

On Line Tender Notice No.77 of 2024-25
Administration of
U.T. of Dadra & Nagar Haveli & Daman & Diu
Office of the Member Secretary
Rogi Kalyan Samiti
Tel No.(0260) 2642940, 2640619
email ID : svbch.sil@gmail.com

No. MS/VBCH/RKS/Appointment/SG/2024/134/1240

Silvassa

Date: 25/09/2024

Short e-Tender Notice

Tender for Outsourcing of Security Guards under Facility Management Services to be provided for Shri Vinoba Bhave Civil Hospital under Rogi Kalyan Samiti, Silvassa.

In the name of President of India, the Member Secretary, Rogi Kalyan Samiti, Dadra & Nagar Haveli, Silvassa. Invites on line tender on <https://dnhtenders.gov.in/nicgep/app> from the Authorized Agencies for providing of Security Guards under Facility Management.

Sr. No.	Particulars	Estimated Cost	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
1	Outsourcing of Security Guards under Facility Management for Shri Vinoba Bhave Civil Hospital, Silvassa.	₹.19.47 Lacs	₹.48,700/-	₹.1000/-	2024_UTDNH_7247_1

Bid document downloading Start Date : **25.09.2024**
Bid document downloading End Date : **07.10.2024, 12.00 Hrs.**
Last Date & Time for receipt of Bid : **07.10.2024, 14.00 Hrs.**
Preliminary Stage Bid Opening Date : **07.10.2024, 15.00 Hrs.**

Bidders have to submit price bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission.

Technical Bid and Price Bid in Physical format shall not be accepted in any case.

Only tender fees and EMD should be submitted in original to be sent to the above mentioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD will be accepted in form of FDR/Demand Draft/ Bank Guarantee or e-Bank Guarantee from any commercial banks in an acceptable form payable at Silvassa in favor of the undersigned and the EMD should be valid for the period of One Year.
2. The EMD and tender fees should not be forwarded by cash.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. Tender can be downloaded from <https://dnhtenders.gov.in/nicgep/app>, www.dnh.nic.in and www.vbch.dnh.nic.in website.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: [cphp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in), Mobile No: +91-7878077972 and +91-7878007973, Tel No. 1800 3070 2232 Website: www.dnhtenders.gov.in .

Sd/-
Member Secretary (RKS)
Shri Vinoba Bhave Civil Hospital
Tel. No. (0260) 2642940, 2640615
email ID – svbch.sil@gmail.com

Copy to :-

- 1) Information & Publicity Department, Daman for wide publicity in Newspapers.
- 2) Information Technology Dept., D&NH, Silvassa with a request to publish in Website.
- 3) Website In-charge, Shri VBCH, Silvassa to publish in Website.

TERMS AND CONDITIONS FOR OUTSOURCING OF SECURITY GUARDS UNDER THE FACILITY MANAGEMENT SERVICES UNDER RKS FOR SHRI VINOBA BHAVE CIVIL HOSPITAL, SILVASSA FOR THE YEAR 2024-25.

❖ **Instructions to Bidders :**

- 1) The rate should be quoted in the prescribed form given by the department; **The rate will be valid for the period of one year, and the contract will be valid for the period of Three Years. The rate hike shall be equivalent to the rate hike in minimum wages from the 2nd Year onwards.**
- 2) In the Initial Stage order will be issued for the period of Six Months Only.
- 3) All/Taxes/Duties/Royalties Charges payable on the Services, etc. within and/or outside the state shall be payable by the Service provider.
- 4) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
- 5) Bid security also known as Earnest Money Deposit (EMD) **₹.48,700/-** in form of call deposit receipt or Fixed Deposit Receipt/Demand Draft/ Bank Guarantee or e-Bank Guarantee from any of the Commercial Banks in as acceptable form payable at Silvassa in favour of **“Member Secretary, Rogi Kalyan Samiti”**, required for the works should invariably be enclosed along with the tender documents. The tender received without EMD will be summarily rejected.
- 6) The Tenders and Financial bid should be submitted online on www.dnhtenders.gov.in in two bid system.
- 7) The Tenders shall be submitted in two bid system for both, wherein the EMD and Tender Fee only has to be submitted in Tender Box and should super scribing on the envelope as **“Sealed Cover for Outsourcing of Outsourcing of Security Guards under Facility Management for Shri Vinoba Bhave Civil Hospital, under Rogi Kalyan Samiti, Silvassa.**
- 8) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:

**The Member Secretary
Rogi Kalyan Samiti,
Shri Vinoba Bhave Civil Hospital Campus,
U.T. of Dadra and Nagar Haveli, Silvassa - 396 230
Tel: 0260-2642940, 2640615**

- 9) No applications/clarifications shall be accepted from the tenderers once tenders are received by the Department.

