred by AIIMS.
- b) AIIMS shall also have without prejudice to other rights and remedies, the right, in the event of breach by the Agency or of any of the terms and conditions of the contract to terminate the contract forthwith and to get the work done for the un-expired period of the contract at the risk and cost of the Agency and/or forfeit the Bank Guarantee or any part thereof for the sum or sums due for any damages, losses, charges, expenses or costs that may be suffered or incurred by AIIMS due to the contractor's negligence or un-workman like performance of any of the services under the contract.
- c) The Agency shall be responsible to supply competent security personnel/guards under the contract in accordance with the instructions issued by the Director & CEO, AIIMS Mangalagiri or an Officer acting on his behalf. If the Agency fails to supply the requisite number of security personnels, the Director & CEO, AIIMS Mangalagiri shall at his entire discretion, without terminating the contract be at liberty to engage other Agency at the risk and cost of the Agency who shall be liable to make good to AIIMS all additional charges, expenses, cost or losses that AIIMS may incur or suffer thereby. The Agency shall not, however, be entitled to any gain, resulting from entrustment of the work to another party. The decision of the Director & CEO, AIIMS Mangalagiri shall be final and binding on the Agency.
- d) The decision of the Director & CEO, AIIMS Mangalagiri in respect of damages, losses, charges, costs, or expenses shall be final and binding on the Agency.
- e) AIIMS shall not be liable for payment of any interest on the BG (Bank Guarantee) or any depreciation thereof for the time it is held by AIIMS.

11. RECOVERY OF LOSSES SUFFERED BY THE AIIMS:

- a) AIIMS shall be at liberty to reimburse themselves for any damages, losses, charges, costs, or expenses suffered or incurred by him due to Agency negligence and un-workman like performance of services under the contract or breach of any terms thereof. The total sum claimed shall be deducted from any sum then due or which at any time hereafter may become due, to the Agency under this or any other contract with AIIMS. In the event of the sum which may be due from the Agency, as aforesaid being insufficient, the balance of the total sum claimed and recoverable from the Agency as aforesaid, shall be deducted from the BG furnished by the Agency. If this sum also be not sufficient to recover the full amount claimed by

AIIMS, the Agency shall pay to AIIMS on demand the remaining balance of the aforesaid sum claimed.

- b) The Director & CEO, AIIMS Mangalagiri will be the sole judge for determining after taking into consideration all the relevant circumstances, the quantum of value of loss and also in regard to the liability of Agency for such loss of the amount, to be recovered from them. The decision of the Director & CEO, AIIMS Mangalagiri in this regard shall be final and binding on the Agency.
- c) In the event of the default on the part of the Agency in providing Guard and/or their failure to perform any of the services mentioned in this tender efficiently and to the entire satisfaction of the Director & CEO, AIIMS Mangalagiri or any officer acting on his behalf, Director & CEO, AIIMS Mangalagiri shall without prejudice to other rights and remedies, under this tender have the right to recover by way of Liquidated damages from the Agency a sum of rupees one hundred per day. The parties to the Contract having read that the amount of Liquidated damages specified above represents a genuine estimate of the loss likely to be caused to AIIMS. The decision of the Director & CEO, AIIMS Mangalagiri on the question whether the Agency have committed such default or have failed to perform any such service efficiently and are liable to pay Liquidated damages and as to the quantum of such Liquidated damages, shall be final and binding on the Agency.
- d) **SET-OFF:** Any sum of money due and payable to the Agency (including BG returnable to Agency) under this contract may be appropriated by AIIMS and set off against any claim of AIIMS under this contract or any other contract made by the Agency with AIIMS.
- e) **INDEMNITY:** The Agency shall defend, indemnify and hold AIIMS during and after the terms of the contract harmless from and against any and all liabilities, damages, claims, fines, penalties, actions, procedures and expenses of any nature arising or resulting from violation of any laws by the Agency or its personnel or in any way connected with the acts, amenities, negligence, breach of this agreement and failure to perform obligations under this contract.

12. GENERAL CONDITION

- a. The Agency shall strictly abide by the Rules, Regulations and Laws of India.
- b. Security Agency will provide guards for round the clock. The Agency shall ensure the safety and security of the AIIMS personnel and properties in AIIMS campus at Mangalagiri by deploying guards in Three shifts of eight hours.
- c. The Security Agency will undertake to provide the armed/ unarmed personnel to the AIIMS and the Security Agency will be directly responsible for payment of their salaries not less than the rates of minimum of wages as notified by the DGR from time to time.
- d. The Agency shall quote its service charges for providing the security services on the percentage rate on minimum wages applicable at the time of submission of Tender. The Agency is not entitled to claim any enhancement of percentage rate on minimum wages applicable during the tenure of the Contract.
- e. In case the DGR wages revised upward, the service charges will be applicable on the revised wages but the percentage of rates quoted will remain the same.
- f. AIIMS shall have no liability/obligation to employ directly or indirectly any personnel deployed by the Security agency, in the services of AIIMS.
- g. In case of any negligence, connivance or direct/ indirect involvement of any

personnel deployed by Agency for security and safety of the property of the AIIMS or there being occurred any theft, pilferage, misappropriation, bungling of stocks/stores or any other loss to AIIMS's property for whatsoever reason the Agency will be responsible and liable to compensate the losses as evaluated by Director & CEO, AIIMS Mangalagiri or any other authorized officer of AIIMS. The decision of the Director & CEO, AIIMS Mangalagiri or any other authorized officer of the AIIMS shall be final and binding on Agency.

