

All India Institute of Medical Sciences

Rishikesh-249203



Tender Document for Outsourcing of Security Manpower Services at
AIIMS Rishikesh

Ref. No.	:	24/Security Services/598/2020-(Rish(Admn))
Publishing Date	:	17.11.2020 at 3:00 PM
Pre-Bid Meeting	:	25 .11.2020 at 3.00 PM
Bid Submission Start Date	:	17.11.2020 at 3:00 PM
Last Date of Bid Submission	:	08.12.2020 at 3.00 PM
Bid Opening	:	09.12.2020 at 3.00 PM

Tender documents may be downloaded from institute's web site www.aiimsrishikesh.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

TENDER NOTICE
Security Manpower Services
AIIMS Rishikesh, Virbhadra Marg, Rishikesh, Dehradun

1.E-tenders in Two Bids (Technical & Financial) are invited on behalf of the Director, All India Institute of Medical Sciences, Rishikesh from reputed, competent and experienced agencies, for providing Security **Manpower Services for a period of two year, further extendable to one year at AIIMS Rishikesh.**

2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0135-2462915.

4. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

6. Hard Copy of **original** technical bid along with earnest money deposit and tender fee etc. must be delivered to AIIMS Rishikesh on or before last date/time of Bid Submission as mentioned above. The bid without EMD and tender fee will be summarily rejected.

7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

8. Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS Rishikesh website: www.aiimsrishikesh.edu.in. And other Central Government Procurement Websites (*subject to its access of AIIMS Rishikesh*).The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalisation of the tender.

9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.

10. The pre bid conference would be held on 25.11.2020 **at 03.00 PM** in the office of Tender Opening Room, AIIMS, Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head.

Administrative Officer
AIIMS Rishikesh

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

RISHIKESH

(Forwarding Letter/Undertaking)

(SCHEDULE-'A')

Dear Sir,

1. I/We hereby submit our documents against the above tender for outsourcing of security manpower services for two years (further extendable to one year, subject to satisfactory performance) at AIIMS Rishikesh 249203.
2. I/We now enclosing herewith the FDR/CD/Term Deposit Receipt _____ dated _____ for Rs. ----- drawn in favour of "AIIMS Rishikesh" towards EMD/Bid Security. (Tender not accompanied with EMD/Bid Security along with Techno Commercial Bid (Part-I) shall be summarily rejected).
3. I/We have gone through all terms and conditions of this tender before submitted the same and agreed to all the terms and conditions, stipulated by the AIIMS Rishikesh in this connection.
4. I/We have noted that over written entries shall be deleted unless cut & re-written entries are duly initialed.
5. Tender is duly signed (No thumb impression should be affixed) by the proprietor/authorized signatory.
6. I/We undertake to sign the contract/agreement, if required, within 7 days from the issue of the letter of acceptance/offer, failing which our/my security money deposited maybe forfeited and our/my name may be removed from the list of contractors at the AIIMS Rishikesh-249203.

Note:

- All terms and conditions such as statutory liabilities, taxes etc., have been indicated in the quotations failing which it will be presumed that the rates are inclusive of all taxes and other terms and conditions are also as per your requirements.
- The forwarding letter/schedule-A duly signed, as required, form part of the tender shall be submitted along with tender documents failing, which the tender shall be rejected.

Yours Sincerely,

**Signature with rubber stamp
of Tenderer with full Address**

1. WITNESS WITH FULL ADDRESS & PHONE NO.

NOTICE INVITING TENDER FOR SECURITY MANPOWER SERVICES

Director, AIIMS Rishikesh invites online tenders under Two-Bid system from reputed agencies/firms, having capacity to provide integrated Security Services with required number of uniformed trained manpower alongwith necessary electronic and other surveillance equipment for maintaining security services at AIIMS Rishikesh for a period of two years through open tendering system extendable upto 1 year depending upon the performance.

Name of work & file reference	(F.No. 24/Security Manpower Services/ /2020-Rish(Admin)Manpower (Security Services) for two years, further extendable upto 1 year, depending upon the performance. at AIIMS, Rishikesh (Two-Bid System)
Tender cost (in Rs.)	Rs.1180/-
EMD/Bid Security (in Rs.)	Rs. 24 Lakhs
Turnover	Rs. 10 Crores
Security Deposit	Rs. 1.20 Crore.

Estimated Cost: 12.00 Crores (approx.) for one year

The tender form shall be available on AIIMS Rishikesh website (www.aiimsrishikesh.edu.in) from where it can be downloaded and a demand draft of Rs 1180/- (Rupees one thousand one hundred eighty only) in favour of AIIMS Rishikesh payable at Rishikesh should be submitted at the time of submission of tender form (**COST OF TENDER FORM**).

Last date for submission/receipt of tender(s) is up to _____ at _____ and technical bids will be opened by the Tender Committee in the presence of tenderers or their authorized representatives who wish to be present on _____ at _____ in the Tender Office All India Institute of Medical Sciences, Rishikesh. In case, any holiday falls on the day of opening, the tenders will be opened on the next working day at the same but the tender box will be sealed on same day and time, as scheduled

above. The tenders received after the above said scheduled date and time will not be considered. No tender by fax will be entertained.

Number of posts are tentative. Actual number of posts operative will be informed by the Institute. It may increase or decrease as per Institute requirement. **The Competent Authority of AIIMS, Rishikesh reserved right to relax/amend/change any of the above parameters i.e. posts/number of posts/eligibility qualification/scope of work etc.**

The Agency shall ensure that the engaged manpower, as per the description, not only performs within its requisite scope of work but also ensure maintenance, upkeep & safety of the Complex, Stores, Furniture etc. as well as harmonious and cordial relationships with the employees, visitors, guests or any other persons within the complex / premises. The Agency will be held responsible for any illegal action by the deployed personnel.

