

Bid Document

Bid Details	
Bid End Date/Time	29-07-2022 14:00:00
Bid Opening Date/Time	29-07-2022 14:30:00
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Ministry Of Health And Family Welfare
Department Name	Department Of Health And Family Welfare
Organisation Name	North Eastern Indira Gandhi Regional Institute Of Health And Medical Sciences (neigrihms)
Office Name	Neigrihms, Shillong
Item Category	Security Manpower Service (Version 2.0) - Healthcare; Unarm Security Guard , Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor , Security Manpower Service (Version 2.0) - Healthcare; Fire Guard
Contract Period	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	252 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by t buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	84000000
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	Bank Of Baroda
EMD Percentage(%)	2.00
EMD Amount	1680000

ePBG Detail

Advisory Bank	Bank Of Baroda
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	38

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Stores and Procurement Officer
Neigrihms, Shillong, Department of Health and Family Welfare, North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences (NEIGRIHMS), Ministry of Health and Family Welfare
(Harendra Dey)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years at the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which will

be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Annual turnover Required by Buyer in Crores:Refer GeM Bid Notice

The Bidder should have executed at least X No. projects with contract value not less than yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:Refer GeM Bid Notice

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:Refer GeM Bid Notice

Geographic Presence: Office registration certificate:Refer GeM Bid Notice

Scope Of Work For the Service:[1657275714.pdf](#)

Competent Authority Approval for the additional conditions:[1657275719.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
18-07-2022 14:00:00	NEIGRIHMS, Mawdiangdiang, Shillong

Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard (250)

Technical Specifications

Specification	Values
Core	
Type of Establishment / Area	Healthcare
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	Secondary School
Ex Servicemen	Optional
Age Limit	Up to 60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	training certificate from Government recognized Institute
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of resources to be hired	Additional Requirements
1	Manbha Singh Kharkongor	793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong	250	<ul style="list-style-type: none"> • Number of working days in a month : 2 • Tenure/ Duration of Employment : 36 • Basic Pay (Minimum daily wage) : 707 • Provident Fund (INR per day) : 18.3 • EDLI (INR per day) : 2.5 • ESI (INR per day) : • EPF Admin charge (INR per day) : 2.5 • Bonus (INR per day) : 0 • Non Mandatory Compliance 1 (in Rupees) : 2500 • Non Mandatory Compliance 2 (in Rupees) : 0 • Non Mandatory Compliance 3 (in Rupees) : 0

Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor (16)

Technical Specifications

Specification	Values
Core	
Type of Establishment / Area	Healthcare
Category of Profile	Security Supervisor
Category of Skills	Highly Skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	training certificate from Government recognized Institute

Specification	Values
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of resources to be hired	Additional Requirements
1	Manbha Singh Kharkongor	793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong	16	<ul style="list-style-type: none"> • Number of working days in a month : 26 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.5 • EPF Admin charge (INR per day) : 2.5 • ESI (INR per day) : 18.3 • Provident Fund (INR per day) : 18.3 • Non Mandatory Compliance 1 (in Rupees) : 2500 • Non Mandatory Compliance 2 (in Rupees) : 0 • Non Mandatory Compliance 3 (in Rupees) : 0 • Tenure/ Duration of Employment : 36 • Basic Pay (Minimum daily wage) : 777

Security Manpower Service (Version 2.0) - Healthcare; Fire Guard (9)

Technical Specifications

Specification	Values
Core	
Type of Establishment / Area	Healthcare
Category of Profile	Fire Guard
Category of Skills	Skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	Secondary School

Specification	Values
Ex Servicemen	Optional
Age Limit	Up to60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	training certificate from Government recognized Institute
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of resources to be hired	Additional Requirements
1	Manbha Singh Kharkongor	793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong	9	<ul style="list-style-type: none"> • Number of working days in a month : 2 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.5 • EPF Admin charge (INR per day) : 2.5 • ESI (INR per day) : 18.3 • Provident Fund (INR per day) : 18.3 • Non Mandatory Compliance 1 (in Rupees) : 2500 • Non Mandatory Compliance 2 (in Rupees) : 0 • Non Mandatory Compliance 3 (in Rupees) : 0 • Tenure/ Duration of Employment : 36 • Basic Pay (Minimum daily wage) : 707

Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25%

percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of Deputy Director (Admn.) payable at Shillong .