- 10) The right to accept or reject any tender partly or fully without assigning any reason thereof is reserved with the Member Secretary, Rogi Kalyan Samiti, Silvassa and his decision on all matters relating to acceptance or rejection of the tender in whole or in part will be final and binding to all.
- 11) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of Order, as the amount of security.
- 12) Non receipt of the Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.

Key Date :-

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❖ Conditions of Contract :

- 1) The bidder should have a License from Labor & Enforcement Officer, Dadra & Nagar Haveli and Daman & Diu.
- 2) The successful tenderer shall have to engage staff/employees required for the operation of the facility management/services in sufficient number required for this job.
- 3) In case of any accident with staff/employee of contractors/bidders during the Course of execution of the agreement/work, and/or the damage done by the Contractor or his staff to the property of the Hospital, the responsibilities. The department shall not be responsible for any kind of accident with labors engaged for this job. The cost of damage of property shall be recovered from the contractor/agency.
- 4) The contractor at his own risk and cost shall have to grant benefit of leave plus pay emoluments to the employees as per the law in force. In case of any loss to the Department authority due to the breach of any conditions of the labour license/act on the part of the contractors, such losses shall be recovered from the contractors. If required the same can be recovered by the hospital authority from the contractors as a recovery of land revenue.
- 5) The staff of Shri Vinoba Bhawe Civil Hospital, Silvassa including the superior authority of the Administration shall oversee the operation of works carried out by the contractors and contractors shall be bound to obey all the instructions of the superior authority.

- 6) In case of breach of any of the conditions of the contract by the contractor or if the work of the contractor is found unsatisfactory by the Department, such contract shall be terminated by the Departmental authority. **The Chairperson (RKS), Dadra & Nagar Haveli** shall be the authority for arbitration and the decision of the Chairperson (RKS) will be final and binding to all.
- 7) The below mentioned posts should have the minimum education as mentioned below & the minimum salary to be given to each individual as mentioned below to undertake the work by the successful contractor during the course of agreement.

Staff Required for Shri Vinoba Bhawe Civil Hospital under RKS, Silvassa			
Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand
1.	Security Officer (Ex-Servicemen)	HSc with 5 years experience working as a Security Officer in a recognized organization.	41,600/-
2.	Security Supervisor (Civilian)	HSc with 1 year experience working as a Security Supervisor in a recognized organization.	32,200/-
3.	Security Guard	HSc with 1 year experience working as a Security Guard in a recognized organization.	20,300/-

Note: Minimum salary per month proposed above is excluding all taxes & Service Charges. The tenderers should give a detailed breakup of the minimum salary, taxes and charges with deductions and contributions to be levied by the agency for the posts mentioned as per the breakup chart given.

Breakup Chart	Rate to be revised as per prevailing minimum wage hike
Basic Salary	
Special Allowance	
Over Time 4 Hours Duty	
PF Employer Contribution 13%	
Bonus (8.33%)	
Total ...	
CGST @ 9%	
UTGST @ 9%	
Service Charge Should be between 3.85% upto 7%	
Gross Amount per person per month	