- h. If AIIMS considers that the replacement of a particular guard supplied by the Security agency is necessary, this will be done by the Security agency on receipt of the request from the AIIMS.
 - i. The AIIMS will not be responsible in any respect with regard to service conditions, salaries and conduct of the personnel deployed by the Security Agency. The Security Agency will be the employer of the guards and the AIIMS will have no concern/liability whatsoever in respect of their service.
 - j. The guards deployed by the security Agency shall have no lien or claim in any manner on AIIMS during or after cessation of this contract. In case, the guards resort to litigation in any court for any reason, the security agency will be solely responsible towards verdict of the court, at its own cost. The security Agency is liable for expenses, losses and damages, if any, due to filing of any claim or suit or any such proceedings by the agency employees against AIIMS and AIIMS is entitled to deduct the sum from the pending or future bills of the security agency.
 - k. The guards of Security agency will not take part in any activity of AIIMS employee's Union/Association or form Union in the premises.
 - l. Only trained and experienced guards will be deployed in AIIMS. The Agency shall also provide the nominal roll of the guards along with their photographs to AIIMS. Each guard will be provided with an identity card by the security Agency, which will have to be shown by them on demand by any of the officer/staff of AIIMS. The Agency personnel should not be drug addict/or use liquor in the AIIMS's premises.
 - m. The guards deployed by the Security agency will help to deal with the anti- social elements, bad character and will also provide protection to AIIMS staff/officers.
 - n. The Security Agency will pay the wages/ advances and any other payments regularly to the guards deployed directly to their Bank accounts and submit relevant records to AIIMS.
 - o. The Agency is liable to provide his own personnel. If any of the erstwhile Contractor Upon termination of the contract, the Agency is liable to remove all his personnel from the premises of the AIIMS failing which AIIMS will be entitled to stop all payments due to the Agency.
 - p. The Tenderer/Agency shall provide Security services by Security Personnel/Security guards at office complex having Office building/residential flats /Hostel /Guest House as and when clarified. If less number of security guards/supervisor are provided any day, a fine of double the minimum wage per person per day will be charged.
13. The Agency shall provide such number of Security guards personnel whenever asked to do so at short notice during day or night by the Director & CEO, AIIMS, Mangalagiri/ or any other authorized officer of the Institute.

14. SUBMISSION OF HARD COPY OF TENDER DOCUMENT

As a condition precedent for issuing the Acceptance Letter, successful tenderer

shall submit the hard copy duly signed by the tenderer or authorized signatory, as the case may be, within seven days from the date of communication of AIIMS advising the tenderer to furnish the same.

15. FORCE MAJEURE

The Agency will not be responsible for delays which may arise on account of reasons beyond their control of which the Director & CEO, AIIMS Mangalagiri shall be the final Authority. Strikes by persons deployed by the Agency on account of any dispute between them as to wages or otherwise will not be deemed to be a reason beyond the Agency's control and Agency shall be responsible for any loss or damage which AIIMS may suffer on this account.

16. LAWS GOVERNING THE CONTRACT

The contract shall be governed and interpreted in accordance with the laws of India for the time being in force. In case of any dispute arising out of this contract, the same will be dealt in the court of Law of competent jurisdiction at Mangalagiri/Vijayawada only

Section 7

SCOPE OF WORK/ REQUIREMENTS/PENALTY

1. Scope of Work of the Security Agency

The security Agency shall provide 24x7 watch and ward service in areas contained at AIIMS campuses. The 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.

The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned areas with/without arm, perform watch and ward function including night patrolling on the various points and prevent the entry of anti-social elements, unauthorized persons and vehicles into the campus and building in the assigned area(s).

The Agency should mandatorily provide Relivers for deployed security personnel for smooth function of the services in the hospital/Campus. Accordingly, 1/6th of the wages would be provided.

The securities to be deployed shall be categorised into Hospital Complex, Academic Complex including Admin and Library Block, Residential Complex including Hostels.

2. Duties and Responsibilities of Security Personnel The following duties and responsibilities are location specific for AIIMS, Mangalagiri.

- i. **General Instruction:** The Contractor shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies (Regulation) Act- 2005 and must comply with and follow all the provision of State laws as & where applicable. The Contractor must follow all the rules and regulation for deployment of all the security Guards in AIIMS, premises.
- ii. The Agency shall provide Security services by deploying adequately trained and well- disciplined security personnel as per details mentioned below:

Sl. No.	Particulars	Numbers
1	Security Guards without arm/Male	375
2	Security Guards without arm/Female	60
3	Security Supervisor (should be Ex- Para Military, Ex-state Police, Ex- serviceman).	15
	Total	450

- iii. They shall safeguard the AIIMS, Mangalagiri site, buildings, movable and immovable assets, equipment and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex / premises. The security personnel shall be deployed round the clock in 3 shifts at the AIIMS Mangalagiri to safeguard of the premises.

3. SHIFT TIMINGS: -

For Academic Complex, Hospital Complex and Residential Complex: - The security to be posted as per requirement and need of the institute in the campus i.e., Medical College & Lab, Nursing college, Library, Admin Block, Auditorium, Hospital and Emergency etc. It is required to have 24 × 7 in 3 shifts and general shift in some areas. It may vary and the tenderer shall be directed by the competent authority from time to time.

- Prolongation of the duty hours (more than 8hrs. at a stretch) shall not be permitted in general. Any such reported instances shall invite punitive financial penalty by AIIMS. In exceptional emergency cases. The arrangement may be made after obtaining concurrence of AIIMS Mangalagiri.
 - Security Agency shall also prepare/maintain Duty roaster with breakup details of location area every month for deployment of security personnel in different location/ areas and Security Officer will ensure to verify/check same every month as per deployment. The Security personnel shall be available all times at the place of their duties as per the duty roaster without an interruption and they shall not leave their place of duty without prior permission of Security Officer.
4. The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at AIIMS, Mangalagiri site on working and closed days.
5. The Agency shall inspect the building ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
6. The Agency shall maintain records of inward and outward movement of men (AIIMS, Mangalagiri Employees, Sub Contractor Personnel and also regulation of guests and visitors), materials and vehicles, etc. with proper check on the same as per instructions given from time to time by Security Officer located at AIIMS, Mangalagiri site. The officers and staff of AIIMS will keep the Identity Cards with them and same are to be checked by the security personnel.
7. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.

8. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at AIIMS, Mangalagiri site. A mock fire drill may be organized every three months. The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
9. The Security Supervisor of particular assigned areas/buildings under their charges shall be responsible for the overall security arrangements. Respective Security Supervisors shall have a weekly interaction with the Competent Officers or their designated representative to provide and obtain feedback on the quality of service rendered.
10. All Security Supervisors will ensure that the instruction of the AIIMS Management conveyed through Security officer/officer in charge are strictly adhered to without any lapse. The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.
11. No equipment/engineering materials/consumables are to be taken out of the building without proper gate passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of store material. The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.
12. Deployment of Security Supervisors, Security Guards, Gunmen and Security Guards Civilian will be with the concurrence of Security Officer of the AIIMS and the same will be monitored personally by the Security Officer from time to time and will be responsible for its optimum utilization.
13. The Security supervisors, Security Guards Gunmen and Security Guards Civilian will also take round of all the important and sensitive points of the premises as specified by the Institution through Security officer.
14. The Security Guards on patrolling 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 and to intimate the concerned officers and report.
15. The security should ensure that 'stray animals' movements like pigs, cattle, cows, dogs etc. do not enter the premises.
16. In emergency situation, Security Supervisors, and Security Guards deployed shall also participate as per their role defined in the disaster plan, of AIIMS. Security guards/Supervisors should be sensitized for their role in such situation.
17. The Security Supervisors of specific blocks/floors/areas shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instruction and redress the complaint as may be raised in the said meeting.