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

5. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of Deputy Director (Admn.) payable at Deputy Director (Admn.).

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

7. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name NEIGRIHMS Account No. 30270200000027 IFSC Code BARBOMAWDIA Bank Name Bank of Baroda Branch address Mawdiangdiang Branch .

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

8. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Deputy Director (Admn.) payable at Shillong . After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name NEIGRIHMS Account No. 30270200000027 IFSC Code BARBOMAWDIA Bank Name Bank of Baroda Branch address Mawdiangdiang Branch . Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

10. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793 018, Meghalaya

AR, General Administration
info@neigrihms.nic.in

E -m

Tel: (0364) 2538012
gad.neigrihms@gmail.com

F. No: NEIGR/GAD/11/2017
08.07.2022

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GEM BID NOTICE

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GeM Bids are invited from eligible Security Service Providing Agencies having sufficient experience of providing the Security Services through Ex-Servicemen in reputed organizations: Government or Public Sector (Preferably in Hospitals) for at least Two years in last 5 (Five) years immediately preceding the date of publishing of this tender.

Bidders have to submit Earnest Money Deposit (EMD) in the form of Call deposit, Banker's Cheque, Fixed deposit or Demand draft, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong or Bank Guarantee of any Scheduled Bank, shall be scanned and submitted online, along with the Technical commercial bid (Un priced Bid), within the period of tender online submission date and time and original (hard copy) should be submitted to General Administration Department (GAD), Director's Block Mawdiangdiang, NEIGRIHMS, Shillong -793018, within the stipulated date and time. Earnest Money Deposit (EMD) can also be submitted online in the Account No: 30270200000027 of Bank of Baroda Mawdiangdiang Branch (IFSC Code: BARBOMAWDIA) and a copy /proof should be scanned and submitted online along with the technical commercial bid.

The Tenderer must upload the tender before the last day of filing and also the hard copy of tender must reach this office not later than time and date notified in the tender form stated in the schedule of tender, in the event of tender received after scheduled date and time, the tenderer will not be allowed in bidding and it will be rejected summarily. Bid Documents are also available for viewing on the official website of North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences (NEIGRIHMS) i.e. www.neigrihms.gov.in.

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TERMS AND CONDITIONS OF BID

1. Estimated Bid value: The estimated tender value is Rs. 7.70 Crore Approximately (Rup Seven Crore Seventy Lakh only) excluding service charge and taxes for one year.
2. Period of Contract: 3 years, based on satisfactory performance on year to year basis. the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the period of contract. NEIGRIHMS, however, reserves the right to terminate the contract by ser one months' notice, in writing. The Contract may be terminated by either side by giving two months notice in writing.
3. Bidders has to submit Earnest Money Deposit (EMD) in the form of Call deposit, Banker's Chec Fixed deposit or Demand draft, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong Bank Guarantee of any Scheduled Bank, shall be scanned and submitted online, along with the Tech commercial bid (Un priced Bid), within the period of tender online submission date and time and original (hard copy) should be submitted to General Administration Department (GAD), Director's Bk Mawdiangdiang, NEIGRIHMS, Shillong -793018 , within the stipulated date and time. Earnest Mo Deposit (EMD) can also be submitted online in the Account No: 30270200000027 of Bank of Barc Mawdiangdiang Branch (IFSC Code: BARBOMAWDIA) and a copy /proof should be scanned

submitted online along with the techno commercial bid.