- 8) In case the successful tenderer stop the work/operation either partly or fully during the agreement period, the Department authority reserves the right to get such works/s/operation executed through any other sources at the risk and cost of the defaulted contractor. The SD of the defaulted contractor shall be forfeited. Any additional payment which has to be paid to execute the work under such circumstance for such circumstances for such works/operation of the said amount shall be recovered from the pending bills/deposit/any other works of the default contractors and/or shall be as on arrears of land revenue.
- 9) If the employee of the bidder is found to execute any offensive work/activities not covered in the contract agreement/conditions, instructions, the proportionate amount of such works shall be recovered as penalty from the running bill payable to the contractor.
- 10) The employee of the bidder shall have to take all care during the course of works/operation so that the any articles of the department cannot be damaged and shall also not create any hindrance to the hospital authorities. The successful bidder shall get approved work schedule from the department so as to avoid any dispute during the course of operation/ services period.
- 11) The successful tenderer has to start the works/operation as per the tender terms & conditions and specification within 15 days on receipt of the work order.
- 12) As per Minimum Wage Act the copy of Provident Fund challan paid should be attached with monthly bill submitted to the department.
- 13) The Firm must have their representative office in the U.T. of Dadra and Nagar Haveli and submit the complete address proof of the same.
- 14) Any dispute of civil or criminal nature shall be within the jurisdiction of the local Court of Dadra & Nagar Haveli (U.T.)
 - (a) The contractor shall have to offer unconditional bid/tender in the tender form itself. Any bid/tender with condition/s shall be summarily rejected.
 - (b) If any change in the administrative procedure/rules by Department Authority time to time which is suitable to the Department for smooth operation of works shall have be binding to the contractor/s and for that the contractor shall have to give his willingness in writing.
- 15) In case of any dispute in terms of interpretations of agreement/contractor, the decision of the Chairperson (RKS) in such cases shall be final and binding to all.
- 16) The priority shall be given to the person (s)/organization(s) for this work/operation who are having experience of at least two years or more for such type of works.

- 17) The successful tenderer shall have to take all care to avoid any accident during the course of work/operation for which all required precautions/steps are to be taken upon works site at the cost of the contractor himself. It shall be the duty of the contractor to handle such cases at his/their own cost and pay the damages/compensation payable if the Court or any other competent authorities may decide/order. The Department authority shall not be responsible for such cases/incidents or for payment of any damages/compensation which may occur on such incidents.
- 18) The contractors shall have to produce all required evidence in respect of individual proprietor, partnership deed in case of partnership/firm and copy of the Memorandum and Article of Association in case of registered company.
- 19) The works/operation assigned is a part of essential service of General/Public Health, hence the contractor shall not postpone or close/stop such works in any circumstances/on any pretext. If such day to day works is not found satisfactory, then the penalty at the following rate shall be charged from the running bill or as per the condition of the contract.
- 20) If the contractor fails to execute the works, the tender inviting authority will impose penalty appropriately. The contractor shall have the opportunity to place his grievances if any regarding the penalty imposed within seven days to the **Chairperson (RKS), Dadra and Nagar Haveli** who will hear both the parties and his decision will be final and binding to both the parties.
- 21) The contractor shall have to undertake all works during all festivals like Holi, Makar Sankranti, Navratri, Ganesh Visharjen, Tajia, Chandani adwa, Diwali, Christmas even in vacation period also invariably failing which double penalty shall be charged from the contractors for not undertaking the work on such days. However the Contractor will be given an opportunity to be heard as per the procedure mentioned in Clause No.(17) above.
- 22) The penalty shall not be charged in case the work is closed due to curfew, flood and flood like situation, cyclone, riots and during any natural calamities, but the Contractor shall carry out all the work with extra time and staff if needed, during post – calamity.
- 23) The timing for the employee of the contractor shall be **8 hours duty** for all the work/operation/service shall be as follows: **they will have to perform their shift duties and in addition on requirement overtime of 4 hours shall be performed by the Security Personal deployed.** However in case of examination, seminar, exhibition, annual day, national festivals, special events, emergency and/or any sort of urgency this period can be extendable with the prior permission of the Department authority.

- 24) The contractor shall have to obey strictly the provision of Minimum Wage Act Child Labour Act any other relevant Act/Rules. The responsibilities on violation of these acts shall be of the contractors. The Administration shall not be responsible for any litigation in this regard.
- 25) The contractor shall provide at his own risk and cost all required items like **Uniforms, Boots, Stick, Lathis, Whistle, Torch, Raincoat, Gumboots, etc** to the staff engaged. The contractor shall have to get such uniforms approved in advance from the hospital authority.
- 26) The concerned agency shall have to obtain the information regarding number of personnel's to be deployed for the below said work from the Member Secretary, Rogi Kalyan Samiti, Silvassa however, tentative requirement if staff is mentioned in the Annexure attached herewith.
- 27) The personnel's deployed by the agency found not obeying, dishonest, unhealthy, non co-operative in such cases the instructions of the Member Secretary, Rogi Kalyan Samiti, Silvassa may immediate replacement or transferred shall be binding to the agency and will do so without any pretext.
- 28) If any personnel's are found in drinking position or other unsocial activities like gambling etc. they shall have to be relieved from the duties immediately in such matter decision taken by the Member Secretary, Rogi Kalyan Samiti, Silvassa shall be final and binding to all.
- 29) The agency shall have to maintain muster roll, payment sheet, identity cards, etc. and same shall have to be produced before the Member Secretary, Rogi Kalyan Samiti, Silvassa when it is demanded.
- 30) At the time of changing the shift personnel's shall have to sign the register of handed over, taken over charge with detail entry therein.
- 31) The Member Secretary, Rogi Kalyan Samiti, Silvassa shall release bill of the agency every month on successful and satisfaction performance of the duties by the agency as well as by the personnel's deployed by the agency for the above said work.
- 32) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium/bonus etc. of Guards as per the provisions under the Wages Act. The hospital shall not be responsible for any type of payment to the Guards.
- 33) If the Guard found not obeying the instructions of the Member Secretary, Rogi Kalyan Samiti, Silvassa or his representatives, they shall have to be transferred immediately by the agency.

- 34) If any Guards are found drunken or involved in other antisocial activities like gambling etc. they shall have to be relieved from the duties immediately and in such matter decision taken by the Member Secretary, Rogi Kalyan Samiti, Silvassa shall be final.
- 35) The Government employees who were either dismissed or removed from the Government job cannot be appointed as Guard in the Hospital.
- 36) The satisfaction duties performance certificate shall have to be obtained by the agency from the concerned authority/institution, failing which the agency shall not be entitled for the payment of such period. In such case, the Member Secretary, Rogi Kalyan Samiti shall not be responsible for any pending payment of personnel's provided by the agency for such period.
- 37) Tenderer are advised to inspect and examine the site/area/premises/campus of hospital for the above said work and satisfy themselves before submitting their tender and obtain all necessary information as to risks, contingencies, accommodation, sanitation facilities which may influence or affect their tender.
- 38) A tenderer shall deem to have full knowledge of the site/area/campus/buildings of the above said work whether he inspects it or no extra charges consequent on any misunderstand or otherwise shall be allowed.
- 39) The right to accept or reject the tender without assigning any reason thereof is reserved with the undersigned.
- 40) No residential facilities shall be provided by the hospital to the agency. The staying/tentage arrangement shall have to be managed by the Agency itself at this own risk and cost for all the personnel's deployed for the purpose for the above said work.
- 41) The agency shall have to provide the services of healthy personnel's with sound physical condition, in age around of **18 to 45 Years**. Their names, passport size photographs, nationality, address, identity cards, fingerprints, police verification etc. have to be provided to the Member Secretary, Rogi Kalyan Samiti, Silvassa for records.
- 42) GST will be applicable as per present rules time to time.
- 43) The entire project is a turnkey project
- 44) Hike in Minimum Wages Rate will be given to the agency
- 45) The agency and staff should give full Co-operation of Police in case of inquiry regarding damage caused to the property of the institute.

- 46) Only the Government recognized Security Agency or Security Agency having labour contract license under the provision of Labour Laws and any other Law shall be eligible for getting this work along with rates and attach the documents as per ANNEXURE.
- 47) The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
- 48) The agency shall have to provide security to all the staff working in the hospital, patients and their relatives twenty four hours for all days of week in the form of shifts. In the normal course, no guards should be placed for two continuous shifts. The guards will see to it that the rush in the OPD is taken care off in a disciplined manner. They will maintain the indoor services as regards to the security in all shifts and during visiting hours etc. All security guards presence and placement should be ensured by the service provider on daily basis.
- 49) The agency shall be responsible for security of the property of the hospital in terms of man, machinery, equipment, furniture, trees etc. They will also be responsible for the security of the hospital building and other buildings in the hospital campus. The agency shall be responsible for any type of damage to any property of the hospital raised because of theft, looting etc. If after the Police complaint, no other is found responsible for such cause the agency shall be responsible to pay partly all the damages.
- 50) The Agency shall have to provide the services of strong and healthy trained Guards preferably Ex-Military guards with sound physical condition, in age group of 25 to 40 years, height minimum 5''- 6''. Their names passport size photographs address, identity cards, fingerprints, gun license etc. have to be provided to the Member Secretary, Rogi Kalyan Samiti, Silvassa for records.
- 51) At the time of changing the shift the Guards shall have to sign the register of hand over, take over charge. They shall also make note of any untoward incident occurring during their duty time and shall bring the same to the notice of the Member Secretary, Rogi Kalyan Samiti, Silvassa.
- 52) For any injury/accident to the Guards on duty the agency shall be responsible for legal obligation. This hospital shall not be responsible.

- 53) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium / bonus etc. as per the provision under the minimum wages Act. The department shall not be responsible for any type of payment to the staff.
- 54) Each bill in which GST is charged must contain the following certificates on the body of the bill: “CERTIFIED” that the service on which GST has been charged have not been exempted under the Central GST Act or the Rules made there under and the amount charged on account of GST on these service is not more than what is payable under the provisions of relevant Act or Rules made there under”.
- 55) It is a responsibility of Service Provider to depute 01 Security Officer, 01 Security Supervisor and 08 Security Guards every day throughout the contract period. In the event of Non Compliance of the proper services, the service provider will be imposed with penalty.
- 56) **Penalty Clause** : If the supplier fails to perform the services within the time period(s) specified in the contract. The Agency shall, without prejudice to its other remedies under the contract, deduct from the contract price as liquidated damages, a penalty of 0.5% of the total value of the order per week will be imposed subject to a maximum of 10% of the total value of the order. Once the maximum is reached, the agency may consider termination of the contract.
- 57) The right to accept or reject the tender without assigning any reason is reserved with the Tender Inviting Officer.

Signature & Rubber Stamp
of the Agency

Sd/-
Member Secretary (RKS)
Shri Vinoba Bhave Civil Hospital
Tel. No. (0260) 2642940, 2640615
email ID – svbch.sil@gmail.com

The above terms, conditions and specification are accepted by me.

ANNEXURE - I

Sr. No.	Particulars	Uploaded and Enclosed (Yes/No)
The bidders have to attach the following documents		
1)	PAN Card No.	Yes/No
2)	GST Registration No.	Yes/No
3)	Valid License from Labor & Enforcement Officer, U.T. of DNH and DD.	Yes/No
4)	The bidder must have their representative Office in the U.T. of DNH and Daman and submit the complete address proof of the same	Yes/No
5)	The tenderer shall have to upload supporting documents like List of work executed in various Hospital/Institutes, Govt., Semi Govt. organizations, School, College, University and Municipalities with proof in last three years.	Yes/No
6)	PF Number allotted by the Government.	Yes/No
7)	GST payment statements.	Yes/No
8)	CA Certified Average Annual Turnover of ₹.10.00 Lakhs in last three Financial Years.	Yes/No
9)	Scan copy of Terms and Condition documents duly stamped and signed on each pages.	Yes/No
10)	Scan copy of Annexure - I, II and III of Tender Documents duly stamped and signed	Yes/No
11)	Fresh Affidavit of Stamp Paper for this tender – that the Firm is not Blacklisted	Yes/No

Signature & Rubber Stamp
of the Agency

Sd/-
Member Secretary (RKS)
Shri Vinoba Bhave Civil Hospital
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ANNEXURE – II

Staff Required for Shri Vinoba Bhave Civil Hospital under RKS, Silvassa			
Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand
1.	Security Officer (Ex-Servicemen)	HSc with 5 years experience working as a Security Officer in a recognized organization.	41,600/-
2.	Security Supervisor (Civilian)	HSc with 1 year experience working as a Security Supervisor in a recognized organization.	32,200/-
3.	Security Guards	HSc with 1 year experience working as a Security Guard in a recognized organization.	20,300/-

Note: Minimum salary per month proposed above is excluding all taxes & Service Charges. The tenderers should give a detailed breakup of the minimum salary, taxes and charges with deductions and contributions to be levied by the agency for the posts mentioned as per the breakup chart given.

Breakup Chart	Rate to be revised as per prevailing minimum wage hike
Basic Salary	
Special Allowance	
Over Time 4 Hours Duty	
PF Employer Contribution 13%	
Bonus (8.33%)	
Total ...	
CGST @ 9%	
UTGST @ 9%	
Service Charge Should be between 3.85% upto 7%	
Gross Amount per person per month	

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ANNEXURE - III

Schedule of Requirement of Security Guards under Facility Management Services for SVBCH under RKS, D&NH

Sr. No.	Particulars	No. of Guards Required
1.	Security Officer (Ex-Servicemen)	01
2.	Security Supervisor (Civilian)	01
3.	Security Guards	08

Note :-1) Rate quoted should be in Gross (i.e. Inclusive of all Taxes).

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