



NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Empowerment of PwDs, Ministry of Social Justice & Empowerment, Govt. of India)

B.T. Road, Bon-Hooghly, Kolkata-700090

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No. SP-54/Estate/2000/NIOH/Pt-IX/

07th December, 2015

E- TENDER DOCUMENT FOR SECURITY SERVICES

National Institute for the Orthopaedically Handicapped (NIOH) invites online tenders through www.eprocure.gov.in from reputed and experienced Security Services Agencies for providing Security Services at the above address. The interested agencies are required to go through the Draft Agreement, General Terms & Conditions and Special Terms & conditions of the Contract before submitted the Tender.

Cost of Tender Paper: **Rs. 1000.00(Rupees one thousand only)** in favour of "National Institute for the Orthopaedically Handicapped", payable at Kolkata, in the form of DD/Pay Order/cash is to be submitted before bid opening date in bellow mentioned address.

"National Institute for the Orthopaedically Handicapped,
B.T.Road, Bon-hooghly,
Kolkata-700090".

The completed Tender documents along with credentials i.e. Registration, Trade License, P.Tax/VAT, IT/ST Clearance etc. shall be submitted online on or before **28-12-2015 at 10.00 a.m.** EMD of **Rs.84,000/-(Rupees eighty four thousand only)** in the form of Demand Draft/Pay Order must be issued in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata. Scan copy of cost of EMD, Tender Paper should be uploaded along with quotation. This Institute reserves the right to accept or reject any or all the tender papers without assigning any reason, what so ever.

GENERAL TERMS & CONDITIONS

A) Eligibility Criteria:

1. The Tenderer may be proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled/registered with appropriate authority who possess the required licenses, registrations, etc.,
2. The Tenderer shall have at **least 10 years** experience of providing Security Services to any Govt/Private Sectors. Documents of the same must be uploaded alongwith onlile bid.
3. The Tenderer should have an office in proximity of Kolkata.
4. The Tenderer should have the following Registrations and details of the same by provided in the Technical Bid:
 - i) EPF Registration
 - ii) ESI Registration
 - iii) Service Tax Registration
 - iv) Valid Trade License
 - v) PAN Card
5. Submit an undertaking that no case is pending with the police against the Proprietor/Firm/Partner or the Company (Agency) indicate any convictions in the past against the Company/Firm/Partner

B) Information and conditions related to submission of bids:

1. The initial period of contract shall be for 12 months, which may be extended up to 6 (six) months depending upon performance of the agency and at discretion of the Institute.
2. **The interested agencies are required to visit the site to inspection of work, and also go through all the terms & conditions and scope work mentioned in this Tender.**
3. All the pages of the tender documents should be signed by the owner of the firm or his authorized signatory. In case the tender proposals are signed by the authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
4. A copy of the General and Special Terms & Conditions as **Annexure-1** shall be signed on each page and submitted with Tender proposal as token of acceptance.
5. The Tenderer shall pay Tender Security as EMD of Rs.84,000/- in the form of Demand Draft in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata and drawn on any Nationalized/Scheduled Bank. Tenders/Bids received without Earnest Money Deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc., at any stage.
6. The Tender/bid Security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of the contract.
7. The EMD deposited by successful agency will be deposited in this Institute towards Security Deposit as demanded above.

8. The successful agency's monthly bill, the 10% of amount deducted and kept as Security Deposit in our side and it will be released after successful completion of the entire contract period.
9. The EMD shall be forfeited, if successful agency fails to undertake the work or fails to comply with any of the terms and conditions of the contract.
10. The agency shall provide 2 (two) Female Security personnel (Civilian) for providing services at Girls Hostel as per schedule.
11. The competent authority at this Institute will decide about the agency to which the offer shall be granted based on the Technicality & quoted rates and any other credibility, etc., the decision of the competent authority shall be final.

C) i) Educational Qualifications and Experiences :

The deployed Security Supervisor and Security Guards should have minimum qualification of matriculation pass, should not have any medical disability and should not have retired more than five years prior to recruitment in the security organization. Height, Weight should be as prescribed by the Army and in case of character assessment; the discharge certificates should indicate very good to exemplary character. They should be below the age of 55 years.

ii) Medical Fitness:

a. Height should be 175 to 180 cm.

b. Chest will be minimum range of expansion is 5.0 cm.

c. Visual Standards

| SN | With Glasses | | Without Glasses | |
|----|--------------|-----------|-----------------|-----------|
| | Better Eye | Worse Eye | Better Eye | Worse Eye |
| 1 | 6/60 | 6/60 | 6/9 | 6/24 |

D) Scope of Work: Providing Security Services at National Institute for the Orthopaedically Handicapped (NIOH), B.T. Road, Bon-Hooghly, Kolkata-700090, as per following terms & conditions:

1. The Agency shall provide Security Service by deploying adequately trained and well disciplined Security Personnel (Ex-Servicemen) who shall safeguard the Institute building, moveable and immovable assets, equipments and other items at the above address from any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests, students or any other persons working in its campus.
2. The agency shall provide the Ex-Servicemen personnel (from Army, Air force or Navy); those must have minimum **10** (Ten) years experience in providing security services in Govt. Departments/Autonomous Bodies/ Govt. undertakings or public Sector. The necessary details of deployed personnel must be submitted after receiving the work Order to Estate Officer.