Their deployment will be in general shift or round the clock in 3 shifts at AIIMS. The Agency will provide to all deployed personnel **Uniforms, Name Badges and Identity Cards**. The Agency will also ensure that engaged manpower should maintain vigil and remain alert on respective official performances. The requirement of manpower in above defined categories or in additional categories may increase or decrease.

B. Eligibility Criteria:

- Legal Valid Entity; -
 1. The bidder may be a proprietary firm, partnership firm, limited company, corporate body legally constituted, who possess the required licenses, registrations etc. as per law valid at least for 12 months from the date of the opening of tender.
 2. The Bidder should have at least 3 years' experience of providing security services to Central/State Govt. medical college and/or Central/State Govt. hospital and also having executed minimum value of ₹ 30.00 Crores of contract of providing security services in last three years (i.e. 2017-18, 2018-19 and 2019-20). (The bidder has to submit the audit report of the relevant financial year with technical bid.

Note:

1. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
2. Completed work shall mean work under one contract with extension/s. Work considered should either have been completed/ Concluded or should have been more than one-year-old live contracts with extension/s, if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.
3. Nature of work shall mean providing security, surveillance and maintaining discipline and separation of threats against Assets only. The contracts associated with Housekeeping, Facility Management, Sanitary etc which are not connected with the security and surveillance will be outside the scope of the work.
4. Bidder has to attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be duly certified by the statutory auditor. (Amount Exclusive of GST will be considered for evaluation). Details of annual turnover should also be furnished as

per format given in this tender (Annexure - A), duly certified by a practicing CA along with CA Registration Number.

3. The bidder should be licensed as a Service Provider under the Contract Labour (Regulation & Abolition) Act, 1970 for any Security contract. Documentary evidence in respect of above should be submitted along with the bid.

OR

The bidder must furnish an undertaking in the bid that the bidder shall apply, within 30 days from the date of award of Contract, to the appropriate Labour authority for Labour License to provide the Services and obtain a License within a reasonable time and submit a copy of the same to AIIMS Rishikesh.

4. The Bidder preferably must have an independent office set up in Rishikesh, to facilitate round the clock contact throughout the entire duration of the contract prior to date of publication of the tender. Bidder must indicate complete details of office facilities available at Rishikesh) in the techno- commercial bid (Copy of the rent agreement and shop and establishment licence valid as on date of floating of the tender to be shared in the technical bid).

OR

In case the Bidder is not having an office currently in Rishikesh it must give an undertaking to start an office in Rishikesh within 15 days from the date of contract to facilitate round the clock supervision throughout the entire duration of the contract.

5. Bidder must be registered with Uttarakhand government under Private Security Agencies (Regulation) Rule, 2005 and should have a valid license for carrying out security work in the state. Those agencies who have applied for issue of new license on or after date of publication of this Tender will not be considered. The license under private security agencies (Regulation) Rule, 2005 for the state of Uttarakhand should be valid at least for 12 months from the date of the opening of tender.

- The bidder should not have incurred loss in any of the last four financial years (2016-17, 2017-18, 2018-2019 & 2019-20). This is to be certified by a practicing chartered accountant along with CA registration Number.
- The net worth of the company as on 31st March 2020 should be positive. This is to be certified by a Practicing CA along with CA registration Number.
- The bidder should have experience of providing of minimum average 250 security personnel per month in one institution in last three years.
- The bidder should be registered with following Government bodies/institutions and should have-
 - a. PAN Card Number under the Income Tax Act

- b. Valid License issued by Regional Labour Commissioner, Govt. of India or should give an undertaking that the bidder would obtain it positively within 30 days of the award of the work.
 - c. EPFO Registration
 - d. ESIC Registration
 - e. GSTN Number
 - f. Registered under Shops & Establishments Act.
 - g. ITR for last four financial year
 - h. Valid ISO certification for Quality Services i.e. ISO 9001:2008 or ISO 9001:2015
- An affidavit, duly certified by a notary public that there are no ongoing criminal case/vigilance enquiry against the firm/Partners/Proprietor/Society/Director of the company and he/she has never been convicted or punished by any competent court of law.
 - Blacklist affidavit- the bidder has not been debarred and or blacklisted by any central/state government department (during FY-2016-17 to 2019-20). An affidavit on Rs. 100/- Non Judicial stamp paper duly notarized shall be enclosed with the technical bid to that effect.
 - The bidder shall submit solvency certificates not more than 6 months old, for an amount of Rs. 1.5 crore from a schedule bank.
- The bidder should submit the self-attested copy of the following documents along with the technical; bid, falling which the bid shall be liable to get rejected.
- a. Audited copies of annual account duly attested by CA of last three years i.e 2016-17, 2017-18, 2018-19 & 2019-2020
 - b. Income tax return for last four years
 - c. GST Registration certificate
 - d. GST Return 1 filed for last one year
 - e. GSTR-3B (is a monthly self-declaration) filed for last one year ending 31st March 2019
 - f. Copy of PAN Card
 - g. ESIC and EPF registration certificates
 - h. Registration certificates under contract Labour (R&A) Act 1970
 - i. Copy of proof of depositing contribution towards EPF, ESI & Service Tax Ending 31st March 2019
 - j. Copy of document as an evidence of having own Security Training Academy or tie up with a recognised Security Training Academy duly approved by statutory body for providing refresher security training to its security guards/supervisors in compliance with Private Security Agencies (Regulation) Rule, 2005.