18. Any other provisions as deemed fit may be incorporated in the contract/agreement. The same shall also be binding on the Security Agency.
19. The security through men/infrastructure deployment will ensure proper security entry and exit points in various areas of AIIMS Campus
20. The Contractor shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements.
21. **CODE OF CONDUCT:** The Contractor shall ensure that their security personnel
- a) Are always smartly turned out and vigilant.
 - b) Are punctual and arrive at least 15 minutes before start of their shift.
 - c) Take charges of their duties properly and thoroughly.
 - d) Perform their duties with honesty and sincerity.
 - e) Read and understand their post and site instructions and follow the same.
 - f) Extend respect to all the Officers and staff of the office.
 - g) Shall not drink on duty, or come drunk and report for duty.
 - h) Will not gossip or chit chat while on duty.
 - i) Will not leave the post unless their reliever comes.
 - j) Will never sleep while on duty post.
 - k) Will not read newspaper or magazine or spend time on social media/ mobile/ YouTube., while on duty.
 - l) Will immediately report if any untoward incident/misconduct or misbehavior occurs.
 - m) When in doubt, approach concerned person immediately.
 - n) Will take periodic rounds around the premises.
 - o) Security personnel will not leave the post without the knowledge of the Shift-in-charge. If necessary, the needful arrangement will be made by the Supervisor.
 - p) Security personnel should get themselves checked whenever they go out by the other shift security.
 - q) Are extremely courteous with very pleasant mannerism.

22. **CONFIDENTIALITY**

- a) The phone number and movement plan of the Institute will not be given to anyone.
- b) The following information about the Institute will not be given to anyone.
 - i. Telephone number /any other information.
 - ii. Location and movement plans.
 - iii. Meeting and conference schedules

23. **QUALIFICATIONS, DUTIES & RESPONSIBILITIES:**

A. **SECURITY SUPERVISOR: -**

i. **Qualifications:**

- a. Should be minimum 12th Pass. Ex- Para military, Ex-state Police, Ex-Serviceman, preferably with hospital security related work experience

- b. Should have knowledge of security related matters, hospital safety, firefighting and allied function.
- c. Physical Standards and medical fitness as per PASARA Act and Rules.

ii. Duties & Responsibilities:

- a. Should be able to control over the security personnel deployed
- b. Work in shifts round the clock.
- c. To supervise the work of Security and, security guard.
- d. Carry out activity of protecting the premises from any un authorized entry, and action.
- e. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization.
- f. To bring to the notice of Senior Officer, the violation of any law noticed during the course of discharge of his duties.
- g. To keep record of security related information received at the control room and make reports on the important incidents.
- h. Any other responsibility given by the Security Officer/officer in charge.
- i. Supervisor will maintain and monitor CCTV surveillance room. He will also resolve and attend break down calls of CCTV cameras.
- j. Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT Department.
- k. He will visit the control room on daily basis for effective supervision of control room and duty operator.
- l. Any other responsibility given by the Security Officer/officer in charge

B. SECURITY GUARD WITHOUT ARM:-

i. Qualification:

- a. Matriculation from a recognized School / Board. Should have knowledge of Hindi and Local Language. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience) M/F.
- b. The Security Agency shall not employee/ deploy any Security Guards Civilian below the Age of 18 years and above the age of 50 years.
- c. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.
- d. Should have knowledge of Security related matters, Hospital safety and allied Functions.
- e. Person shall be eligible for being engaged or employed a private security guard if he fulfils the standards of physical fitness as specified below: - Good Physique and personality. Height, 165cm (for female 150cm), Weight according to standard table of Height and Weight, Chest minimum 81 cm to 84 cm (The guards required to have minimum 81 cm chest in an unexpanded state and with expansion it should be minimum 85 cm for all guards minimum expansion has to be 4 cm, failing which he will be ineligible for appointment).
- f. For females, no minimum requirement for chest measurement.

ii. Duties & Responsibilities:

- a. Working shifts round the clock.
- b. Carry out activity of protecting the premises from any un authorized entry, and

action.

- c. To provide private security to another person or property or both.
- d. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- e. To bring to the notice of Security Supervisor & Senior Officer the violation of any law noticed during the course of discharge of his duties.
- f. Any other responsibility given by the Security Officer/officer in charge.

c. SECURITY GUARD WITH ARM: -

i. Qualification:

- a. Minimum 10th Pass. Should have knowledge of Hindi or English and Local language. (Preferably Ex- Para military, Ex-state Police, Home Guard, Ex-Serviceman, hospital security related work experience.) M.
- b. Should have a valid gun license should have knowledge of security related matters. Good physique and personality, fulfilling requirements of physical standards and medical fitness as per PASARA Act and Rules.

ii. Duties & Responsibilities:

- a. Working shifts round the clock.
- b. Carry out activity of protecting the premises from any un authorized entry, robbery, theft etc.
- c. To render necessary assistance to the police in the process of any investigation pertaining to the activities of the organization in which he is employed.
- d. To bring to the notice of Security Supervisor and security control room the violation of any law noticed during the course of discharge of his duties.
- e. Any other responsibility given by the Security Officer/officer in charge.

24. The responsibilities/Duties of security personnel at designated places of AIIMS Campus are mentioned below:

A) Main Entry Gates: -

- a) There are two main vehicular gates and few pedestrian entry/exit points in the campus.
- b) Guards for any eventuality and with communication devices should be posted at the gates.
- c) Traffic entering should be regulated with signage's and detailed briefing to the posted guard at the main gates.
- d) Hand over entry token to all vehicles and collect the same on exit.
- e) Screening of vehicle with inverted mirror.
- f) Recording of registration number of vehicles (entry as well as exit)
- g) All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by the Security Agency.
- h) 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.
- i) Commercial vehicles existing the institute should be randomly checked for entry authorized as well as gate pass at the time of exit for preventing pilferage and theft.

B) Traffic & Road side Management: -

- a) There should be dedicated guards/personnel with identifiable dress to act as traffic marshal for managing the traffic flow will be deployed by the Security Agency.
- b) Provide support in implementation of integrated traffic management system to be developed by parking contract/Institute, which facilitates patient's movements in minimal time, keeping the residential areas free from unauthorized entry by patients/visitors/relatives and their vehicles.

