

Request for Proposal

FOR PROVIDING SECURITY SERVICES
FOR
MOTHER & CHILD CARE HOSPITAL
IN
GORAKHPUR DISTRICT OF UTTAR PRADESH



HLL Mother & Child Care Hospitals Ltd.

(100% Subsidiary of HLL Lifecare Ltd.,)
(A Govt. of India Enterprise)

B-14 A, Sector-62, Noida - 201 307
Phone: 0120-4071500; Fax: 0120-4071513
URL: www.hllmotherchildcare.com

I N D E X

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SECTION-I

INTRODUCTION

HLL Mother & Child Care Hospitals Ltd. has been mandated contract for Operationalization of 100 bedded Mother & Child Care Hospitals in 20 districts of Uttar Pradesh under PPP model i.e. Equip, Finance, Operate, Maintain & Transfer (EFOMT) basis.

HLL Mother & Child Care Hospital Limited, a 100% subsidiary of HLL Lifecare Ltd., (hereinafter refers as “Purchaser”) invites sealed proposals in two bid systems (Technical Bid & Price Bid in two separate sealed envelopes) from eligible bidders to provide Security Services in Mother & Child Care Hospital being set up in the district of Gorakhpur (UP) as given in Scope of Work for One year extendable upto more years, on mutual understanding.

BID TIME LINE

Sl. No.	Description	Schedule
1	Closing date & time for Submission of Bids	29/08/2018 at 1400 Hrs.
2	Time & date for Opening of Technical Bid	29/08/2018 at 1500 Hrs.
3	Venue for : Submission of & Opening of Bids	HLL Mother & Child Care Hospitals Ltd, B-14 A, 2 nd Floor, Sector-62, Noida (UP)

Documents Establishing Bidder’s Eligibility and Qualifications

The bidder shall furnish, as part of its bid, relevant details and documents establishing its eligibility to quote and its qualifications to perform the contract if its bid is accepted

The documentary evidence needed to establish the bidder’s qualifications shall fulfill the following requirements:

- (a) The copy of Firm/Company’s Registration / Incorporation Certificate with relevant authority in India.
- (b) The Bidder must have an average annual turnover of Rs. 50,00,000/- (Rupees Fifty Lakhs only) and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.
 - Statement of average annual turnover of last three years, in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.
 - Audited Balance Sheet along with Profit & Loss Statement of last three years

- (c) Self-attested copy of Service tax registration certificate, Employee Provident Fund (EPF) and PAN card.
 - (d) Self-attested copy of Registration certificate under Contract Labour (R & A) Act 1970.
 - (e) Self-attested copies of work Orders and Client's Satisfactory Certificates in support of qualification criteria
 - (f) Self-attested copy of Security License from authority.
 - (g) Declaration for not having been blacklisted by any Tender Inviting Authority or by any State Government or by Government of India.
 - (h) Power of Attorney issued by Competent Authority in favour of the person **who is** signing **the tender(s)**.
 - (i) Notarized affidavit that tenderer does not have any relation with the person authorized to evaluate technically or involve in finalizing the tender or will decide the use of tendered items.
 - (j) A self-declaration on Rs. 10/- non-judicial Stamp Paper that the rates quoted in the tender are the lowest and not quoted less than this to any Government Institution (State/Central/ other Institute in India).
2. The bidder shall furnish along with its tender, earnest money of Rs.1,00,000/- (Rupees Fifty Thousand Only) in form of Account Payee demand draft to be drawn on any scheduled commercial bank in India in favour of the "**HLL Mother & Child Care Hospitals Limited**" payable at Noida.
3. Prospective bidders may send their queries by 25th August'2018 through email at dkapoor@hlfppt.org /naveens@hlfppt.org. No queries/ representations will be entertained after 25th August. Any amendment to this effect shall be uploaded on company website www.hllmotherchildcare.com by 27th August'2018.

SECTION-II

1 Scope of Work

The detailed Scope of Work will be as per Annexure-I of the RFP Document.