SCOPE OF WORK

1. Scope of Work:-

The service provider shall have to provide a zero tolerance and comprehensive security services for the AIIMS Rishikesh. AIIMS Rishikesh provides patient care service (both outdoor and inpatients), performs the function of a Medical College with teaching staff and students residing in the campus as well as functions as a major research facility. Most of the time, the security personnel are the first point of interface with the patient and their attendants. Therefore security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior.

The service provider shall ensure protection to the personnel and property of the AIIMS Rishikesh and its inhabitant, prevent trespass in the assigned area(s) with/without arms, perform watch and ward functions including night patrol on the various points and prevent the entry of stray animals (dogs, monkey's, cattle and pigs etc.) anti-social elements, unauthorized persons and vehicles into the campus and buildings of the Institute.

The service provider will need to deploy round the clock Security Supervisors / Security personnels with and without arms, Fire officers, Lady Guards at AIIMS Rishikesh. The security personnel shall be deployed round the clock in 3 shifts at the AIIMS Rishikesh for safeguard of the premises. Actual number of Personnel to be deployed in each shift will be discussed and decided accordingly and revised as and when required by the Institute Administration under consultation with Agency Representative.

The agency shall ensure that the security personnel deputed are healthy and not more than 65 years of age. The agency will get their antecedents, character and conduct verified and submits to the institute complete records of such verification reports.

2. Duties and Responsibilities of Contractual Security Staff:-

a) Security Supervisor

1. The Security Supervisor of particular area/building shall be responsible for overall security arrangements of the concerned area and building. The supervisor will have a day to day interaction with Head of the Department / Officer In charge of the area to give a feed back on the service rendered and for taking further action as and when needed.
2. Security Supervisor will ensure that the instructions of AIIMS Rishikesh Management (conveyed through authorized personnel) are strictly complied with without any lapse and delay.
3. No outsiders are allowed to enter in the building without proper pass issued by the authorized officer of the concerned building/department/Institute.
4. Security Supervisor should ensure that no item equipment/engineering material are allowed to be taken out of the buildings 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

stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security Control Room.

5. Security Supervisor should ensure that all Security Guards should be deployed as per duty roster and the same will be monitored personally by the Security Supervisor from time to time and he will be responsible for its optimum utilization with the consultation of Concerned Security Officer/officer authorized for this purpose.
6. Security Supervisor will also take round of all important and sensitive points of the building/area as specified by the authorized officers/officer in charge of the building.
7. Security Supervisor will monitor all electronic and other security surveillance system and ensure their proper use worthiness and if any equipment needs maintenance he shall inform the company managers as well as security officer of the Institute. The maintenance related to Institute security equipment should be informed to the Security Officer In charge of the building.
8. Security Supervisor will ensure that security guard will take care of all equipments installed in the building, they are switched off when not in use, supervise optimum use of electricity/water and electronic equipment.
9. Security Supervisor will ensure that the building/area under his charge has to be manned and maintained from all animal, pets i.e. (stray dogs/monkey/cattle's or any other animals etc.) and no stray animal should roam in his area.
10. Security Supervisor will ensure that security guard on patrolling duty should take care of the water taps, valves water hydrant etc. installed in the open all over the premises and other moveable items left installed therein.
11. Security Supervisor will ensure that flower plants, trees and grassy lawns are not damaged either by the staff or by outsider.
12. Security Supervisor should impart training to the security guards to extinguish fire with the help of fire extinguisher cylinder and other fire fighting material available on the spot along with the fire staff. He will also ensure that security guards will also assist the fire fighting staff in extinguishing the fire and also help the fire staff in case of any natural calamities.
13. He must ensure that in emergency situation security staff deployed in his area shall also participate as per their role defined in the disaster plan.
14. He ensures that Security Guards supervised by him are required to display courteous behavior all the time especially towards woman employees and visitors to the Institute.
15. Security Supervisor shall ensure that Security Guards working under him shall not leave the premises before their respective reliever reports for duty.
16. Security Supervisor will brief/instruct all the guards before deploying on duty daily about their duties and responsibilities to security guards under him and any other instructions issued by the security department from time to time.
17. Any other provision as advised by the Security Officer/Assistant Security Officer, shall be binding on the supervisor.
18. Security Supervisor will ensure security entry/exit should be open and close as per the directions of the Chief Security Officer/Security Officer of the building and should be properly manned.
19. He shall be required to perform any other duty assigned by the Security Section from time to time for smooth/efficient functioning of the Security Department.

b). Fire Guards/Security cum Fire Guards

1. He shall always be properly dressed up, in his uniform as prescribed, during his duty hours.
2. He shall normally work in shift and performed his duty at his assigned area.
3. Immediately on reporting for duty, he shall check all the fire/safety equipments of his area. In case he observe any defect/ irregularity in any fire/safety equipment/installation, he shall report the same to his superior Officer at first opportunity.
4. Proper handing/taking over must be done in the beginning of each shift.
5. He shall be responsible for all equipments/fire panels/tools kept at Fire Control Room/where his duty assigned.
6. He shall participate in all parade, drills, practices and training program as detailed by Senior Officer.
7. He shall keep himself familiar with the topography of the Institute/Hospital/especially, fire fighting arrangements & fire escape routes.
8. He would inspect and clean all the fire Extinguishers and installations installed at his area in the Institute/Hospital.
9. Presence of Fire Guard in the Fire Control Room is mandatory and absence will be viewed seriously.
10. Smoking or allowing any person to smoke at Fire Control Room would involve strict disciplinary action.
11. In case of Fire before leaving the Fire Control Room, he must inform Security Control Room/Supervisor
12. Any unsafe act at their area, he will immediately inform to his Senior Officer.
13. He shall carry out any other work that may be asked to, by Senior Official from time to time.
14. All the Fire Guards should take their tea, meals, etc. at their respected duty post.

c). Security Guards

1. Security guard shall make sure that no vehicle will allowed to be parked in NO PARKING area under his assigned area of duty.
2. The Security Guard shall act as SANTRI and keep the area clear under his surveillance all the time from any unwanted persons. In case he observes anything dubious/suspicion, he will inform to his supervisor and Security Control Room promptly.
3. The Guard at the entry and exit points will check the identity of the persons entering and also check his bag etc. for any explosives/objectionable and also will make sure that the movement of visitors is smooth and will also guide the visitors to the places, if the need arises. He will make sure that the property of AIIMS Rishikesh shall not be taken out without proper gate pass.
4. The Guards in wards, hospital area will make sure that no person without attendant passes will enter the wards & he will make sure that only one attendant will stay with one patient. He will also make sure that the corridor in front of his ward shall remain clear from attendants/persons.