In addition, the Security Staff should: -

- i. Enforce one-way movement of traffic in consultation with 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 restriction.
- iv. Remove vehicles parked at unauthorized places in co-ordination with person in charge.
- v. Advise pedestrians to use footpaths and prevent jaywalking.
- vi. Identify areas for pedestrian crossing, establish zebra crossing and ensure that vehicles give right way to pedestrian at zebra crossing.
- vii. Keep all footpaths and open areas free from squatters at night. All such persons are to be shifted to night shelter.

C) Emergency/Casualty Areas Services: -

- a) The security services 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 assistance in emergency enter the area. Security should be able to further restrict their entry at the two gates of main emergency. In addition, needs of controlling entry, scanning of baggage for weapons is required. In addition, security personnel are required to be present inside these areas during preliminary functioning of doctor/nurse's function so as to avoid any unpleasant incidents.
- b) Security Agency will provide enough supervisory staff to maintain the law and order in the Emergencies round the clock to avoid any violence assault on staff and doctors.

D) Registration Counter for OPD: -

Security guards shall-

- a) Distribute tokens for patient's registration.
- b) Ensure formation of queues of people waiting for registration.
- c) Ensure that people go to the registration counters only when there is intimation from staff.
- d) Use effective crowd management techniques.
- e) Ensure that there is no rowdyism, hooliganism in the area and that there is no intimidation of staff on duty.
- f) 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.

E) OPDs: -

- a) Person entering into OPD shall be screened by HHMD and routed through DFMDs.

- b) Staff entry to be checked by examination of Identity Card.
- c) Baggage shall be scanned by security staff by HHMD and physical checking to be done.
- d) Entry shall be permitted as directed by Security officer.
- e) Proper discipline has to be maintained by the security personnel.
- f) Help desk to be set up to give patient necessary direction.
- g) Entry will be restricted to one patient with one attendant. Sick patients requiring assistance may be allowed two relatives (or there should be social workers/guides/attendants to provide help).
- h) Crowd management patient will be made to sit properly and wait for their turn to be called as per their owed turn.
- i) Prevent entry of unauthorized personnel like touts/Medical Representatives/Salesman etc.

F) Entry Gates of Hospital and Medical College: -

The following security checks to be carried out: -

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

G) Wards: -

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

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

H) Medical& Nursing College Block: -

- a) Security guards should check the Identity (checking I-cards) of people walking/entering into Medical & Nursing College blocks. Patient's relatives should be allowed to enter the hospital through the hospital entrance only. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/equipment being taken out shall be followed.
- b) Security should also restrict the entry of representatives from pharmaceutical/sales companies who often crowd the corridors causing inconvenience to the working staff.
- c) Corridors and fire staircase should be kept clear and open.

I) Hostels: -

- a) Regulate entry and exit into hostels.
- b) Prevent unauthorized persons from gaining access into the hostel.
- c) Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- d) Check all incoming vehicles and ensure their parking at designated places.
- e) Keeping a watch over staff deployed in the mess and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- f) To prevent ragging.

J) Residential Complex:

- a) Perimeter patrolling and foot patrolling on street.
- b) Manning of entry and exit points both vehicular and pedestrian.
- c) Recording details of visitors. Confirming from the resident over PBX whether the visitor is to be allowed entry.
- d) Facilitating removal of unauthorized vehicles and two wheelers in consultation with the parking contractor.
- e) Reporting dysfunctional streetlight & another fixture etc.
- f) Supervising and checking unauthorized residents of servant quarters.
- g) Preventing Gambling and drug pedaling in the campus.
- h) Restriction of employees of Engineering Services Department without Identity card.
- i) To prevent damaged /theft/loss of movable and immovable property of the inhabitants.

K) Material Movements

- a) **Incoming Material-** Check the documents carefully and receive the items with the due Entry and forward to the concerned persons.
- b) **Outgoing Material-** Before sending the material, have proper check as per Challans/ gate pass. Do not send out any material without seal and sign of the authorized person.
- c) Returnable and Non-returnable Items record has to be maintained-A periodic status report, i.e. weekly report will be generated by security and submitted to concerned Department for follow up action on items that have not returned on due dates.
- d) All material coming in and going out to be recorded correctly as per Challans/ gate pass.
- e) Materials coming in to the premises must be accompanied by a proper Challans.
- f) No item will be taken out without written permission of the authorized person.
- g) Documents for material incoming and outgoing should be implemented with a list of authorized signatories' office rubber stamp.

L) CCTV Surveillance Room:

CCTV room shall be monitored and maintained by supervisor. Supervisor shall resolve and attend break down calls of CCTV cameras. Any repair requiring change of parts or cameras or its peripherals will be promptly brought to the notice of IT

Department. Supervisor will visit the control room on daily basis for effective supervision of control room and duty operator. Any other responsibility given by the Security Officer/officer in charge

M) Patrolling Procedure

- a) The guard must ensure that once the office is closed all the unwanted lights and Air-conditioning units is put off.
- b) Security should not switch off the computers, which are left on.
- c) He will keep a watch on the activities of the casual labours, daily wage workers and contractors.
- d) The patrolling team must patrol throughout the campus at frequent intervals throughout the day and night i.e. 24 × 7. The patrolling team and the supervisor must ensure that no anti-social- elements, anti-social-persons, anti-social-activities, un-athorised persons, visitors, vehicles, constructions, demolitions excavations, rough driving, tree cutting, material movement, beggars, drunken persons presence in the AIIMS, premises, The patrolling team also must make sure that no smoke, fire, flood, water leakages, in the AIIMS premises. If any person violating of campus peace, Institute, law and order immediately remove from the campus and necessary police action against him/her/them. The patrolling team must make sure that no Crime against women in campus. The campus must be safe working environment for all women.
- e) If he finds anything unusual /untoward, a written report must be given to the concerned authority after the necessary action taken.

N) Quick Reaction Team (QRT):-The agency shall make sure for detailing of QRT team in all the three shifts. The QRT team should consist of at least 01 supervisor, 01 Gun man, at least 03 security guards and 01 agency's driver. The QRT team must be wear proper uniform, Helmet, equipped with baton, torch, rope, Axe, fire extinguisher, bucket, raincoat, Gun and ammunition, shield cover, communication sets, Loud speaker and Mobile. The QRT team must standby at main gate with agency's four- wheeler vehicle. During any emergency irrespective of security, safety, road accident, riot, fire, theft, any student activity and etc., in the campus the QRT team will rush to the scene of the incident within 02 minutes and take necessary action and inform to the S.O.