4. Last date of submission: Last date of uploading of Bid is stipulated on GeM portal.

5. Date of opening of Bids: Technical Bid will be opened on stipulated date and time on GeM portal.

6. Eligibility: Firm / Companies / Professional Agencies registered with Meghalaya Home (Police) Department, Government of Meghalaya (Private Security Agencies (Regulation) Act, 2005 (Act 29 of 2005), having sufficient experience of providing Security Services in reputed organizations in Public Sector (Central Govt./State Govt./PSUs) preferably in Hospitals or in Pvt hospitals for at least 02 (two) year in last 5 (Five) years immediately preceding the date of publishing of this tender.

7. Qualification for bidders:

(a) The bidding agency should have an average annual financial turnover of not less than R Crores in security services during the last three years ending 31st March of the FY 2021 -22

(b) Experience of having successfully completed similar works during last 02 years in last 05 years in which applications are invited should be either of the following: - : -

- 3 similar work /contract costing not less than the amount equal to 40% of the estimated cost.
- 2 similar work /contract costing not less than the amount equal to 50% of the estimated cost.
- 1 similar work /contract costing not less than the amount equal to 80% of the estimated cost.

(b) The bidding agency should be registered with the Government of Meghalaya as per “ Private Security Agencies (Regulation) Act, 2005” and should have minimum of 3 (three) years experience of providing professional security and deployment as per similar contract above and should be registered with ESI, EPF, PSA(Regulation) Act, 2005 Income Tax, GST, etc at least one year prior to publishing of this bid.

(c) The bidder / agency should submit the certificate from a Government/Private Office where they have deployed security personnel with details of organization, number of security personnel deployed, etc.

(8) Documents to be uploaded: Bidders firms which fulfil the above eligibility conditions may upload the technical bid along with the scanned copy of following documents failing which their bids may be rejected: -

- (i) Copy of Audited Accounts Statement of annual turnover for last three financial years
- (ii) Registration / Incorporation Certificate of firm
- (iii) Scanned copy of EMD, if applicable
- (iv) Registration Certificate of Contract Labour (Regulation & Abolition Act, 1970), PSA(R)Act,2005, Goods and Services Tax (GST), Employees' State Insurance Act,19 Employees Provident Fund Act, at least one year prior to the publishing of this bid.
- (v) Copies of satisfactory work performance report in support of eligibility conditions. Copy of work orders, agreements without Satisfactory Performance Certificate shall not be considered for determining the eligibility.
- (vi) Copy of PAN No.
- (vii) Declaration as per format at Annexure-A on non-judicial stamp of ₹. 100/-
- (viii) Scanned Bid Document (Except Financial Bid page) containing all terms and conditions of the bid duly signed and Stamped by the bidder.
- (ix) Copy of registration certificate of shop and establishment for having Registered office / Authorized office in MEGHALAYA
- (x) a certificate that they have not been blacklisted in the past five years by any Government / Private
- (xi) an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs.10/- that there is no vigilance/ CBI case pending against the Bidder / Agency.

(9). 14. In case of more than one bidder quoting the lowest service charge in the financial the

preference for selection of eligible bidder shall be done as under:

- i. The Bidder with maximum quantum (amount wise) of similar work completed during the last 3 years in Hospital of Central or state Govt, or of Pvt Hospital having minimum 500 beds shall be preferred for award of work; if still there are more than one lowest bidder, then
- ii. The average annual turnover during last three financial years (2017-18, 2018-19, 2019-20) shall be compared and the bidder with highest average turnover in last three financial years shall be preferred for award of work.