5. The Guards will also assist the doctor/nurses and other staff in smooth discharge of their duties.
6. The Security Guard will always be polite with the visitors, staff, patients and patient's attendants.
7. The Security Guard deployed will make sure that no property of institute shall be removed/broken by any person without proper authority. If he observes any such incident he will report this immediately to the incharge of that area, Security Supervisor and Security Control Room.
8. He will make sure that after closing the department all the lights, fans, air conditioners and coolers shall be switched off.
9. The Patrolling Guards will make sure that all the corridor lights and other lights outside the building shall be switched off after sunrise & switched on after sunset.
10. He will ensure the safety & security of keys in his charge.
11. He will remain smartly dressed and alert during his duty.
12. He will report 15 minutes before for duty and will do proper handing and taking over with the outgoing guard.
13. He will make sure that no water tap keeps on running in his assigned area of duty.
14. Wherever any register for entry of visitors is kept, he will make entry and exit of all the visitors in that register.
15. No Guard will leave his duty post until properly relieved by the incoming guard. In case the Guard has not come for duty, he will report the matter to Security Control Room & Security Supervisor.
16. He will make sure that all the electronic/electric equipment remained functional under his charge. And will report any failure to Security Control Room & Security Supervisor immediately.
17. He will not allow any person to smoke in his area in addition to maintaining silence.
18. In case of fire, he will inform Fire Control Room, Security Control Room on Phone and will try to extinguish the fire with the help of people around him.

d). Gunman

1. He shall normally work in shift and performed his duty at his assigned area (main gates, OPD gate, IPD gate etc.).
2. He shall report 15 minutes before for duty and will do proper handing and taking over with the outgoing Gunman.
3. No Gunman will leave his duty post until properly relieved by the incoming gunman. In case the gunman has not come for duty, he will report the matter to Security Control Room & Security Supervisor.
4. He shall act as SANTRI and keep the area clear under his surveillance all the time from any unwanted persons. In case he observes anything dubious/suspicious, he will inform to his supervisor and Security Control Room promptly.
5. He shall also assist the Security Guards in smooth discharging of their duties.

6. He will make sure that no property of institute shall be removed/broken by any person without proper authority. If he observes any such incident he will report this immediately to In-charge of that area, Security Supervisor and Security Control Room.
7. He will make sure that the property of AIIMS Rishikesh shall not be taken out without proper gate pass.
8. He will make sure that the gun under his charge remains functional and sufficient bullets are always available with him during duty hours.
9. He shall always be polite with the visitors, staff, patients and patient's attendants.
10. He shall participate in all parade, drills, practices and training programme as detailed by Senior Officer.
11. He shall keep himself familiar with the topography of the Institute/Hospital.
12. He shall not allow any person to smoke in his area.
13. All the Gunmen should take their tea, meals, etc. at their respected duty post
14. In case of any uncontrolled situation, he will inform Security Control Room on Phone and will try to control the situation with the help of other security personnel around him.

C. Information and Conditions relating to Submission of Bids

1. The initial period of contract shall be for a period of 2 years further extendable up to one year, depending on performance of the Agency and at the discretion of Director, AIIMS Rishikesh.
2. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions.
3. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Technical Bid, Financial Bid unless authenticated by full signature of bidder.
4. The bidder shall pay Bid Security (EMD) of Rs 24,00,000 (Rupees Twenty Four Lakh Only) along with the Technical Bid by DD/TD/FD/CD in favour of "AIIMS Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc at any stage. The original EMD will be put in cover-I containing Technical bid. The EMD has to remain valid for a period of at least six months from the opening of financial bids.
5. The Firm who are registered with National Small Industries Corporation (NSIC) / Or Small Scale Industries (SSI)/ Or MSME are exempted to submit the EMD (Copy of registration must be provide along with technical bid).

6. Tenders without Earnest Money or Tender cost will be summarily rejected unless they are registered with National Small Industries Corporation (NSIC) / Or Small Scale Industries (SSI)/ Or MSME are exempted to submit the EMD.
6. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) will have to deposit an amount equal to Rs. 1,20,00,000/- (Rupees One crore twenty lakh only) towards **Security Deposit** by way of TD/FD/CD/BG in favour of "AIIMS Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and sign a contract Agreement. The validity of Security deposited must be at least 3 months greater than the term of the contract.
8. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms & conditions of the contract.
9. The bid shall be valid and open for acceptance of the competent authority for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained.
9. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
10. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has secured highest total points as per QCBS methodology after complying with the all applicable laws and terms of tender document. In case two or more agencies are found to have qualified as per QCBS methodology, AIIMS Rishikesh shall decide about the Agency to which the offer shall be granted based on turnover volume of the firm. Such decision by the authority shall be final. The Director, AIIMS Rishikesh, have discretionary right to award on the same rate parallel contract to the next eligible agency, in case, the agency with lowest rate at any stage after award of contract fails to perform successfully / satisfactorily.
11. AIIMS Rishikesh shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labor Commissioner of India above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
12. AIIMS Rishikesh reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
13. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out-rightly.