O) Changing Over and Taking Over

- a) He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- b) Both the security guards /Supervisors will check the entire building thoroughly.
- c) Reliever guard should check all the documents, which are related to the security before taking over charge.
- d) They should check all the system, which are in the facility/under security.
- e) Occurrence report registers to be maintained.
- f) Reliever guard checks previous shift guard before taking over charge.

P) Boom Barriers Gates:

The barriers gates should be installed and maintained at strategic places of AIIMS Mangalagiri campus as required and informed by the Security Officer or Officer in

charge at the own cost of agency.

Q) Clean Desk Policy

All the staff should ensure that their desks are clean before they leave for the day i.e., no important Items are left on the tabletop.

R) Fire Control

- a) Security should know where the fire extinguishers are located/ installed and be able to operate them immediately in case of any fire accidents.
- b) Check the life of the fire extinguishers, i.e., due date of next recharge. If the due date is over, give a written complaint to the institute.
- c) In case of fire, prompt action is taken by the security personnel to safe guard the life and property of the institute.
- d) In the event of any fire, rush to the spot of the fire, muster all manpower available and take control office fighting operations.

S) Emergency Procedure

- a) The Security should have all the address and contact numbers of the nearest police station. Hospital, Ambulance and Fire Brigade.
- b) Security will immediately report if any untoward incident /misconduct or misbehavior occurs, to the Contractor and Institute.
- c) Security person should know the entire emergency exists doors and main entry gates, so that he can take suitable action at a short notice.
- d) Identity the emergency and its gravity emergency.

25. GENERAL

- (i) **Communication System:** - Communication system necessary for maintaining communication shall be covered by wireless system/walky-talky system, mobile phones etc. and same will be provided by the Security Agency at entry gates and other sensitive parts in the premises.
26. The security Agency will ensure that its security personal will perform only one eight- hour shift in one day.
27. An undertaking shall be taken by the Security Agency from their security personnel that they will not seek employment with any other organization during their deployment at AIIMS.
28. **Co-ordination Meetings:** - Security Officer will hold co-ordination meeting with the Security Agencies of respective areas under Hospital side, Medical, Nursing College, Hostels and Residential Complex from time to time.
29. **Liaison with Police:** - The Security Agencies will regularly liaise with the SHO

Police, Mangalagiri.

30. **TOOLS AND EQUIPMENTS:** - The contractor shall provide the under mentioned security equipment & tools to his deploy security staff at AIIMS, MANGALAGIRI deployed at his own cost for proper management of security in the AIIMS, MANGALAGIRI Premises.
31. All security guards and supervisors should be trained in Fire Fighting by the agency. All security guards and supervisors as first responders should actively support and coordinate the fire safety and disaster mock drills organized by the Institute.
32. The full Uniform and ID card should be provided by the agency.

Sr. No	NAME OF THE EQUIPMENTS	MINIMUM NUMBERS
1.	Torches with batteries(steel)(Rechargeable)	10 in nos.
2.	Search lights (Rechargeable)	15 in nos.
3.	Door Frame Metal Detector	05 in nos.
4.	Radio walky-talky -The sets must cover mustcover all parts of the campus	20 in no.'s. with charger and extra spare battery for eachwalkie talky.
5.	Complete uniform with caps & Shoes	1 pair per year.
6.	I-card-for all the security staff	01 in no. for each person
7.	Baton (cane- approximate 3 feet length)	01 per Four (4) guards
8.	Ceremonial dress-10 pairs &Traffic lights andjacket	As and when requiredonly.
9.	Rain coat(standard)-for all the security staff	01 in no. for each person once in a year
10.	Helmet(steel) with protector	05 in nos.
11.	Biometric Finger Print Time and Attendance System (for attendance of the security Guard)Backup	01 in nos.
12.	Loud speaker (Mega phone)	03 in nos.
13.	Computer, Printer and Web camera with internet Broadband Connection for Security	01 in nos. of each item

	Office.	
14.	Mobile- 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	05 nos with sim cards.
15.	Stationary Items	Based on consumption.
16.	Hand held metal detector	06 in nos.
17.	Metal Barricades movable 6 ft	08 in nos.
18.	Portable speakers with microphone	05 in nos (Ahuja)
19.	LED Safety Batons	06 in nos

Equipment should not be older than one year from the date of issuing of LOA

Note: -

- (i) All the security related equipment & its maintenance are essential for the campus security & safety. In view of adequate security & safety of All India Institute of Medical Science, Mangalagiri, the selected security agency has to provide all the above- mentioned security equipment & its accessories from Sl.nos.01 to Sl.nos.17 during initiation of contract.
- (ii) **The institute will not bear the expenses of the above-mentioned security equipment and accessories and shall be included in the service charge to be quoted.**
- (iii) For the above-mentioned purpose, the bidder's conditional bid is not acceptable and, in this case, also the bidders bid will get reject.
- (iv) The decision of the technical evaluation committee is final and binding.

33. PENALTY:

- i) **PENALTY: A-PENALTY FOR NOT PROVIDING OF SECURITY EQUIPMENTS / DELAY IN PROVIDING OF SECURITY EQUIPMENTS:**

SL NO .	Description of Events	Penalty (Financial) Deduction of money from the monthly billing of the agency.
01	Failure to provide the above-mentioned equipment (Sl. Nos. 01 to Sl. No.17) during initiation of contract.	Rs.2000/- will be deducted per day from the contractor's monthly bill. The deduction money Rs.2000 /- must not hamper to the security guard's minimum wage. The deduction money will deduct from

		the contractor's service charge.
Failure/Delay to rectify the defective security equipment		

01	Torch Light, Search Light, Radio Walkie Talky, Rain Coat, Cap, I-Card Missing/Deficiency/Defective/Not working	Penalty of Rs. 50/- will be deducted per item per shift from the contractor's monthly bill.
02	Uniform, Leather Boot, Ceremonial dress, Stationary Items Missing/ Deficiency/Defective/Not working/not issued by the agency/wear tear condition	Penalty of Rs. 100/- will be deducted per item per shift from the contractor's monthly bill.
03	Door Frame Metal Detector, Hand held metal detector, Loud Speaker, Computer, Printer, Web Camera, Internet, BSNL Telephone, Mobile, Baton Missing/ Deficiency/Defective/Not working	Penalty of Rs. 200/- will be deducted per item per shift from the contractor's monthly bill.
04	Motor Bike & Four wheel with fuel & maintenance, Biometric Finger Print Machine Missing/ Deficiency/Defective/Not working	Penalty of Rs. 500/- will be deducted per item per shift from the contractor's monthly bill.