Other Terms and Conditions

Evaluation of technical and financial bid

- a. The Bidders are required to upload Technical bid as per Bid Specification uploaded on C Portal.
- b. Each and every page of attached document should be signed and stamped by bidder or the authorized representative of Bidders.
- c. The NEIGRIHMS reserves the right to reject all Bid in whole, or in part, without assigning reason thereof.
- d. Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder but avoid unreasonably low service charge and subsequent tax disputes, service charge quoted by bidder must be not less than TDS deduction.
- e. The earnest money shall be refunded to the unsuccessful Bidders after finalization of contract.
It shall be refunded to the successful Bidder on receipt of performance security deposit. interest is payable on the EMD.
- f. The bid shall be valid for 90 days from the date of opening of financial bid.
- g. Bids which are incomplete or Conditional in any form shall be rejected outrightly.
- h. In case the successful Bidder declines the offer of Contract, for whatsoever reason(s), the EMD shall be forfeited.
- i. A formal contract shall be executed/ entered into with the successful Bidder. In this contract the successful Bidder shall be defined as Contractor.

Performance Security Deposit

The successful Bidder will have to deposit a Performance Security Deposit as per Bid Details GEM in the form of Demand Draft in favor of "Deputy Director (Admn)" payable at SHILLONG.

The successful Bidder will have to deposit the Performance Security Deposit and execute contract within 15 days of acceptance of Bid, failing which, the competent authority may call the award of work and forfeit the EMD and other appropriate action as deemed fit.

GENERAL CONDITIONS OF CONTRACT (GCC)

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1. The intended Professional Security Agency shall provide round the clock security arrangement for guarding the Institute Campus including buildings and other premises belonging to the Institute hostels, property of the Institute / employees / officers and their families and any other such location: may be required from time to time.

2. Every personnel deputed by the Agency should be a citizen of India, attained 18 year age and not exceeding 65 years, possess the required qualification as applicable and should physically and medically fit.

3. The security personnel should be courteous/well-mannered, smartly dressed with proper uniform, boot/shoes, belts, caps, badges, whistles, lathis, and rain-coats during duties and carry identity card duly attested by the Executive of the Agency, which should be provided by the Agency at its own cost. A photocopy of these identity cards duly attested by the same shall be given to the Institute records, verification etc. The Institute shall have the right to inspect, from time to time, the uniform worn by the Security personnel as well as their fitness to perform guard duty to the satisfaction of the Institute. The Institute shall also have the right to inspect and supervise the Agency staff on duty through the Security Committee (SC) of the Institute or any other representative to be deployed by the Institute.

4. The Agency shall ensure that before deputing personnel, they shall verify the antecedents of all their staff and provide to the Institute a complete dossier and particulars of each Security personnel, proposed to be deployed. The intended Agency is also required to submit police verification and verification of antecedents to the Institute before deployment of personnel to the Institute.

5. The Agency shall also have to provide Motor Cycle/Scooter for patrolling the campus at its own cost and expenses.

6. The Agency shall not involve the Institute in any way whatsoever in case of any violation of the provision of law, the Agency shall be responsible and the Institute cannot be called or dragged into litigation in any manner whatsoever. In case of violation of provision of law, including Labour Law etc. any liability is fastened upon the Institute, the Agency must indemnify the Institute completely including cause thereof.

7. The personnel deployed by the Agency in the Institute premises shall be removed immediately, if the Institute considers such removal necessary on administrative grounds. The Agency shall immediately remove any personnel who are found to be neglecting their duties; personnel of doubtful character shall be replaced immediately with substitute personnel either on their own volition or on the demand of the Institute. In case of removal of such personnel; no claim shall be maintained against the Institute.

8. The qualification/ rank of the deployed security personnel should be as specified in PSA(RA) and as stipulated in GeM.

9. The entire responsibility for taking Security deployment shall be that of the Agency. In case of major theft or breaking in, if a Joint Enquiry Committee (includes members from Institute and agency) establishes that theft or loss or damages has been caused due to the negligence of the Agency or any of its employees, the Institute will be entitled for reimbursement by the Agency for the monetary loss as decided by the Committee. The committee will also consider the Police Investigation Report in such cases, if, necessary. In case there is an abnormal delay in receipt of the Police Investigation Report, the enquiry committee is free to take decision. The amount shall be recovered from the agency within 30 days from the date of decision of the said Committee or otherwise shall be released from the Security deposit retained with the Institute, if the amount so pursued and the Police Report shall, unless such deposit has become otherwise payable, within 10 days after such deduction made in good in cash the amount so deducted.

10. In the event if the Agency personnel on duty found negligent and / or sleeping in the area of his responsibility or found missing from duty place by the Institute, the penalties as mentioned in the Operational Parameters (please see Annexure - II) will be imposed on the agency.

11. The Agency shall provide metal detector (hand held & door type) as a security measure as and when required by the Institute and the cost will be borne by the agency.

12. The Agency shall designate their representative stationed in Shillong who would act as Liaison Officer between the Agency and the Institute as and when required. However, the Institute shall have no financial liabilities for the Liaison Officer.

13. (a) The Agency shall ensure presence of correct number of persons contracted on duty. In case of absence from duty due to sickness, leave etc, the Agency shall ensure replacement

manning of all security locations without any additional liabilities to the Institute.

(b) Security personnel under the Contract of the Agency is entitled 8 (eight) days paid Casual Leave in a year. During the Casual Leave availed by the personnel engaged by the agency, a substitute is necessary for such days. Daily Wages of the Substitute/Alternate manpower engaged can be billed and reimbursed from the Institute on submission of the bills. However concurrent agency charges/commission of the contract agency shall not be applicable for substitute/alternate manpower engaged, as the same is deemed to have been claimed with the bill of earlier manpower engaged

14. The Agency shall be required to take effective measures during disaster management such as Fire, Flood, Strikes, Mob Violence(s), Riots, Natural Calamities etc., on instruction from the Chief Security Officer/ Security Officer of the Institute, or any Official appointed by the Institute in accordance with the Internal Disaster Management Plan.

15. All matters and disputes arising out of this agreement between the Institute and Agency will be subjected to the provision of Arbitration and Conciliation Act, 1996 as amended having jurisdiction at Shillong, Meghalaya. In case of any future dispute, the matter may be referred to the Arbitrator, to be mutually appointed by both parties.

16. In case of any future dispute leading to filing of court cases, etc., the courts situated at Shillong shall have the exclusive jurisdiction for the same.

17. The agreement shall be valid for a period of three years from the date of execution of the agreement, extendable till finalization of new tender, whichever is earlier. However, if any of the parties violates any of the terms and conditions laid down in the Agreement the other party can terminate the Agreement after giving 60 (sixty) days prior notice in writing.

18. The Agency will ensure that at least 80% of the existing Security personnel will have continuous service in the Institute. This is applicable for each category of personnel engaged by the Institute.

19. With regard to the payment of wages to the security personnel, the Agency should:-

(i) make arrangements to pay the wages to the security personnel by 7th of every month which will be reimbursed to the Agency by the Institute after submission of the Salary Bills along with proof of payment of wages/bank statement, latest by 15th of every month.

(ii) make arrangements to pay all statutory liabilities such as EPF, ESI, GST by the 10th of every month, which will be reimbursed by the Institute to the Agency after submission of EPF, ESI, GST challans, latest by 15th of every month.

(iii) For example, the payment of wages to the security personnel, payment of EPF, ESI, GST etc., for the month of April has to be made by the Agency latest by the 7th of May, and the Bills, salary payment receipts/bank statements, EPF, ESI, GST Challans, etc. for the month of April is to be submitted to the Institute latest by 15th of May, for which the amount paid by the Agency for that month will be reimbursed to the Agency by the Institute.

(iv) The Institute will not be held responsible for the delay/ late payment of wages/salary. In case of any delay of the payments by the Agency beyond the 10th of the month, penalty will be imposed @ ___% of the Total salary bill. For late submission of bills to the Institute, i.e., beyond 15th of the month, penalty @ ___% will be imposed.

20. The Agency shall comply with all relevant laws and statutory requirements covered under various Labour Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970, ESI etc. The Agency shall not pay the wages of its Security personnel below the rate of Minimum wage

fixed by the Ministry of Labour, Government of India and shall also enhance the wages as and when revised / issued by the concerned Ministry with the approval of the concerned Authority. Further enhancement in the agreed rates will be allowed during the contract period except statutory revision from time to time.

21. If as a result of post payment audit or any overpayment is detected in respect of work done by the Agency or alleged to have done by the Agency under the tender, the Service provider shall immediately refund the same to the Institute on receipt of notice thereto or it shall be recovered from the Service provider along with cost incurred.

22. The service provider will provide the following functional security equipment at all times to the staff at their own costs, including consumables like batteries etc. for providing effective and best security services to the Institute, failing which a penalty amounting to ₹1000.00 (Rupees One Thousand only per day, will be charged till all the security equipment have been in place:-

- i) Torches
- ii) Cane lathis
- iii) Handheld metal detectors
- iv) Door frame metal detectors
- v) Handheld search lights
- vi) Walkie - talkies to the duty Supervisor and patrolling Guards
- vii) Traffic jackets
- viii) Handheld light traffic signal (green & red signal)

23. The service provider should have round the clock Control room service in the Institute premises and shall constitute a "Quick Reaction Team" to be available 24 x 7 to deal with any unforeseen/unwanted situation and should reach the spot/place of incident within a reasonable time.

24. The approximate number of persons required to be engaged will be as follows:-

Security Guards	-	250
Security Supervisor	-	16
Fireguard	-	9

However, the NEIGRIHMS has the right to change the number of Guards at his discretion at any time and the agency shall be bound to provide the amended numbers required.

25. Security Supervisors/guards/fire guards deployed will have to work round the clock as per the contract. The total working hours will not exceed 8 hours a day. The working hours may be increased in case of any exigencies of work, however no overtime/double duty is allowed.

26. The Performance security deposit shall be returned to the Agency on the expiry of the contract.

contract period on furnishing usual clearance/No Demand Certificate. The Security Deposit shall be returned on the expiry and termination of the Contract subject to conditions that the Security Agency has indemnified the NEIGRIHMS for all payments to the staff. The Security Agency w requesting for release of the Performance Security Deposit shall certify that all payments includ Labour Laws obligations have been fulfilled and that the NEIGRIHMS authorities shall not be respons for such payments to the staff arising out of the decision of the Labour court, if any.

27. The Contract shall come into force from the date of Agreement signed by both parties. In case the Agency fails to execute the job after signing the Agreement Deed or leave the before completion of the period of Contract at their own accord, the Medical Superintendent shall h the right to forfeit the Performance Security Money Deposited by the Agency for execution of Contract.

OPERATIONAL PARAMETERS

I. The objective of the services to be provided to the Institute by the Agency will be mainly Security related measures of the entire campus as detailed below:

- a. Prevention of loss to the Institute and private property of employees by theft, burglary, dacoity etc.
- b. Prevention of injury, assault and violation of persons, campus residents and legitimate visitors
- c. Adequate security for all functions, conferences, dignitary visits and cultural events.
- d. Adequate security against unauthorized encroachment, tree poachers, stray cattle/dogs and other unwanted elements.
- e. Effective enforcement of traffic regulations in the campus.
- f. Other related services, such as hospital related issues, as may be assigned by the Institute from time to time.

II. The Security operation parameters will therefore be:

- a. Theft related
- b. Patrolling related
- c. Discipline related
- d. any other services assigned from time to time

III. The Agency shall be liable for the any lapse on their part in performing its duties during the continuance of contract and Institute will impose penalty on the Agency for any loss/ damage to life and property covered under the services rendered for the following: -

- 1. Dacoity: Failure to prevent a forced entry into any campus area resulting in looting and /or injury to any person(s).

2. Theft: Failure to prevent the following: -

- a. Any break-in in an official / residential premises and theft of goods.
- b. Lock breaking of premises and theft of goods.
- c. Theft of any Institute Asset(s), etc.
- d. Theft of Car(s) / Scooter(s) /Bike(s)/bicycle(s) etc., from the campus.
- e. Theft of any other kind.

3. Patrolling: On failure to keep watch around the clock for the following: -

- a. Eve Teasing/Molestation case of any kind.
- b. Rowdiness / rioting in the campus.
- c. Patrolling motor cycle out of order for more than 4 days.
- d. Insufficient deployment relative to the deployment chart.
- e. Strength shortfall by more than 10% on any given day.

4. Discipline: Deployed security persons should maintain discipline at all times and there should not any complaint from any corner for the following: -

- a. Rude and unpleasant behaviour of guard(s).
- b. Non-compliance with instruction/ orders.
- c. Failure in drill / random call.
- d. Security guards sleeping while on duty / missing from the place of duty.

5. General: Security personnel should be watchful and have to perform their duty as watch-dog the following: -

- a. Presence of unwanted elements in the campus.
- b. Rash driving in the campus.

IV. PENALTY: Any event (s) of 1/2/3/4/5 above will entail deduction of 10% of Total bill for Secur service in the 1st instance 20% for 2nd instance and 40% in the 3rd instance in a given month repeated for more than thrice in a given month, it will entail termination of the contract within 30 c or as may be decided by the Institute without any prior intimation or obligation.

Technical Bid

1.		Name of the firm:-	
2.	a	Full Postal Address:-	
	b	Cell Phone No.	
	c	Telephone No:-	
	d	Fax No.	
3.	a	Date of Establishment of Firm:-	
4.	a	If your Firm Registered under:-	
	b	The Indian Factories Act:-	
	c	Any other Act, if not, who are the owners (Please give full address):-	
5.		Name and Address of your Bankers stating the name in which the Account stands:-	
6.		Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company with policy no:-	

7.	Total number of Manpower:-	
8.	Are you in the list of approved agencies of any other organization/ institutions, if any give details (Append extra page if necessary):-	
9.	Give details of any Government contracts executed during the last twenty four months (Append extra page if necessary):-	
10.	Any other information which you consider necessary to furnish:	
12.	No. of man-power engaged :: by the agency at present	
13.	a. PAN No.	
	b. GST Registration No.	
	c. EPF Registration No.	
	d. ESIC Registration No.	
	e. Contract Labour Registration	

-

The above format may be used to provide requisite details. Any additional relevant information may provided.

-

UNDERTAKING:

- 1 . I, the undersigned certify that I have gone through the terms and conditions mentioned in tender document and undertake to comply with them.
- 2 . The rates quoted by me are valid and binding upon me for the entire period of contract and certified that the rates quoted are the lowest quoted for any other institution/ hospital in India.

- 3 . The earnest money of Rs. _____ to be deposited by me has been enclod herewith vide FD/Demand Draft no. _____, Dt. _____, drawn on bar _____, Branch _____.
4. I/We give the rights to NEIGRIHMS, Shillong to forfeit the earnest money deposited by me/us if delay occur on my/agent's part or failed to comply with the contract.
5. There is no vigilance/CBI case or court case pending against the firm.
- 6 . I hereby undertake to supply the items as per directions given in the tender document / sup order within stipulated period.
7. I shall be vacating any space that may be provided to me by the hospital authority to carry out job or otherwise, before I put up the last bill of the contract period for payment.

**Date: -
agency:-**

Signature of

**Place:
Designation:-**

Full Name:

seal of the agency)

(Of

ANNEXURE A

DECLARATION

1. I, _____

____ Son/Daughter of

Shri. _____ Proprietor/

Partner/Director/ Authorized Signatory of _____ am

competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information /documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

4. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non-performance or deficiencies in services on my part.

5. Company/Firm has done in past satisfactorily/disciplined work and not blacklisted in past by any client.

Signature of Owner/Managing Partner/Director

Date :

Place :

Full Name

Company's Seal

Financial Bid

Financial Bid will be as per regulations and procedures of GeM and bidders are to comply accordingly

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller with days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to

open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---