D. Other Terms and Conditions:

14. The initial period of contract shall be for a period of two years. The contract may be further extendable by one year, depending on performance of the Agency and at the discretion of Director, AIIMS Rishikesh.

15. The number and arrangement of deployment of the manpower is without prejudice to the right of Administrative Officer, at AIIMS Rishikesh to deploy the personnel in any other number or manner considered to be more suitable in the interest of the AIIMS Rishikesh.
16. The persons deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/ confirmed employees of this institute during the currency or after expiry of the contract.
17. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.
18. The tenderer will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.
19. The Agency shall ensure fulfilment of qualifications (academic/professional), skills, experience, age limit and other engagement conditions as tabulated above. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified.
20. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Administrative Officer, AIIMS Rishikesh along with testimonials before they are actually deployed for the job.
21. The Agency shall not deploy or shall discontinue deploying the person(s), if so desired by the Administrative Officer, at any time without assigning any reason whatsoever.
22. A local representative of Agency shall be In-charge of the manpower system and shall be responsible for the efficient rendering of the service under the contract. That qualification and experience of local representative shall be communicated to AIIMS Rishikesh in advance. The local representative will ensure proper conduct by the deployed personnel and prohibition of alcoholic / any form of tobacco consumption etc. The local representative will also maintain the muster roll, the wages / payment register and other documents as provided in the Contract Labour Act.
23. The Agency shall provide necessary undertaking and documentary evidence in this regard.
24. A senior level representative of the Agency shall visit AIIMS Rishikesh at least once-a-week and review the service performance of its personnel. That qualification and experience of senior representative shall be communicated to AIIMS Rishikesh in advance. During the weekly visit, Agency's representative will also meet the Administrative Officer, AIIMS Rishikesh, officer dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive / confidential nature of information related to the organization is not divulged or disclosed to any person by the personnel deployed by it.
25. The Agency shall ensure that any replacement of the personnel, as required by the Administrative Officer, AIIMS Rishikesh for any reason specified or otherwise, shall be effected promptly without any additional cost to the AIIMS Rishikesh. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the Administrative Officer, AIIMS Rishikesh at Agency's own cost.
26. The Agency shall provide reasonably good uniform, name badges with Photo Identity Cards to its personnel deployed at AIIMS Rishikesh at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition and their loss should be reported immediately. Entry permit for the particular Bldg/Block, where the personnel is actually deployed, shall be issued by Administrative Office, AIIMS. Incidentals for the respective categories of manpower shall be borne / supplied by the Agency at its cost.
27. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate

in any activity prejudicial to the interest of the AIIMS Rishikesh/ MoH&FW / Govt.of India / any State or any Union Territory.

28. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Administrative Officer, AIIMS Rishikesh. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of Administrative Officer, AIIMS Rishikesh or other competent authority.

29. The service provider shall submit the bill to the Administrative Officer for re-imbusement by 3rd of every month. The bill has to be accompanied by exact data on personnel deployed and other deployments which have to be certified by authorized security officer/representatives of AIIMS Rishikesh on a daily basis. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

30. The service provider shall disburse the wages to its staff deployed in the Institute every month through ECS or by cheque and shall furnish a consolidated statement of such deposit along with his claim of reimbursement. The service provider shall ensure that all staff deployed has valid bank account and the same is to be communicated to the Administrative Officer.

31. The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS Rishikesh site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the Administrative Officer, at AIIMS Rishikesh for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -

- (a) The Payment of Wages Act 1936
- (b) The Employees Provident Fund & MP Act, 1952
- (c) The Contract Labour (Regulation) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Employment of Children Act, 1938
- (h) Minimum Wages Act, 1948

32. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Administrative Officer, AIIMS Rishikesh and maintain liaison with the police. FIR will be lodged by the Administrative Officer, AIIMS Rishikesh, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.

33. The agency shall ensure that staff appointed by them is fully loyal to and assist the Administrative Officer, AIIMS, Rishikesh during normal periods as well as during other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of AIIMS Rishikesh.

34. In case of any loss that might be caused to AIIMS Rishikesh due to lapse on the part of the personnel discharging their responsibilities will be borne by the Agency and in this connection, Administrative Officer, AIIMS Rishikesh shall have the right to deduct appropriate amount from the bill or from the Performance Bank Guarantee submitted by the contracting agency to make good such loss to AIIMS Rishikesh besides imposition of penalty. In case of frequent lapses on the part of the personnel deployed by the agency, Director, AIIMS Rishikesh shall within its right terminate the contract forthwith or take any other action without assigning any reason whatsoever. Such penalties / termination shall be binding on the agency.

35. In the event of any personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve.
36. As and when Administrative Officer, AIIMS, Rishikesh requires additional manpower strength on temporary or emergent basis, the Agency will depute such personnel under the same terms and conditions. For the same, a notice of two days will be given by the Administrative Officer, AIIMS Rishikesh. Similarly, if the personnel deployed by the agency at any time found absent from duty or sleeping or found engaged in irregular activities, the Administrative Officer, AIIMS Rishikesh shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
37. The Agency shall arrange to maintain the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Director, AIIMS Rishikesh has the right to depute a team for inspecting and verifying the documents and records maintained by the agency at any time.
38. In case of non-compliance/non-performance of the services according to the terms of the contract, the Administrative Officer, AIIMS Rishikesh shall be at liberty to make suitable deductions from the bill without *prejudice* to its right under other provisions of the Contract.
39. The Agency shall be solely liable for all payment/dues of the personnel deployed by clearly specifying the deductions on account of EPF, ESI and other statutory obligations etc. The Agency shall fully indemnify AIIMS Rishikesh against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment /work in AIIMS Rishikesh. Any complaint towards non-payment of wages, other liabilities and statutory obligations will lead to immediate termination of contract with penalty.
40. The Service Charges payable to the agency in providing the requisite manpower will be in claimed percentage of the total monthly wages payable to the manpower. In this regard, total monthly wages will be on the basis of actual deployment of manpower during the month.
41. The decision of the Director AIIMS Rishikesh in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
42. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
43. The service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.
44. In case of any dispute between the Agency and AIIMS Rishikesh, the Director, AIIMS Rishikesh shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Rishikesh / Dehradun.
45. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
46. An agreement shall be signed with the successful bidder as per specimen enclosed.
- 47 H1 Clause: H1 (successful bidder) will be decided in favour of bidder who has secured highest total points as per QCBS methodology after complying with the all applicable laws and terms of tender document..

Note: *These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between 'Client' (First Part) and the 'Agency' (Second Part) and any non-compliance shall be deemed as breach of the Contract/Agreement.*

Administrative Officer

AIIMS Rishikesh

1. Name & Address of the Tenderer Organization/Agency with phone number, email etc. <u>and</u> name, address and telephone/mobile number of contact office at Rishikesh.							
2. Experience in the work of providing Security Manpower Services Particulars of experience (Attach certificates, testimonials.					In following format		
S. No	Name of Organization with complete address and telephone numbers to whom services provided	From	To	Detail of Man Power Provided	Total Contract period (in Yr/month)	Total Contract Amount (In Rs.)	Reason for Termination
3. Set-up of your Agency, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service: (a) Is the establishment registered with the Government please give details with document/evidence. (b) Do you have Labour license. Please provide details and attach a copy. (c) Undertaking of the Agency confirming the availability of the adequate Job executor of requisite qualification and experience for deployment in AIIMS RISHIKESH.							
4. ISO Certificate: 9001:2008 or ISO 9001:2015							
5. Please give EPF Reg No: ESI Code:							
7. Please attach copy of last four year Return of Income Tax							
8. Please attach balance sheet of the agency, duly certified by Chartered Accountant for last four (4) years alongwith UDIN No.							
9. PAN No. (Please attach copy)							
10. GST No. (Please attach copy)							
11. Power of Attorney/authorization for signing the bid documents							
12. Please submit an undertaking, on notarial stamp paper of Rs. 100/- (Rupees one hundred only) (Performa in given) that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency) and firm / agency is never being black listed by any organization Indicate any convictions in the past against the Company/firm/partner. Annexure-A							

13. Please declare that Proprietor /firm/company has never been blacklisted/debarred by any Organization. paper <u>in the format given in Annexure-B.</u>	
14. Please submit a notarised affidavit for miscellaneous declaration on Indian Non Judicial stamp paper of Rs. 10/- <u>in the format as given in Annexure-C.</u>	

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls:

1. FD/TD/CD/DD/Pay Order No. _____
2. Terms & Conditions of the contract of Tender document (_____) each page must be signed and sealed.
3. Financial Bid (In separate cover II duly sealed by bidder)

Place:..... Date:.....	(Signature of Bidder with seal) Name: Address Phone No (O): Fax No. (O): E-mail:
---------------------------	--------------------------------------------------------------------------------------------------------

Sign of issuing Authority

1. Evaluation of Technical Proposal

(a) Tender Evaluation Committee (TEC) of AIIMS Rishikesh shall carry out the entire Evaluation. TEC shall carry out technical evaluation at two stages, viz; primarily at administrative evaluation followed by a detailed Technical Evaluation of bids and subsequently by a financial evaluation as per QCBS methodology.

(b) TEC will have no access to the Financial Bids till the competent authority accepts the recommendation on Technical bid.

(c) The technical bids submitted by the bidders will first be administratively evaluated based on the responsiveness to the terms and conditions of tender. Only responsive bids will be taken up for the detailed qualifying evaluation. Technical bids will then be evaluated as per the criteria defined in **Annexure- 1** (Administrative Evaluation). At this stage the financial bids will remain unopened.

(d) After the administrative evaluation of Technical bids, the detailed Technical Evaluation of bids as per QCBS methodology will be done for the bidders who have cleared the initial Administrative Evaluation. This evaluation as per QCBS methodology will be carried out on a total score of 100 on the basis of criteria defined in (**Annexure-2**).

(e) A bidder should secure mandatorily a minimum of 60% marks (i.e. minimum 60 marks out of total 100 marks) as per (**Annexure-2**) in Technical Evaluation in order to be qualified bidder for being eligible for Technical weightage and subsequently for opening of financial bids.

(f) The total marks obtained by the bidder in the technical bid shall be allocated 60% of technical weightage and financial bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for complete bidding.

(g) The bidder who qualify in the technical evaluation stage shall only be called for opening of financial bids. AIIMS Rishikesh shall inform the bidders, the time/venue for the financial bid opening in written communication.

1.2 Financial Bid Opening Procedure

- The financial bids of all technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who chose to be present at the time of opening of financial bids.
- All the technically qualified bidders/their authorized representatives present at the time of opening of the financial bids shall be required to submit the authorized letter.
- Absence of bidders of their authorized representative shall not impair the legality of the process.

- The financial bid price, as indicated in the financial bid submission form of each bidder shall be read on the spot, however, it shall be clearly stated that the final bid prices would be arrived after detailed scrutiny/correction of arithmetical error in the financial bid.
- Mere becoming the lowest bidder, prior to the financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder as per QCBS methodology shall be decided only after following due procedure as explained below:

1.2 Procedure for financial bid evaluation and determination of the successful bidder.

A two-stage procedure shall be adopted in evaluating the proposals. The selection will be done using quality cum cost based selection (QCBS) process. 60% weightage would be given to the technical evaluation and 40% weightage would be given to the financial bid.

(i) Evaluation Criteria for Financial Bid of technically qualified firm-

The rate of service charge quoted shall be responsive and the same should be on the total of all statutory obligations such as Minimum wages, ESI, PF contributions, wages for leave reserve as well as salary slip, Maintenance of record, stationery etc, services charges exclusive of GST.

The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

Successful Bidder will not be decided on service charge quoted by the bidder. The bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful bidder for the further process. The bidder shall quote percentage with maximum two decimal points. If the bidder quotes percentage with more than two decimal points, then numbers mentioned in first two decimal points will be taken into consideration.

Bid evaluation criteria and selection procedure

A two-stage procedure shall be adopted in evaluation the proposals. The selection will be done using quality cum cost based selection (QCBS) process. 60% weightage would be given to the technical evaluation and 30% weightage would be given to the financial bid.

Evaluation Criteria for Financial Proposal

The price bids of only those firm/agencies who qualify technically will be opened. The proposal with the lowest cost bid will be given a financial score of 100 and the other proposals will be given financial score that are inversely proportionate to their cost bids.

For example, assuming that out of technically qualified bids a firm “A” who has quoted 2% as service charge is lowest one, it will be given a financial score of 100. Other technically qualified firms who have quoted above 2% will be given the financial score as worked out in the following examples.

<i>Firms</i>	<i>Bid Rate</i>	<i>Financial Score</i>
Firm 'B'	3%	$2/3 \times 100 = 66.66$
Firm 'C'	4%	$2/4 \times 100 = 50$
Firm 'D'	5%	$2/5 \times 100 = 40$

T(s) stands for technical score

F(w) stands for weight of the financial proposal

F(s) stands for financial score as worked out above

For e.g. if a firm score 50 marks in technical bid and 70 marks in financial bid the total points will be worked out as follows-

$$\{T(w) \times T(s)\} + \{F(w) \times F(s)\}$$

$$(60/100 \times 50) + (40/100 \times 70)$$

$$\text{Total} = 30 + 28 = 58 \text{ Points.}$$

The proposals will be ranked in terms of total points scored. The proposals with the highest total points (H-1) will be considered forward of contract.

1.3 Evaluation Criteria for Financial Bid

- The minimum service charge should not be less than 2%. Bidders may quote service charge up to two decimal places only (for example; XX.XX %)
- The financial evaluation shall be carried out and financial bids of all the bidders shall be given 40% of weightage.
- The bidders ranking shall be arranged depending on the marks obtained by each of the bidder both in technical evaluation and financial evaluation.
- The bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful bidder and shall be considered for the further process.
- If there is any discrepancy between words and figure, the amount in word shall prevail
- Right to Acceptance: - the office of Director AIIMS Rishikesh reserve all right to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of Director, AIIMS Rishikesh, in this regard will be final and binding.
- The bidder should have an annual average turnover of not less than Rs. 10 Crores (Rupees Ten Crores) during the last three financial years (i.e. 2016-2017, 2017-18, 2018-19 & 2019-20) as per their audited books of accounts.

Annexure-II**DATA FOR EVALUATION OF TECHNICAL BID*****Qualifying Marks in Technical Bid will be 60 Marks***

SI	Criteria	Marks to be given as below	
		Marks	Maximum Marks
1	Value of executing single security contract in a Government Medical College/ Government Hospital of Minimum 250 Beds. (Document to be attached.)		
	1. Contract Value More than 20 Crores	20	
	2. Contract value 15 Cr. to 20 Cr.	15	20
	3. Contract Value 10 Cr. To 15 Cr.	10	
	Compulsory qualifying marks-20 Marks*		
2	Number of security manpower supplied against a single security contract in last three years duration in any Government Medical College/ Government Hospital of National Importance. (Document to be attached)		
	1. More than 350 manpower.	20	20
	2. 300 to 350 Manpower	10	
	3. Minimum 250 to 300 Manpower	05	
3	Average annual turnover for financial last three financial year 2017-18,2018-19,2019-20(Attach CA Certificate)		
	1. Less than 10 Crores-0 Marks	0	
	2. 10 Cr. To 20 Cr.	05	20

	3. 20 Cr. To 30 Cr.	10	
4	Value of the top 3 security contracts executed in the last three years (Valid from 1 st of April 2017 t 31 st March 2020 with minimum duration of each contract should not be less than 1 year. (Document to be attached.) 1. 50 Cr. and above 2. 40 Cr. to 50 Cr. 3. 30 Cr. to 40 Cr. 4. 20 Cr. to 30 Cr.	20 15 10 05	20
5	Number of Manpower on rolls of the agency as per the latest EPF Challan (As per March 2019 Statement) (Document to be attached) No of Manpower 2000-2500 No of Manpower 2501-5000 More than 5001	05 10 15	20

*** To quality in Technical Bid a bidder has to score compulsorily marks of 20 in the First Row and another 40 marks in remaining rows put together i.e. a total of 60 marks**

**** Attach Proof**

Annexure-A**ANNUAL TURNOVER STATEMENT**
(At the Letter Head of Chartered Accountant)

I/We have examined the books of account and other relevant records of (bidding firm name), having its registered office at (full address of bidding firm and do hereby certify that:

- (1) Annual gross turnover as per Annual Accounts of the firm for last three years is as under-

Sl. No.	Financial Year	Turnover (In INR)
1.	2016-2017
2.	2017- 2018
3.	2018- 2019
4.	2019- 2020

- (2) Average turnover of the firm for last three financial years is Rs.