- ii) **PENALITY: B - PENALITY FOR SHORTAGE OF MANPOWER:** - The selected agency should provide and deploy the above-mentioned manpower in the AIIMS, MANGALAGIRI premises as per the instruction of the AIIMS, MANGALAGIRI security officer. In case of failure to comply with requisite manpower, the penalty is as follows:

-

Sl. No	Description of security personnel supposed to be deployed by the agency	Shortage in first, general, second and night shift	Deduction of money from the bill of the agency's service charge in Rs.
01	Security personnel: as per the above-mentioned quantity	For each security personnel prescribed/detailed in each shift	Rs.300/- (per day for each shift of each security Personnel)

iii) **PENALITY: C- PENALITY FOR LATE PAYMENT OF WAGES TO SECURITY PERSONNEL:**

Sl. No	Compliance with the act- As per the Payment of Wage Act	Normal Wage Distribution week	Penalty Event/ Occasion	Consideration case/event
1	Contractor's obligation time to pay the monthly minimum wages to his security personnel deployed in AIIMS, Mangalagiri on time.	In each month from the date 1st to 10th	In each month from the date 1 st to 10 th -No Penalty	In the event of Bank strike/Bank Holiday/technical problem of Bank, it will be considered.
2	Contractor's obligation to pay the monthly minimum wages to his security personnel deployed in AIIMS, Mangalagiri on time.	In each month from the date 11th to the end of the month.	Rs. 10,000/-per day will be automatic deducted from the contractor's monthly bills service charge; however, it should not hamper the minimum wages of the security guards.	In the event of Bank strike/Bank Holiday/technical problem of Bank, it will be considered.
3	Contractor's obligation to pay the monthly minimum wages to the security personnel deployed in the AIIMS, Mangalagiri	If the Agency fails to provide minimum wages to the deployed security guards for the entire month.	The principal employer will issue show cause notice to the agency and the principal employer may take necessary action against the agency and pay the minimum wages by forfeiting the Bid of the agency.	

2) **Other penalty: -**

Sl No.	Service level agreement	Base line	Instance	Penalty For breach
01	Delay in deployment of security personnel by the service provider (this will not be applicable in case of event-based Security Manpower Hiring for which deployment is to be done as per the date indicated by the AIIMS, Mangalagiri.)	Deployment to start as per the Time Indicated by the AIIMS, Mangalagiri .		In case of deployment is made with delay of two weeks over the time indicated by the AIIMS, Mangalagiri and delay is due to service provider, 0.5% of the value of the contract shall be levied as penalty. However, AIIMS, Mangalagiri shall be at liberty to cancel the order without any reference to service provider in case so desire.
				<p>In case of deployment is made with delay of three weeks over the indicated by the AIIMS, Mangalagiri and delay is due to service provider 1% of the value of the contract shall be levied as penalty. However, AIIMS, Mangalagiri shall be at liberty to cancel the order without any further reference to service provider in case so desire.</p> <p>In case deployment not made four weeks after placement of order the contract shall be terminated without any reference.</p>
02	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to		1st Instance 2nd Instance	<p>Replacement of Security personnel and Rs 500/- fine on the service provider</p> <p>Replacement of Security personnel and Rs 1000/- fine on the service provider</p>

	any violent behaviour etc with public or employees of AIIMS, Mangalagiri or other employees of service provider.	No instance	3rd Instance	Replacement of Security personnel and Rs 5000/- fine on the service provider
03	Security personnel indulged in Drinking/sleeping/using mobile/reading newspaper or magazines/ not wearing helmet/ spitting anywhere in the premises of AIIMS, Mangalagiri during duty hours.	Zero instance	1st Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 1000/- on the service provider.
			2nd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 2500/- on the service provider
			3rd Instance	Immediate removal of the security personnel apart from deduction of salary for 1 day and penalty of Rs. 5000/- on the service provider
04	If the supervisor is absent or takes leave without informing or taking prior approval and if service provider fails to provide a substitute.	No Instance	1st Instance	Penalty equal to wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			2nd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 500/-
			3rd Instance	Penalty equal to 2 times wage of the person who was to do duty shall be levied along with an amount of Rs. 1000/-
05	In case of expiry of any of the licenses required for performing the services such as PASARA, etc	Termination of the Contract		

I. Name and address of the tenderer, e-mail id and contact Number:

1	Specify whether tenderer is Proprietary concern/Regd. Partnership firm/Company)	
2	Name(s) of Prop/Partner(s)/Director(s) Along with Date of birth(s)	
3	E-mail id & Contact No.	
4	Address	

- II. COMPOSITION OF TENDERER:** It must be stated whether the tenderer is a Proprietorship concern or registered partnership firm or a Company. The name and date of birth of Proprietor or Partners or Directors of the company, as applicable must be given in above Table.

III. BUSINESS IN WHICH THE TENDERER IS EMPLOYED:

The nature of business in which the tenderer or partner of the tender's firm are engaged should be stated together with particulars of where Head Office and Branches, if any, are located along with details of sister concern.

1	Name, address of the Head Office & nature of business.	
2	Name & address of the Branch (es) and sister concern(s), if any.	

Section 9

FINANCIAL BID TERMS & CONDITIONS

1. I/We have gone through the Terms & Conditions as stipulated in the tender enquiry document and confirm to accept and abide by the same.
2. Service provider agency has to fill the percentage (%) of service charges on total monthly bill for all categories of human resources provided which can be quoted upto a maximum of upto 10 % (including charges if applicable) and service charge is also inclusive of all tools & equipment to be supplied by the vendor as is in the scope of work document Point No.25 & 30 of Section 7. The rate of service charge is to be same for all categories of post. No other charges would be payable by the Institute.
3. GST is to be charged extra on monthly bill including service charges.
4. TDS will be deducted as per Govt. norms.
5. The Lowest Bidder (L1) shall be determined on the basis service charges quoted by the bidders. The service charges can be quoted upto a maximum of upto 10 % (including charges if applicable) of the consolidated wage and maximum two digits after decimal points is to be taken for evaluation. The service charge is also to be at Percentage common to all categories. The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulation/laws. In the event of tie (more than one DGR sponsored agency/bidders quoting same service charges) the senior most will be awarded as per list supplied by DGR in Appendix -II.
6. That I/We undertake that the information given in this tender are true and correct in all respect.

Yours faithfully,

(.....)

Signature of Tenderer
(Capacity in which signing)

The “Integrity Pact” on Govt. issued Stamp paper of Rs. 100 Duly filled as per enclosed format to be submitted in original. Bidders to ensure that every page of IP is ink signed with company seal/Stamp in every page

Tender NO.....

INTEGRITY PACT

Between

AIIMS, Mangalagiri, an Autonomous Body under PMSSY, MoHFW (hereinafter referred to as "The Buyer/Employer")

And

..... (herein after referred to as "The Bidder/Seller/Contractor")

and

.....(herein after referred to as "JVPartner /Consortium Members"

(if applicable)

Preamble

The Employer invites the bids from all eligible bidders and intends to enter into Contract for with the successful bidder(s), as per organizational systems and procedures. The Employer values full compliance with all relevant laws and regulations, and the principles of economical use of resources, and off airness and transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Employer will appoint Independent External Monitor(s) (IEM), who will monitor the bidding process and the execution of the Contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Employer

1. The Employer commits itself to take all measures necessary to prevent corruption and to observe the following principles in this regard:-

(a) No employee of the Employer, either in person or through family members including relatives, will in connection with the bidding for or the execution of a bid / contract, demand or accept a promise for or accept for him/herself or for a third person, any material or immaterial benefit to which he/she is not legally entitled to.

(b) The Employer shall, during the bidding process treat all Bidders/Sellers with equity and reason. The Employer will, in particular, before and during the bidding process, provide to all Bidders/Sellers the same information and will not provide to any Bidder/Seller confidential/additional information through which the Bidder(s)/Seller(s) could obtain an advantage in relation to the bidding process or the Contract execution.

(c) The Employer will exclude from the process all known prejudiced persons.

2. If the Employer obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or if there be a substantive suspicion in this regard, the Employer will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

Section 2 – Commitments and Undertakings by the Bidder/Contractor

1. The Bidder / Seller / Contractor commits and undertakes to take all measures necessary to prevent malpractices & corruption. He commits himself to observe the following principles during his participation in the bidding process and during the execution of the contract:

(a) The Bidder / Seller / Contractor undertakes not to, directly or through any other person or firm offer, promise or give or influence to any employee of the Employer associated with the bidding process or the execution of the contract or to any third person on their behalf any material or immaterial benefit which he/she is not legally entitled, in order to obtain in exchange any advantage of any kind whatsoever during the bidding process or during the execution of the contract.

(b) The Bidder / Seller/ Contractor undertake not to enter into any undisclosed agreement or understanding, whether formal or informal with other bidders /Sellers. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other action to restrict competitiveness or to introduce cartelization in the bidding process.

(c) The Bidder / Seller / Contractor undertakes not to commit any offence under the relevant Anti-corruption Laws of India; further the Bidder/ Contractor will not use improperly, any information or document provided by the Employer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically for purposes of competition or personal gain and will not pass the information so acquired on to others.

(d) The Bidder / Seller / Contractor, when presenting his bid, undertakes to disclose any and all payments made, or is committed to or intends to make to agents, brokers or any other intermediaries in connection with the bidding process and/or award of the contract.

(e) The Foreign Bidder / Seller / Contractor, when presenting his bid, undertakes to disclose the name and address of agents and representative in India. Further, Indian Bidder / Seller / Contractor when presenting his bid, undertakes to disclose the name and address of its foreign principals or associates.

2. The Bidder / Seller / Contractor will not instigate and allure third persons/parties to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from Bidding Process and Exclusion from Future Contracts

1. If the Bidder(s)/ Seller(s) / Contractor(s), before award or during execution has committed a transgression through a violation of any provisions of Section 2 so as to put his reliability or credibility as Bidder/Seller/ Contractor into question, the Employers shall be entitled to disqualify the Bidder(s) /Contractor(s) from the bidding process or to terminate the contract, if signed on that ground.

2. If the Bidder/ Seller / Contractor has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Employer shall be entitled to exclude including blacklist and put on holiday the Bidder/ Seller/ Contractor for any future tenders/contract award process. The imposition and duration of the exclusion will be determined by the Employer taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a period not exceeding two (02) years.

3. A transgression is considered to have occurred if the Employer after due consideration of the available evidence concludes that no reasonable doubt is possible.

4. The Bidder/ Seller/ Contractor with its free consent and without any influence agrees and undertakes to respect and uphold the Employer's absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.

5. Subject to full satisfaction of the Employer, the exclusion of Bidder/ Seller / Contractor could be revoked by the Employer if the Bidder/ Seller/ Contractor can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

Section 4 – Compensation for Damages including Forfeiture of Earnest Money Deposit/ Security Deposit/ Performance & Advance Bank Guarantees

1. If the Employer has disqualified the Bidder/ Seller / Contractor from the bidding process or has terminated the contract pursuant to Section 3, the Employer shall forfeit the Earnest Money Deposit /

Bid Security, encash Contract Performance Bank Guarantees in addition to excluding the bidder from the future award process and terminating the contract.

2. In addition to 1 above, the Employer shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Bidder / Seller / Contractor's Default.

Section 5 - Previous Transgression

1. The Bidder/ Seller / Contractor swears on oath that no previous transgression impinging on anti-corruption principles /any malpractice as mentioned in Section-2 has occurred in the last three years immediately before signing of this Integrity Pact, with any other company / any Autonomous Body / any Public Sector Enterprise/ Undertaking in India / any Government Department in India.

2. If the Bidder/ Seller / Contractor makes incorrect statement on previous transgression as mentioned above in para1, Bidder can be disqualified from the bidding process or the contract, if already awarded, can be terminated on this ground

Section 6 – Company Code of Conduct

1. Bidders/ Sellers / Contractors are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

Section 7 – Independent External Monitors (IEM)

1. The Employer will appoint competent and credible Independent External Monitor for this Pact. The task of the IEMs is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The IEMs are not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He shall report to Deputy Director Administration of the Employer or a person authorized by him.

3. The Bidder/Seller/Contractor accepts that the IEMs have the right to access without restriction to all Project documentations of the Employer including that provided by the Bidder/ Seller/Contractor. The Bidder/ Seller / Contractor will also grant the IEMs, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Project Documentations. The same is applicable to Subcontractors. The IEMs are under contractual obligation to treat the information and documents of the Bidder / Contractor / Sub-Contractors with confidentiality.

4. The Employer will provide to the IEMs sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Employer and the Contractor. The parties offer to the IEMs the option to participate in such meetings.

5. As soon as the IEMs notices, or believes to notice, a violation of this agreement, he will so inform the Management/ Administration of the Employer (DDA of the Employer or a person authorized by him) and request to discontinue or to take corrective action, or to take other relevant action. The IEMs can in this regard submit non-binding recommendations. Beyond this, the IEMs has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, Independent External Monitor shall give an opportunity to the Bidder/ Seller / Contractor to present its case before making its recommendations to the Employer.

6. The IEMs will submit a written report to DDA of the Employer or person authorized by him within 30 days from the date of reference or intimation to him by the Employer and, should the occasion arise, submit proposals for correcting problematic situations.

7. The Bidder / Contractor accepts that they shall not approach courts while the matter / complaint / dispute has been referred to the IEM in terms of this pact and they shall await IEM's decision before approaching any Court.

8. If the IEMs have reported to CMD of the Employer or a person authorized by him a substantiated suspicion of an offence under relevant IPC/ PC Act, and he has not, with in reason able time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEMs may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

9. The word "IEM" will include Singular or Plural.

Shri. Anil Kumar Sharma
B901, Aakriti Shantiniketan,
Sector – 143 B, Noida,
Gautam Budh Nagar, U.P – 201301

Shri. R Nagarajan
Flat No. 3C, Kohinoor Apartments,
Kalkaji Extension,
kalkaji, New Delhi-110019.

Section 8 - Pact Duration

1. This Pact comes into force from the date of signing by all the parties. It shall expire for the Contractor 12 months after the last payment under the respective Contract and for all other unsuccessful bidders 6 months after the Contract has been awarded.

Section 9 – Miscellaneous Provisions

1. This Pact is subject to Indian Law. The place of performance and jurisdiction shall be New Delhi.

2. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

3. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

4. If the Bidder / Seller / Contractor is a JV partnership / Consortium, this agreement must be signed by all the partners of JV/ Consortium Partners as the case may be.

The Parties here by sign this Integrity Pact at.....on this.....day of20....

Employer

Bidder/Contractor

Joint Venture

Partner(s)/

member(s)		Consortium (As Applicable)
Witness	Witness	Witness
1. _____	1. _____	1.
2. _____	2. _____	2.

CHECK LIST

S. No.	Documents	Yes/NO	Page No
a)	Scanned copies of Empanelment Certificate of DGR.		
b)	Scanned copy of Income Tax PAN Number.		
c)	Attested copies of Power of Attorney, if relied upon.		
d)	Scanned copies of Registered Partnership Deed/copy of Memorandum and Articles of Association/Bye- laws/Certificate of Registration, as the case may be.		
e)	Scanned copy of PSARA Act/License for operation in the AP.		
f)	Scanned copy of Property details of the partners/firms/ establishment.		
g)	Scanned copy of Name and addresses of all the partners /Directors / Proprietors as the case may be.		
h)	Scanned copy of ESI/EPF registration Nos.		
i)	Scanned copy of GST Registration number.		
j)	Scanned copy of all other documents as mentioned in Tender Documents, its annexure, schedules		
k)	Signed and scanned copy of Integrity Pact affidavit in 100 Rs. Stamp paper		

APPENDIX-II

26637/2025/DDA AIIMS MG

Tele & Fax : 011-20862565
E-mail : security4dgr@desw.gov.in
drzwcdm@desw.gov.in
drzspnc@desw.gov.in
drzclkw@desw.gov.in



REGISTERED POST
Directorate of Resettlement
West Block IV, R.K.Puarm
New Delhi
PIN : 110066

No 2112/Security/2025/ AIIMS/State ESM Corp/2830/2826/2840/2827/

18 Feb 2025

To,

Col Shashikanth Thumma
Deputy Director (Administration)
AIIMS, Mangalagiri
Guntur, Andhra Pradesh- 522503

Tele No.- 08645-280026
Email : dda@aiimsmangalagiri.edu.in

SPONSORSHIP FOR PROVISION OF ESM MANPOWER FOR SECURITY

1. Reference your Letter No. AIIMS/MG/Admin/DGR/2025/01 dated 10 Feb 2024.
2. The details of sponsorship are as follows:-

2830- Managing Director Maharashtra Ex-Servicemen Corporation Ltd Raigad, Second Floor, Opp National War Memorial, Ghorpadi, Pune Maharashtra	2826- Managing Director Uttar Pradesh Purv Sainik Kalyan Nigam Ltd Canal Ring Road, Devikhera, PO Dilkusha, Lucknow, Uttar Pradesh- 226002	2840- Managing Director Rajasthan Ex-Servicemen Corporation Ltd P8-Sanjhi Chhat, Sector- 2, Vidyadhar Nagar, Jaipur Rajasthan – 302005	2827- Managing Director Uttarakhand Purv Sainik Kalyan Nigam Ltd. Andaman Road, Garhi Cantt Dehradun - 248003
E-mail- contact@mescoltd.co.in	E-mail – md@upsainiknigam.com gm@upsainiknigam.com	E-mail: tendermanagerrexco@rajasthan.gov.in	E-mail – agreement@upnl.co.in info@upnl.co.in
Telephone- 020-71002619 Mobile - 9420697802	Telephone - 0522-2446090 Mobile – 8275196777, 7860030300	Telephone – 0141-2232956 Mobile – 8619175245	Telephone – 0135-2750913 Mobile -6396919695, 9485191377

Location: **AIIMS, Mangalagiri (Andhra Pradesh)**
Approximate No. of ESM : 450
Duration of Contract : 2 years
Authority to Monitor : Directorate Resettlement Zone C/o HQ Southern Command, Pune

3. **The sponsored agency is required to establish contact with the employer by 03 Mar 2025.**
4. DGR Guidelines for functioning of Security Agencies and wage structure can be accessed at www.dgrindia.gov.in.
5. CPSUs are requested to intimate the number of guards allotted to the State ESM Corporations for updation of our records within one week of materialization of contract.
6. CPSUs are requested to forward fresh Requisition form dully filled to this office 06 months prior to the completion of ongoing contract of Security Agency for fresh sponsorship.
7. This has the approval of D.G.R.
8. The seniority order of Security Agencies is 2830 (Seniormost), 2826, 2840 and 2827 (Juniormost).
9. The Public Sector Undertakings are requested to check the Empanelment certificate issued by DGR and PAN Card of the ESM corp/Pvt Ltd/individual company (as per the details given in the sponsorship letter) prior to award of the contract to them.
10. In case of similar lowest financial bids from two or more sponsored security agencies, the seniormost sponsored agency shall be taken as L1.

Jt Director
For DGR

THIS IS A SYSTEM GENERATED DOCUMENT DOES NOT REQUIRE SIGNATURE
This sponsorship is valid for 90 days from date of issue i.e. upto 18 May 2025