- 1.1 The Security personnel provided shall always be the employees of the Contractor and all statutory liabilities will be paid by the Contractor such as ESI, PF, and Workmen's Compensation Act etc. The list of the staff going to be deployed shall be made available to the Hospital and fresh list of staff shall be made available by the Contractor after each & every change. The number of Guards may increase or decreased as per requirement.
- 1.2 The Security Agency shall try to deploy manpower from the category of Ex-servicemen not above the age of 55 years against the strength of Ex-serviceman Security Guards/Supervisor. The Contractor shall provide satisfactory proof of Ex-serviceman status of Security Guards before the deployment in the Hospital. The Security Agency shall not employ any person below the age of 21 years and above the age of 55 years. Manpower so engaged should be trained for providing security services, disaster management and fire fighting services.
- 1.3 The Contractor shall abide by and comply with all the relevant laws and statutory requirements covered Minimum Wages Act, (Contract Labour Regulation & Abolition Act, 1970), ESI Act and EPF Act etc. with regard to the Security personnel engaged by them for works.
- 1.4 The antecedents of security staff deployed shall be got verified by the Contractor from local police authorities and an undertaking in this regard to be submitted to the Hospital authorities.
- 1.5 The Contractor will maintain a register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during the month, shift wise, should be shown & verified by the Hospital authority.
- 1.6 All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- 1.7 Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste of hospital property or misuse the area of Hospital premises.
- 1.8 In the event of any loss caused to the Hospital, as a result of any lapse of the part of the contractor as may be established after an enquiry conducted by the Hospital, such loss will be made good from the amount payable to the contractor. The decision of the Medical Superintendent or any other designated official will be final and binding on the Agency.

- 1.9 The Hospital authority shall have the right to have any person removed that is considered to be undesirable or otherwise and similarly contractor reserves the right to change the staff with prior intimation to the designated official of the Hospital.
- 1.10 The Contractor shall be wholly responsible to protect from theft all properties and equipments of the Hospital entrusted to it.
- 1.11 The personnel deployed by the Contractor shall be smartly dressed in neat & clean uniform having Identity Card containing Photo, name & address, date of birth, Ex serviceman, failing which it will lead to penalty of Rs.1000/- each occasion. The penalty on this account shall be deducted from the contractor's bills and repeated default may lead to cancellation of contract.
- 1.12 The security personnel engaged should be of robust physique and project an image of utmost discipline. They have to be extremely courteous with pleasant mannerism in dealing with the staff/patients/attendants/visitors. The Hospital has right to remove any personnel not performing the job satisfactorily and the contractor shall have to arrange suitable replacement in all such cases.
- 1.13 The Contractor shall get Guards and supervisors screened for visual, hearing, gross physical defects and contagious disease and will provide a certificate to this effect for each personnel deployed. Hospital will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
- 1.14 The Security personnel deployed by the Contractor shall work under overall supervision & direction of the Hospital Administrator.
- 1.15 The Contractor shall ensure that its personnel do not at any time, without the consent of the Hospital in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Hospital and shall not disclose any information about the affairs of the Hospitals.
- 1.16 In the event of breach/violation of contravention of any terms & conditions contained herein by the Contractor, the Security Deposit of the Agency and any other sum due are liable to be forfeited.
- 1.17 Any liability arising out of any litigation (including those in consumer courts) due to any act of Contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
- 1.18 The contractor shall indemnify and hold the hospital harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Contractor.
- 1.19 Security staff engaged by the contractor shall not take part in any staff union and association activities.

1.20 The contractor shall bear all the expenses incurred on the items i.e. providing Uniforms, I. Cards, Lathis/balams, baton, whistle, torch to the guards posted during night duty and other implements to security staff, stationery for writing duty charts and registers at security check points and record keeping as per the requirement.

1.21 The purchaser shall not be under any obligations for providing employment to any of worker of the contractor after the expiry of the contract. The Purchaser does not recognize any employee employer relationship with any of the workers of then contractor.

2 Taxes, Labour Laws and Other Regulations

2.1 The agency shall be liable to comply with all the rules & regulations in respect of all statutory obligations applicable to the workmen including safety regulations.

2.2 The agency is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the Contract. The agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the purchaser fully indemnified against liability of tax, interest, penalty etc. of the agency in respect thereof, which may arise.

2.3 The agency shall fully comply with all applicable laws and regulations relating to P.F Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour (R&A) Act, Workmen's Compensation Act, Migrant Labour Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and Local Governmental Agency or authority etc.

2.4 The agency shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/obligations. The agency shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the PF and ESI contributions, with the authorities concerned.

2.5 The agency shall be responsible and liable for all claims of his employees.

2.6 The agency shall obtain the license under the Contract Labour (R&A) Act from the office of the Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notice etc. as required under Contract Labour (R&A) Act, 1970 for inspection by visiting Labour Enforcement Officers.