.....

Signature of CA (with stamp of Firm)

Name-

(Registration No.-

(UDIN No.)

(Chartered Accountant)

Firm name-

Proprietor name

Signature (with stamp).....

Annexure- B

NOTARISED AFFIDAVIT
(On Rs. 10/- Non-Judicial Stamp Paper)

TENDER NO.

I, undersigned (name).....(designation)....., duly authorised representative of..... (name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

No criminal case is pending with the Police against our Proprietorship/Firm/Company/Agency or any of its authorized signatories.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declaration is true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature:

Name:

Designation:

Aadhaar No:

Email Id:

Mobile No:

Landline No:

Fax No:

Address:

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

Annexure- C

NOTARISED AFFIDAVIT
(On Rs. 10/- Non-Judicial Stamp Paper)

TENDER NO.

I, undersigned (name).....(designation)....., duly authorised representative of(name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

Proprietorship/Firm/Company/Agency has never been **blacklisted/ debarred** by any organization.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declaration is true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature:

Name:

Designation:

Aadhaar No:

Email Id:

Mobile No:

Landline No:

Fax No:

Address:

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed

Annexure- D

NOTARISED AFFIDAVIT
(On Rs. 10/- Non-Judicial Stamp Paper)

TENDER NO.

I, undersigned (name).....(designation)....., duly authorised representative of (name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

1. Undersigned is fully competent and authorised from Proprietorship/Firm/Company/Agency to make this Affidavit to bind such Proprietorship/Firm/Company/Agency.
2. All details/information/documents furnished by Proprietorship /Firm/ Company/Agency in bid document is true and correct.
3. Proprietorship/Firm/Company/Agency is fully solvent and legally/financially competent to perform terms and conditions of Tender.
4. Proprietorship/Firm/Company/Agency is duly registered under various relevant government notifications and all dues have been paid as on date.
5. Proprietorship/Firm/Company/Agency hereby agrees and fully understands that notwithstanding anything contrary contained in Tender document and without prejudice to any of the rights or remedies of AIIMS Rishikesh, AIIMS Rishikesh shall be entitled in its sole discretion to determine that a bidder is to be disqualified at any stage of the process and its participation in Tender process and/or its Technical Proposal and/or Financial Bid dropped from further consideration for any reasons.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declarations are true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature:

Name:

Designation:

Aadhaar No:

Email Id:

Mobile No:

Landline No:

Fax No:

Address:

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

Undertaking

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish within 15 days, Bank Guarantee/ Performance Security after the issue of Purchase Order, as applicable, in the format to be provided by AIIMS Rishikesh in addition to execution of a Contract as pre-condition for obtaining the supply orders.
3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the Government have banned /suspended business dealings. I/We further undertake to report to the AIIMS Rishikesh immediately after we are informed but in any case not later 15 days, if any firm in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm which is banned/suspended in future during the currency of the Contract with you.
4. I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

(Signature of the Bidder)

Name:

Designation with Seal of the Firm:

(To be filled in BoQ Only)

Annexure-III

Financial Bid

Outsourcing of Security Manpower Services at

AIIMS Rishikesh

Outsourcing of Security Manpower Services	Service Charges	In Figure (In INR)	In words (In INR)

After due evaluation of bid(s) the proposals with the highest total points (H-1) will be considered for award of contract.

1. In case more than one bidder qualifier for highest total points, the tender will be awarded to the bidder who have greater turnover.
2. GST additional will be payable at prevailing rates.

Note:

Minimum services charges should not be less than 2%.

Declaration by the Bidders:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

Name: -
Address: -
Phone No: -
Email: -
Seal: -

Place:-
Date :-

Annexure-IV

Outsourcing of Security Manpower Services at AIIMS Rishikesh

Format for invoice

Salary Paid (Rs.)	EPF Contribution (Rs.)		ESIC Contribution (Rs.)		GST @18 % (Rs.)
	Employer's (13 i.e; 12+1 %)	Employee's (12%)	Employer's (3.25%)	Employee's (0.75%)	
Total					

Note:

After award of work successful bidder is required to submit invoice in aforesaid format alongwith Register of wages for payment.

1. GST additional will be payable at prevailing rates.

Name: -
Address: -
Phone No: -
Email: -
Seal: -

Place:-

Date :-

Instructions for Online Bid Submission:

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>.

REGISTRATION

- Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which 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 issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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.

SEARCHING FOR TENDER DOCUMENTS

- 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.
- 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 ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email 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.

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 document 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/JPG Tender No. : formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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” or “Other Important Documents” 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.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission so that they can 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.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 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 BoQ 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 BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 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.
- The documents being submitted by the bidders would be encrypted using PKI encryption all 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. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key
- Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid Tender No. : summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 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.

ASSISTANCE TO BIDDERS

- 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.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120- 4001002.

Performa of Performance Bank Guarantee

1. In consideration of the Director All India Institute of Medical Sciences, RISHIKESH (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between AIIMS RISHIKESH and (hereinafter called "the said contractor(s) for the work of Contract Canteen Services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.
2. We (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
3. We do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the AIIMS RISHIKESH stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees.....).
4. We, the said Bank, further undertake to pay to the AIIMS RISHIKESH any money so demanded not withstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
5. We further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS RISHIKESH under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative Officer, AIIMS RISHIKESH on behalf of the AIIMS RISHIKESH, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We..... further agree with the AIIMS RISHIKESH that the AIIMS RISHIKESH (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS RISHIKESH against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the AIIMS RISHIKESH or any indulgence by the AIIMS RISHIKESH to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the AIIMS RISHIKESH in writing.
8. This guarantee shall be valid up to unless extended on demand by the AIIMS RISHIKESH Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the day of for