3. The security personnel shall be deployed round the clock in **3 shifts** at the Institute to safeguard the premises as per Schedule as follows:

| Shift | Time | Security Guards | Supervisor |
|------------------|------------------------|------------------------|-------------------|
| 1 st | 06.00 a.m to 02.00 p.m | 05 (Male) | 01 (Male) |
| 2 nd | 02.00 a.m to 10.00 p.m | 05 (Male) | 01 (Male) |
| 3 rd | 10.00 p.m to 06.00 a.m | 05 (Male) | 01 (Male) |
| 01 st | 06.00 a.m. to 2.00 p.m | 01 (Female , Civilian) | |
| 02 nd | 02.00 p.m to 10.00 p.m | 01 (Female, Civilian) | |
| General Shift | 09.00 am to 5.30 pm | 03 (Male) | |
| | | | |

4. In General Shift duty there is lunch break will be half an hour i.e 1.00 pm to 1.30 pm.
5. The General shift duty only 26 working days in a month.
6. The Security Personnel shall be responsible for opening/closing of the all Rooms as necessitated/directed by the authority at the institute on working and closed days.
7. The Security Personnel shall ensure that water Taps/Lights/Fans/Doors/Windows/ACs etc., are not left open/on after close of working hours on normal working days as well as on off days.
8. The Security Supervisor shall maintain the records of Inward and Outward movement of Visitors, Materials and Vehicles, etc., with proper check on the same as per instructions given from time to time by competent authority at the Institute.
9. The Security Personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
10. The Security Personnel shall be duly trained in Fire Safety operations. They should be trained to operate various fire control equipment installed at the Institute.
11. The Security personnel shall be provided the water distribution through operating motor pump to all areas in the campus from time to time.
12. The security personnel deployed shall be move/rounds in patients wards/Indoor Wards.

E) Special Terms & Conditions of Contract:

- a) Estimated number of Guards is subject to reasonable change at the discretion of the competent authority at the Institute.
- b) The agency shall ensure that the Security Personnel deployed are healthy and not more than 55 years of age.
- c) The full particulars of the Personnel to be deployed by the agency including their names and addresses shall be furnished to the Institute along with testimonials before they are actually deployed for the job.
- d) Authorized persons of agency shall visit the Institute premises at least monthly twice and review the service performance of its personnel. During the visit, the authorized person of agency will also meet the Estate Officer dealing with service under the contract per mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any observed in their working.
- e) The agency shall provide reasonably good uniform with name badges to its personnel deployed at the Institute at its own cost and ensure that they are used by the personnel deployed and maintain in good condition. The incidentals, such as, belt, shoes, socks, torch with cell, cane stick and vigil, etc., shall borne/supplied by the agency at its own cost.

- f) In case of any theft or pilferages, loss or other offenses, the agency will investigate and submit a report to the Institute and maintain liaison with Police. FIR will be lodged by the Institute wherever necessary.
- g) In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternate arrangement to make up for such absence.
- h) If the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Institute shall deduct the requisite amount at the Pro-rata Rates from Bill of the agency besides imposition of penalty for non observance.
- i) The agency shall arrange to maintain at the Security Desk/Booth, the daily shift wise attendance record of the security personnel deployed by its showing their arrival and departure time. The agency shall submit to the Institute an attested copy of attendance record and enclose the same with monthly Bill.
- j) The agency shall be solely liable for all payments/dues of deployed personnel in each month; the payment details shall be submitted along with monthly Bill.
- k) An Agreement shall be signed with the successful Bidder as per specimen enclosed.

Penalty Clause:

| SN | Type of | Penalty in Rs. |
|-----------|---|-----------------------|
| 1 | Incidents of lapse in patrolling | 100 per day |
| 2 | Rowdiness and / or rioting in campus | 500 per day |
| 3 | Continuous duty more than two | 500 per day |
| 4 | Presence of unauthorized person(s) in the campus | 100 per person |
| 5 | Presence of unauthorized Vehicle(s) in the campus | 200 per vehicle |
| 6 | Lapses of general nature | 500 per day |