2.7 The agency shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement of work and submit a copy within 30 days from the date of start of agreement.

3 Mobilization period:

Within 10 days from placement of Order / FOI

4 Documents Establishing Bidder's Eligibility and Qualifications

4.1 The bidder shall furnish, as part of its bid, relevant details and documents establishing its eligibility to quote and its qualifications to perform the contract if its bid is accepted.

4.2 The documentary evidence needed to establish the bidder's qualifications shall fulfill the following requirements:

- (k) The copy of Firm/Company's Registration / Incorporation Certificate with relevant authority in India.
- (l) Statement of average annual turnover of last three years, in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.
- (m) Audited Balance Sheet along with Profit & Loss Statement of last three years
- (n) Self-attested copy of Service tax registration certificate, Employee Provident Fund (EPF) and PAN card.
- (o) Self-attested copy of Registration certificate under Contract Labour (R & A) Act 1970.
- (p) Self-attested copies of work Orders and Client's Satisfactory Certificates in support of qualification criteria
- (q) Declaration for not having been blacklisted by any Tender Inviting Authority or by any State Government or by Government of India.

LIST OF REQUIREMENT

The Contractor will have to provide the Security Services in the Hospitals as per Scope of Work of this RFP Document. The Contractor/Agency shall ensure protection of the patients, personnel & property of the hospitals, prevent trespass with/without arms, perform watch & ward functions including night patrol of the various points and to prevent the entry of stray dogs and cattle and antisocial elements, unauthorized persons and vehicle into the campus of the Hospitals.

DUTIES & RESPONSIBILITIES OF SECURITY STAFF

1. The Security Agency will be responsible for overall security arrangements of the Hospital covered in the contract.
2. Security Agency will ensure that all the instructions of the administration issued from time to time are strictly followed and there is no lapse of any kind.
3. No item is allowed to be taken out without proper Gate Pass issued by the competent officers authorized by the Hospital Administration for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be obtained by the Security Personnel.
4. Deployment of Guards / Gunmen / Security Supervisors will be as per the instructions of the authorities of the Hospital from time to time and the security agency will be responsible for their optimum utilization.
5. Security personnel deployed in the premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitably reduced / enhanced.
6. The Security Supervisor / Guard will also take round of all the important and sensitive points of the premises as specified by the Hospital and to check / block the access to the premises of loitering / unlawful persons and vagabonds.
7. Security personnel shall also ensure door keeping duties.
8. The Guards on duty will also take care of vehicles, scooters / motor cycles / bicycles parked in the parking sites located within the premises of the Hospital and ensure their safety and security.
9. To keep the record of incoming vehicles like registration no., time of entry / exit and purpose of visit of all visitors to hospital. Entry of the stray dogs and stray cattle into the premises is to be prevented. Any laxity in this regard shall invite penalty of Rs.500/- on occurrence of each.

10. The Guards on patrol duty should take care of all the water taps, valves, water hydrants etc. installed all over the premises. They will switch off all the electric points in the area not in active use.
11. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
12. The Security Guards / Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
13. In emergent situations, security staff / supervisor / Assistant Security Officer deployed shall also participate as per their role defined in the disaster plan, if any, of the Hospital. Security personnel should be sensitized for their role in such situations. The Security Supervisor / Guards are required to display mature behavior, especially towards female staff, female visitors, patients and elderly. The Security Supervisor / Guards are required to attend to distinguished visitors, VIPs and officers.
14. The Security Guard on duty shall not leave the premises until reliever reports for duty.
15. To keep a strict vigil on suspicious looking persons / objects and take immediate action as deemed suitable.
16. They will be required to man at the main gate explosive detective device / metal detector etc. They are also required to conduct search of vehicles and even body search as per exigency and requirement of the hospital.
17. Any other duties / responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the contractor.

SECTION - III
PRICE SCHEDULE

NIB Ref. / RFx No.	
Name of the bidder	

Manpower Charges

S.No.	Type of Manpower	Rate Per Month	Total Nos.	Amount Per Month
A	Security Guards			
B	Supervisors			

Management/Service Charges

C	Management Fee/Service Charges	
TOTAL OF A+B+C		

The above rates are inclusive of all taxes, levies including ESI Contribution, EPF, GST etc.

Work Location: HMC Hospital, Gorkhpur (UP)

Signature of Authorized Signatory

Date:

Full Name:

Place:

Company's Seal: