

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-10-2025 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-10-2025 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Employees State Insurance Corporation
संगठन का नाम/Organisation Name	Employees State Insurance Corporation
कार्यालय का नाम/Office Name	Esic Super Speciality Hospital
वस्तु श्रेणी /Item Category	Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor , Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	425 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	42505450.18
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	850109

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	15

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से

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

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Dean

ESIC Super Speciality Hospital, Employees State Insurance Corporation, Employees State Insurance Corporation, Ministry of Labour and Employment
(Dr Shirishkumar G Chavan)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

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

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

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope Of Work For the Service:[1758875344.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document

Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	20	10	View File
Total Experience of the firm	15	5	View File
Number of years of experience in relevant area in Govt. or Semi Govt. or Autonomous Bodies or PSUs	25	15	View File
Present operational contracts in the relevant field	20	10	View File
Complaints addressing mechanism in human resource	10	5	View File
Online Presentation	10	5	View File

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):30:70

Designation of CA : Medical Superintendent

Office of CA : ESIC Super Speciality Hospital

CA approval document link : [View file](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
08-10-2025 11:00:00	Conference Hall, II Floor, Admin Block, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad 500038

Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor (5)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Healthcare
Category of Profile	Security Supervisor
Category of Skills	Highly Skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	Not Required
Ex Servicemen	Yes
Age Limit	Up to60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Others

विवरण/ Specification	मूल्य/ Values
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Telangana
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	House Rent Allowance
Title For Optional Allowances 2	Uniform Outfit Allowance
Title For Optional Allowances 3	Uniform Washing Allowance

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	5	<ul style="list-style-type: none"> Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12 Basic Pay (Minimum daily wage) : 1304.73 Provident Fund (INR per day) : 69.23 EDLI (INR per day) : 2.88 ESI (INR per day) : 0 EPF Admin charge (INR per day) : 2.88 Bonus (INR per day) : 0 Optional Allowance 1 (in Rupees) : 313.14 Optional Allowance 2 (in Rupees) : 65.24 Optional Allowance 3 (in Rupees) : 39.14

Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard (58)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Healthcare
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled , Highly Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Not Required
Ex Servicemen	Yes
Age Limit	Up to60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Others
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Telangana
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	House Rent Allowance
Title For Optional Allowances 2	Uniform Outfit Allowance
Title For Optional Allowances 3	Uniform Washing Allowance

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	58	<ul style="list-style-type: none"> Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12 Basic Pay (Minimum daily wage) : 981 Provident Fund (INR per day) : 69.23 EDLI (INR per day) : 2.88 ESI (INR per day) : 0 EPF Admin charge (INR per day) : 2.88 Bonus (INR per day) : 0 Optional Allowance 1 (in Rupees) : 235.44 Optional Allowance 2 (in Rupees) : 49.05 Optional Allowance 3 (in Rupees) : 29.43

Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard (7)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Healthcare
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	Female
Duty Hours in a day	8
Qualification	Not Required
Ex Servicemen	Yes
Age Limit	Up to60 years
Years of Experience	0 - 3 years
Additional Requirements for the Security Personnel	Others

विवरण/ Specification	मूल्य/ Values
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Telangana
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	
Title For Optional Allowances 2	
Title For Optional Allowances 3	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	7	<ul style="list-style-type: none"> Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 12 Basic Pay (Minimum daily wage) : 981 Provident Fund (INR per day) : 69.23 EDLI (INR per day) : 2.88 ESI (INR per day) : 0 EPF Admin charge (INR per day) : 2.88 Bonus (INR per day) : 0 Optional Allowance 1 (in Rupees) : 0 Optional Allowance 2 (in Rupees) : 0 Optional Allowance 3 (in Rupees) : 0

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

Medical Superintendent
II Floor, Admin Block
ESIC Super Speciality Hospital
Sanathnagar
hyderabad 500038
.

3. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

4. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC SAVINGS FUND ACCOUNT NO:1
payable at
HYDERABAD
.

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

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

ESIC SAVINGS FUND ACCOUNT NO:1
payable at
hYDERABAD

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

8. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

9. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

* Estimated bid value includes Relieving Charges i.e. 1/6th of the estimated values of Security Supervisors and Security Guards (Male & Female).

* Duration of the Service Contract may be extended up to 12 months beyond initial contract duration (subject to satisfactory performance and mutual consent)

SCOPE OF WORK

- a) The Security Agency will be responsible for overall security arrangements of the Hospital covered in the contract.
- b) 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.
- c) No item is allowed to be taken out without proper Gate Pass issued by the competent
- d) 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.
- e) Security personnel deployed in the premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitable reduced / enhanced.
- f) 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.
- g) Security personnel shall also ensure door keeping duties.
- h) 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.
- i) To keep the record of incoming vehicles like registration no., time of entry / exit and purpose of visit of all visitors to hospital.
- j) Entry of the stray dogs and stray cattle into the premises is to be prevented. Any laxity in this regard shall invite penalty on occurrence of each.
- k) 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.
- l) 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.
- m) 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.

- n) 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.
- o) 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.
- p) The Security Guard on duty shall not leave the premises until reliever reports for duty.
- q) To keep a strict vigil on suspicious looking persons / objects and take immediate action as deemed suitable.
- r) 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.
- s) All the security personnel are required to mark their attendance in the Aadhar enabled biometric devices or any other attendance system located in the Hospital and only such attendance is considered for calculating mandays for the purpose of billing.
- t) Any other duties / responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the contractor.

ADDITIONAL CONDITIONS SPECIFIC TO THIS BID

A. The following documents are required to be uploaded

1	EMD (Rs 8,50,109/-) (If claiming exemption please upload necessary certificates/supporting documents)
2	Document showing minimum Average Annual Turnover of Rs 425 lakhs during the last three years Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25 (Assessment year 2025-26)
3	Check list along with Proforma's (A to E given below)
4	PSARA licence of Telangana state
5	Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana
6	Declaration regarding non-blacklisting - Annexure B given below
7	Proof of payment of GST for the months of June 2025, July 2025 & August 2025. Please upload the Final Return (GST) for the above months.
8	Proof of payment of ESIC Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Return on Contribution for the above months
9	Proof of payment of EPF Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Electronic Challan cum receipt (ECR) for the above months

10	An office of the Service Provider must be located at Hyderabad/Secunderabad. Documentary evidence to be submitted. In case no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad/ Secunderabad and documentary evidence regarding this shall be submitted
11	Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively)
12	Documentary evidence in compliance with the following clause: The Bidder must have executed at least One single order of 80% value of the Bid (or) Two orders each of 50% value of the Bid (or) Three orders each of 40% value of the Bid for similar service(s) in last three years (i.e., financial years 2022-23, 2023-24, 2024-25) to any Govt. / Semi Govt. /Autonomous Bodies/ PSUs
13	Contract Orders, Experience, or Work Completion Certificates indicating the nature of services, contract duration, and value, along with contact details of the respective departments, to validate the following clauses: i. Total Experience of the firm(Atleast 5 years as on 31-03-2025) ii. Number of years of experience in relevant area i.e. Security services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025) iii. Present operational contracts in the relevant field i.e. Security services (Atleast 2 contracts)
14	An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
15	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.
16	Integrity Pact as attached in Buyer Added Bid Specific Terms and Conditions

B. CHECK LIST

The following check list (to be filled) along with Proforma's have to be submitted (uploaded on GeM) by the bidders along with other documents. Non-submission of check list along with Proforma's shall lead to disqualification

Description	To be submitted	Please mention the submitted document
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EMD (Rs 8,50,109/-) (If claiming exemption please upload necessary certificates/supporting documents)	Demand Draft /Bank Guarantee or exemption certificate	
Minimum Average Annual Turnover of the bidder (For 3 Years) (Rs 425 lakhs) Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25 (Assessment year 2025-26)	Audited profit & loss a/c or CA certificate Proforma A	
Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively)	Audited Balance Sheet and Profit & Loss Account	
PSARA licence of Telangana state	PSARA licence	
Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana	Labour Registration Certificates of Government of India or Government of Telangana	
Proof of payment of ESI contribution for the months of June 2025, July 2025 & August 2025	Challans and Return on contribution	
Proof of payment of EPF Contribution for the months of June 2025, July 2025 & August 2025	Challans and Electronic Challan cum receipt (ECR)	
Proof of payment of GST for the months of June 2025, July 2025 & August 2025	Final Return (GST)	
Documentary evidence regarding local office at Hyderabad/Secunderabad. In case no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad/ Secunderabad and documentary evidence regarding this shall be submitted	Lease/rent agreement or any other Government document showing the address OR Undertaking	
Declaration regarding non-blacklisting	Declaration - Annexure B	
Executed contracts (completed) in 3 financial years i.e. 2022-23, 2023-24 and 2024-25 One contract worth 3,40,04,360 (or) Two contracts worth Rs 2,12,52,725 each (or) Three contracts worth Rs 1,70,02,180 each	Proforma B	
Total Experience of the firm (Atleast 5 years as on 31-03-2025)	Proforma C	

Number of years of experience in relevant area i.e. Security services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025)	Proforma D	
Present operational contracts in the relevant field i.e. <u>Security services</u> (Atleast 2 contracts)	Proforma E	
Complaints addressing mechanism in human resource	Escalation Matrix	
Online Presentation of company profile (8 to 12 slides)	Presentation	
Integrity pact	As attached in Buyer Added Bid Specific Terms and Conditions	

Proforma A

Turnover Year	Annual Turnover in Rs	Whether Audited profit & loss a/c or CA certificate enclosed
Financial Year 2022-23 (Assessment year 2023-24)		
Financial Year 2023-24 (Assessment year 2024-25)		
Financial Year 2024-25 (Assessment year 2025-26)		

(Please provide the details of only 3 Financial Years mentioned above which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma B

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. /Autonomous Bodies/ PSUs	Nature of services provided i.e., Security, Nursing & Paramedical, Housekeeping manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only one or two or three completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma C

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Security, Nursing & Paramedical, Housekeeping manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma D

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Security	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma E

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Security	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order or documents satisfy present operational contracts enclosed

(Please provide the details of only present operational contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

C. Additional Terms and Conditions

1. In case the contractor fails to commence the contract by the date mentioned in the work order, the performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2. On award of contract, the contractor has to obtain a separate sub-code for ESIC and EPF for remitting the contributions for this site and all the remittances of contributions pertaining to the staff deployed at this Hospital shall have to be done under the sub-codes only.

3. The contractor shall not indulge in corrupt practices in any manner including taking amount for appointments or assigning suitable duties etc. In case it is found, the contract shall be summarily terminated and shall stand blacklisted for five years from the date of termination.
4. The contractor shall have to adopt a very transparent and efficient process for selection of their manpower to be deployed at this site. Advertisements shall have to be given in major news papers with details of contractual employment, location, pay etc. All the application forms received, their process of evaluation and appointment etc shall be preserved and provided to this Hospital as and when required.
5. The successful contractor, before the start of the contract, has to submit a list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification. The contractor shall also provide bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.
6. The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time and no amount is paid to the contractor or any person for the purpose of this employment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment.
In case of the additional manpower deployed for any specific purpose like COVID duties, the requirement shall be only till the specific purpose was completed and the manpower shall have to be discontinued after that and the contractor shall adjust the discontinued employees by himself and ESIC shall not be responsible for their relocation or reappointment or readjustment.
7. All the employees deployed at this site shall have to be given appointment letters by the contractor. A penalty of Rs 1000/- per each employee for whom appointment letter was not issued shall be levied and deducted from the monthly bill.
8. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishments Act or any modification thereof or any other law relating thereto and rules made there under from time to time. ESIC will not own any responsibility in this regard.
9. The Contractor has to provide standard liveries on his own cost to its staff. The staff shall be in proper uniform provided by the contractor but approved by ESIC administration with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority. In case of failure of the contractor to provide uniforms or proper uniforms to the staff, ESIC reserves the right to provide the uniform and deduct the expenditure incurred on the same from the monthly bills. In addition, penalty at the rate of Rs 1000/- per day per person may also be levied at the discretion of the Medical Superintendent. The Contractor shall ensure that the staff on duty wears proper uniform and in case any staff is found to be not wearing uniform or proper uniform, penalty at the rate of Rs 1,000/- per employee per day will be levied. The uniform shall consist of the following

Pant and Shirt*	3 pairs	Rain coat	1
Shoes and socks	2 pairs	Jacket/pullover	1
Head Cap	2 pairs	Umbrella	1
Badge	1	Torch	1
Whistle	1	Belt	1

1. *Shirt shall consist of name of the contractor and other accessories suitable for an Ex-Service man Security Guard/Supervisor
2. The above requirement is for the contract period of one year. If the contract extends beyond one year (up to six months) one more pair of shirt & pant is to be provided. If the contract gets extended beyond six months (i.e., total beyond 18 months), one more pair is to be provided

10. Payment Procedure:

- a) Payment to all the engaged employees will have to be made on or before 7th of the succeeding month, delay in salary wages and exploitation of engaged employees shall not be tolerated by ESIC and a penalty of Rs. 1,000/- per employee per day shall be levied for delay in payment of salary to engaged employees. Said penalty shall be imposed and deducted from the total bill. PAYMENT OF WAGES IS NOT LINKED TO PAYMENT OF THE BILL BY ESIC. However, Endeavour shall be made to make payment to the Agency in time.
- b) All the payments to the workers have to be made by the Agency through Bank transactions only on or before 7th day of each month. Cash payment is strictly prohibited. Agreement with the Agencies, who does not make payment to its workers through Bank is shall be terminated.
- c) The Contractor is also required to issue payslips to all its employees every month. In case of failure to provide payslips, a penalty of Rs 1000/- per employee for whom payslip was not issued shall be deducted from the monthly bill. A PDF file showing the payslips of all the employees shall have to be mailed to the Hospital mail id.
- d) Payment will be made upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC SSH Sanathnagar along with computer generated attendance sheet in respect of the persons deployed. Bills without relevant documents may not be processed till the submission of all the documents.
- e) While submitting the bill, the contractor shall file an undertaking as per **Annexure C** appended to this ATC without which bill shall not be processed.
11. All the employees of the Contractor have to mark their attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital. Payment of the bills shall be based on the attendance marked on such system along with the satisfactory certificate from the HoDs and the feedback from Santusht App.
12. The contractor shall maintain all statutory registers/ documents required in compliance to various labour and other laws. The same shall have to be produced, on demand, to the Hospital authorities or any other authority under law.
13. A representative of the Contractor should be present on every Saturday during 09:00 AM to 05:00 PM during the period of contract for proper monitoring. The records of such visits shall be entered in the register provided at the Hospital. The register shall contain the details of visit, corrective/remedial actions taken regarding the complaints/incidents raised by the deployed staff/Hospital, remarks etc. In case of non-visiting of the hospital as above, a penalty of Rs 1000/- per occasion shall be levied and deducted from the monthly bill. In case of non-maintenance of above register properly, Rs 1000/- per each instance shall be levied. The representative has to mark his attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital.

14. Risk Clause

- a) The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC SSH Sanathnagar from the Contractor Security Deposit or pending bill or by raising a separate claim.
- b) All necessary reports and other information will be supplied on a mutually agreed basis and r

regular meetings will be held with the Medical Superintendent. Contractor and his staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the area as of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

- c) In the event of loss/damage of equipments etc. at the premises of the ESIC SSH Sanathnagar due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC SSH Sanathnagar. The decision of the Medical Superintendent / Dean shall be final in this case and binding on the contractor. The Contractor or his representative/s shall meet Hospital representative/s regularly to take feedback regarding the services.
 - d) The Contractor will also maintain a suggestion book for comments on the services rendered by it and present to administration office monthly.
 - e) The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC SSH Sanathnagar premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.
 - f) The Contractor shall not assign or sublet this Agreement or any part thereof to any third party, where service of associates for providing services / meeting contractual responsibilities if availed by the contractor, the contractor shall be fully responsible for performance & all acts of the associate as if they are his own.
 - g) Training on behavior aspects and ethics must be done regularly. ESIC SSH Sanathnagar way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
 - h) Licenses if any required for providing the manpower services at the site will be procured by the Contractor.
15. The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.
16. It is the responsibility of the contractor to draw the duty roster of contract employees in consultation with respective HoDs or ANS I/cs. In case of non-submission of duty roster by 25th of the previous month, a penalty of Rs 1000/- per day per ward/Department/unit shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor in case of any labour issues arising out of such rosters.
17. Escalation Matrix for resolving the grievances of the deployed employees has to be shared with all the employees. Any grievance received from any employee has to be attended and resolved in reasonable time. Proper record of such grievances along with their resolutions shall have to be produced to the Hospital authorities once in a month or as and when demanded.
18. ESIC reserves the right to reduce the number of outsourced manpower to any. It is the sole responsibility of the Contractor to adjust the discontinued manpower in their own organization. Any labour/legal issues arising out of the above shall have to be taken care solely by the contractor and ESIC shall not take any responsibility in this regard.
19. Feedback regarding the performance of the deployed manpower shall be taken regularly from the General Branch Officer/Care taker/HoDs/DMS/DNS I/c and Santusht App. Replacement of employee(s) due to unsatisfactory performance shall have to be done within 48 hours of intimation given to the contractor by the Hospital Authorities.
20. The manpower shall be deployed at the Hospital only after mandatory induction training of at least 7 days. All the employees shall have to be given certificates by the contractor regarding successful completion of induction training and the copies of the same shall have to be submitted to ESIC before start of the contract. The complete details of training imparted by the contractor shall be shared to ESIC. The expenditure incurred for the above training shall have to be borne by the contractor only. ESIC shall not undertake to provide any premises/training room for the above training.
21. The on-duty Housekeeping Supervisor has to take rounds of the premises, wards and each and every corner of the Hospital and its outside premises. As a proof of above, the Supervisor has to obtain signature of the Assistant Nursing Supervisor or any designated official of the ward or Department in a register and produce the same on demand by the Hospital Administration. For common areas the signature has to be obtained from the Caretaker.
22. The Proprietor/Managing Partner/ Managing Director will present himself in person for all dealing

gs with the Hospital. No dealing through representatives on Power of Attorney is permitted. Further, holder of Power of Attorney / representative of Proprietor / Director is not authorized to conclude the contract

23. 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, EPF etc. as per the statutory obligations in vogue. As soon as the tenderer is informed of his being successful, the list of staff going to be deployed shall be made available to the Hospital. The fresh list of staff shall be made available by the Contractor after each and every change. The number of the guards may be decreased or increased as per requirement.
24. The Contractor is required to deploy Security Guards and Supervisors who are Ex-Servicemen and violation, if made intentionally, will be a sufficient ground for cancellation of contract.
25. 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 Administration.
26. 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 each month, shift wise, should be shown to hospital authority.
27. All liabilities arising out of accident or death while on duty shall be borne by the Contractor.
28. Adequate supervision will be provided by the Contractor to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties.
29. The Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste of hospital property or misuse the areas of the Hospital premises.
30. In the event of any loss caused to the Hospital, as a result of any lapse on 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 Dean/ Medical Superintendent in this regard will be final and binding on the Contractor.
31. The contractor shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, which the Hospital may issue from time to time and which have been mutually agreed upon between the two parties.
32. The Hospital shall have the right to have any person of the Contractor removed that is considered to be undesirable or otherwise and similarly the Contractor reserves the right to change the staff with prior intimation to the Hospital.
33. The Contractor shall be responsible to protect from theft all properties and equipments of the Hospital entrusted to it.
34. The personnel deployed by the contractor shall be smartly dressed in neat and clean uniform having Identity Card containing Photo, Name & Address, date of birth, Ex-Servicemen No.
35. All the security guards should be below the age of 60 years. The 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.
36. The Hospital shall have right to remove any person in case the security personnel is not performing the job satisfactorily. The Contractor shall have to arrange the suitable replacement in all such cases.
37. The Contractor shall employ 100 % manpower from the category of Ex-Servicemen except for the five lady security guards) below the age of 60 years with sound mind and good health. The contractor shall provide satisfactory proof of Ex-Servicemen status of the Security Guards before their deployment in the offices. Manpower so engaged should be trained for providing security services and fire fighting services.
38. 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 Hospital.
39. In the event of any breach / violation or contravention of any terms and conditions contained herein by the Contractor or the personnel deployed, the Security Deposit of the Contractor and any other sum due are liable to be forfeited.
40. 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.
41. The Contractor shall not engage any such sub-contractor or transfer the contract to any other p

erson in any manner

42. 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
43. The Contractor shall provide additional security guards incase of requirement of the Hospital for any event.
44. The Contractor shall agree to interchange the composition of required number of security personnel (i.e., from male to female or vice versa) with or without changing the total number of security personnel.
45. The contractor shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases 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.
46. Security staff engaged by the contractor shall not take part in any staff union and association activities.
47. The contractor shall bear all the expenses incurred on the following items i.e. provide Uniforms, shoes, identity Cards, lathis / batons, whistles & Torch to guards posted during night duty and other implements to security staff, stationary for writing duty charts and registers at security checkpoints and records keeping as per requirements.
48. The Hospital shall not provide residential accommodation to any of the employees of the Contractor.
49. The Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Hospital does not recognize any employee- employer relationship with any of the workers of the Contractor.
50. If any overpayment is detected in respect of the Contractor it shall be recovered by the Hospital from the Contractor.
51. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by the Hospital etc.
52. The contractor preferably should have round the clock Control Room Service in Hyderabad along with quick response teams to deal with emergent situations.
53. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
54. **DISPUTE RESOLUTION:**

Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Dean/Medical Superintendent ESIC Super Speciality Hospital Sanatnagar.

The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

The cost of Arbitration shall be borne by the respective parties in equal proportions.

During the pendency of the arbitration proceeding and currency of contract, the Contractor shall not be entitled to suspend the work / service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Hyderabad only.

The courts at Hyderabad shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
55. The manner in which the contractor engages manpower and cases of disengagement from work, if any, would entirely be under the purview of the contractor to decide. However, as far as possible, attempt shall be made by the contractors as long as there are no complaints against them. The continuation of contractual workers shall always be in accordance with law and this will not be construed as giving any permanence to the contractual employees.
56. All the persons deployed by the Agency must be provided proper **Insurance** to cover any kind of damage/loss at the cost of Bidder.

57. Notwithstanding anything contained above, the following penalties shall be levied for non-compliance of terms & conditions of GeM bid document, Contract Agreement, work order etc from the monthly bills of the contractor or the performance security deposit:

Sl No	Nature of non-compliance	Penalties for non-compliance
1.	Fails to commence the contract by the date mentioned in the work order	Performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2.	Non-obtaining of separate ESIC and / or EPF Sub Code for this site	Rs 10,000/- during the first month, Rs 20,000/- for subsequent months. In case the delay is beyond 3 months, cancellation of contract by Dean/Medical Superintendent
3.	The contractor shall not indulge in corrupt practices in any manner including taking amount for appointments or assigning suitable duties, taking back the amount paid as salary, taking charges for uniforms from employees etc.	The contract shall be summarily terminated and the contractor shall stand blacklisted for five years from the date of termination
4.	Non deployment of total manpower mentioned in the contract as per the date of joining.	Up to 15 Days, @1% per day of the total value of non-deployed manpower. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.
5.	Not providing escalation matrix for redressal of grievances of employees	Rs 10,000/- during the first week, Rs 20,000/- for subsequent weeks. In case the delay is beyond 3 weeks, cancellation of contract by Dean/Medical Superintendent
6.	Non-submission of list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification and bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.	Rs 1000/- per employee for each day of delay
7.	The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time and no amount is paid to the contractor or any person for the purpose of this employment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment. The expenditure incurred for the undertakings/affidavits shall have to be borne by the contractor only and shall not be charged to the employees. (Please see clause no C (6) of Additional terms and conditions)	Rs 1000/- per person per each day of delay for non-submission of employees undertakings. Rs 5000/- per day for non-submission of Contractor's undertaking.

8.	All the employees deployed at this site shall have to be given appointment letters by the contractor.	A penalty of Rs 1000/- per employee for whom appointment letter was not issued shall be levied and deducted from the monthly bill
9.	If the employee is found responsible for any theft, loss of material/ articles and damages	Deduction in actual from the monthly bills, equivalent to the value of the article theft/lost/ damaged by the employee. Replacement of the employee within 2 days/cancellation of contract by Dean/Medical Superintendent depending on the gravity of the act.
10.	If the employee is found responsible for disobedience/ misconduct	Warning/counselling/Immediate replacement within 2 days as decided by the Dean/Medical Superintendent depending on the gravity of the act.
11.	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which, @ 1 % per day of the total value of the absent resources up to 15 days. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.
12.	If the employee is found responsible for adopting illegal methods or exercising any corrupt practice in collusion with any third party or officials or indulges in group activities at the workplace that affects patient care or damages the name of ESIC or Hospital or Medical College	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the Dean/Medical Superintendent depending on the gravity of the act.
13.	Non-provision of standard uniform, ID cards & leveries as mentioned in the Terms & Conditions of the contract	A penalty at the rate of Rs 1000/- per day per person shall be levied on the contractor.
14.	Staff not wearing uniform and ID cards	Penalty at the rate of Rs 1,000/- per employee per day will be levied on the contractor
15.	Non-payment of wages on or before 7th of the succeeding month irrespective of pending bills with ESIC	Rs 1,000/- per employee per each day of delay. The amount has to be paid to the employees for whom the payment of salaries was delayed.
16.	Underpayment of wages to any deployed employee	Rs 1000/- per each employee per day till the underpayment is made good.
17.	Non-payment or underpayment of ESIC contribution	Rs 1000/- per each employee per day till the underpayment is made good.
18.	Non-payment or underpayment of EPFO contribution	Rs 1000/- per each employee per day till the underpayment is made good.
19.	Non-issue of payslips to the employees	Penalty of Rs 1000/- per employee per month for whom payslip was not issued
20.	Non-submission of bill by 20th of the succeeding month	Rs 5000/- per each day of delay
21.	Non-maintenance/submission of statutory registers	Rs 5000/- per each instance

22.	Incase of non-visiting of the hospital by Contractor/his representative or non-marking of biometric attendance	a penalty of Rs 1000/- per each day of absence or non-marking shall be levied
23.	Incase of non-maintenance of visit register properly	Rs 1000/- per each instance shall be levied
24.	Non-maintenance of suggestion book	Rs 1000/- per day
25.	Submission of duty roster by 25th of the previous month and display of names of the deployed employees at ward/ Department /Unit	It is the responsibility of the contractor to draw the duty roster of employees deployed at the Hospital. In case of non-submission of duty roster by 25th of the previous month, a penalty of Rs 1000/- per day shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor in case of any labour issues arising out of such rosters from Regional Labour Commissioner or any Statutory authority
26.	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	Rs 5000/- per person and immediate removal of the offender and replacement
27.	Duty performed by a worker for more than one shift in 24 hours	Shall not be allowed. Incase such instance is found, Rs 1000/- penalty per such worker. The Contractor shall be solely responsible regarding labour issues arising for such act from Regional Labour Commissioner or any Statutory authority
28.	If an Office is not established within 15 days of issue of work order	Rs 5000/- per each day upto first 10 days, Rs 10000/- per each day from 11th to 20th day 15000/- per each day from 21st to last day of the month. After one month, termination of contract
29.	If the Security Supervisor fails to take rounds and obtain signature of the ward-incharges or designated Officials	Rs 1000/- per each instance
30.	Unsatisfactory performance	Individual Complaint: 1000/- per instance. Adverse report by Committee for inspection : 5000/- per instance. Adverse Monthly report: 10,000/- per report
31.	If lesser number of staff are deployed when compared to the duty roster	Rs 1000/- per each undeployed staff
32.	If any complaint is unattended in 15 minutes	Rs 1000/- per each instance
33.	If any staff refuses to do any work which is under the scope of the contract	Rs 5000/- per each instance
34.	Any on-duty employee not present in the allotted Department/place	Rs 1000/- per each instance

35.	If dogs are found in the Hospital premises	Rs 1000/- per each instance
36.	Unauthorised vehicle found in the premises	Rs 1000/- per each instance and immediate removal
37.	Found parking of vehicles in any area other than designated areas	Rs 1000/- per vehicle
38.	Improper arrangement of vehicles in parking area	Rs 5000/- per instance
39.	Blockage of passage due to improper movement of vehicles	Rs 1000/-per instance
40.	If the Security guards posted at exit gate do not facilitate proper exit of vehicles	Rs 1000/-per instance
41.	If the registration numbers of vehicles not entered in the register	Rs 1000/-per instance
42.	Using of mobile phones during the working hours	Rs 1000/-per instance
43.	Unauthorised person(s) found in the wards/Departments/any restricted areas	Rs 1000/-per instance
44.	Outside food found in the wards	Rs 1000/-per instance
45.	Blankets/bedsheets of patients/attendants found in the wards	Rs 1000/-per instance
46.	Restricted items found inside the Hospital premises	Rs 1000/-per instance
47.	Allowing of Hospitals items without gate pass	Rs 5000/- per instance and additionally, any loss due to allowing the Hospital items without proper gate pass shall be recovered in actual
48.	If Code Red or Violet are unattended	Rs 5000/-per instance
49.	In case any public complaint is received attributable to misconduct / misbehavior of contractors personnel, Security Guard/ Supervisor found involved in such incident	Concerned Guard/Supervisor shall be removed from the Hospital immediately and penalty of Rs 5000/- per each instance shall be levied on the contractor
50.	Allowing the patients/attendants/staff into garden areas	Rs 1000/-per instance

D. Criteria for selection of Agency:

1) Those bidders who qualify in the Eligibility Criteria mentioned under “ **Additional Documents to be submitted & Checklist**” shall only be further considered for selection on the basis of Quality cum Cost Based Selection (QCBS) criteria (30:70 for Technical and Financial evaluation respectively). An illustration of QCBS criteria in a bid is provided as under:

S.No.	Particulars	Marks Breakup	Allocation of marks	Supporting documents to be uploaded
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				Min	Max	
1	Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	4.25 Crores to 8.50 Crores	10	10	20	Audited profit & loss a/c or CA certificate
		8.50 Crores to 12.75 Crores	15			
		>12.75 Crores	20			
2	Total Experience of the firm	5 to 7 years	5	5	15	Experience or Work Completion Certificates indicating contract value, along with contact details of the respective departments, to validate the firm's total experience
		7 to 10 years	10			
		> 10 years	15			
3	Number of years of experience in relevant area in Govt. / Semi Govt. /Autonomous Bodies/ PSUs	2 to 5 years	15	15	25	Experience or Work Completion Certificates for Security services from Government Departments or PSUs, including contact details of the respective departments, to validate the number of years of experience
		5 to 10 years	20			
		>10 years	25			
4	Present operational contracts in the relevant field	2 to 3 contracts	10	10	20	Only Work Orders or documents satisfy ongoing operational contracts in Security services per single contract will be considered for evaluation
		4 to 5 contracts	15			
		> 5 contracts	20			
5	Complaints addressing mechanism in human resource	Mechanism	10	5	10	The firm must have a complaint addressing mechanism in place to receive, address, and resolve concerns related to its human resources. An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
6	Online Presentation	Presentation	10	5	10	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.

Total Marks of Evaluation	Maximum Marks	100
	Qualifying Marks	50

2) Methodology for QCBS evaluation:

1. Only those bidders whose Technical Proposals get a score of 50 (Fifty) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to lowest on the basis of their technical score. The score will be normalized (T_Norm) according to the highest marks (T_max) scored by a Bidder.
2. The Technically qualified bidder with lowest financial bid (F_lowest) will be awarded 100% score. The score of remaining qualified bidders will be normalized (F_norm) according to the lowest quoted Bidder. All the evaluation under financial will be as per GeM Portal option under QCBS.
3. The bidders must furnish the necessary documents to establish their eligibility for each of the items given in the Eligibility Criteria. Relevant portions of the documents should be highlighted. The proposals fulfilling the eligibility criteria mentioned in the tender document will only qualify for the Technical Evaluation under QCBS.

3) Final Evaluation:

1. The technical and financial scores secured by each Bidder will be added using weightage of and respectively to compute a Composite Bid Score.
2. The Bidders securing the highest Composite Bid Score as per GeM Portal selection will be adjudicated as the most responsive Bidder for award of the Contract as per GeM Portal option under QCBS.
3. In case of same or equal final score for 2 or more bidders, the bidder with higher technical score shall be treated as L1.

The detailed selection procedure (QCBS) is shown below. Bidders are advised to carefully go through this evaluation procedure.

Selection Procedure (QCBS) :

Minimum cut-off Marks for qualifying in Technical Bid - 50 marks out of 100 marks

- The proposal with the highest weighted combined score (quality and cost), calculated using the pre defined formula integrated into the GeM portal, shall be selected
- After filing the technical score, the system will open financial bid of all qualified
- Service Provider's and compute QCBS score as given below: QCBS calculation Logic (eg. 30:70 weight-age)

Successful bidder will be selected as below:

Selection of bidders will follow Quality Cost-Based Selection (QCBS) method in 30:70 ratio for Technical and Financial score respectively for deriving final score for each eligible bidders and selecting the successful bidder with the highest final score.

After the technical evaluation, a technical score (Tx) shall be assigned to all eligible bidders (who clear the eligibility criteria) as per the scoring mechanism defined in **Sl. No. D, Point 1**. If the highest technical score is T(max), then the normalized score (T_Norm) for all bidders will be calculated as below:

Name	Actual Score (Tx)	Normalized Score (T_Norm) (rounded to 2 decimal places)
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Bidder 1	T(max)	100
Bidder 2	T2	$100 \times (T2/T(\max))$
Bidder 3	T3	$100 \times (T3/T(\max))$
Bidder 4	T4	$100 \times (T4/T(\max))$
So on.....		

After the financial evaluation, a financial score (Fx) shall be assigned to all eligible bidders (who clear the technical round). If the lowest quoted price is F(lowest), then the normalized score (F_Norm) for all bidders will be calculated as below:

Name	Actual Score (Fx)	Normalized Score (F_Norm)
Bidder 1	F(lowest)	100
Bidder 2 (2,00,000)	F2	$100 \times (F(\text{lowest})/F2)$
Bidder 3 (2,50,000)	F3	$100 \times (F(\text{lowest})/F3)$
Bidder 4 (3,00,000)	F4	$100 \times (F(\text{lowest})/F4)$
So on.....		

Final Score for bidders will be calculated as below:

$$\text{Final Score (C_Final)} = (0.3) \times (T_Norm) + (0.7) \times (F_Norm)$$

The bidder whose final score (C_Final) is the highest will be chosen as the successful bidder.

Example of GeM QCBS calculation:

	Technical Evaluation		Financial Evaluation	
Weightage =>	30%		70%	
	Marks	Score Calculated (T_norm)	Price	Score Calculated (F_norm)
Service Provider 1	75	83	2,00,000	50
Service Provider 2	80	89	1,00,000	100 (F_lowest)
Service Provider 3	90 (T_max)	100	2,50,000	40

Final Score (C_Final) =	$(0.3) \times (T_norm) + (0.7) \times (F_norm)$	Remarks
Service Provider 1	59.9	
Service Provider 2	96.7	Highest Score (H1)
Service Provider 3	58	

Note:

In case successful bidder defaults or doesn't sign contract or doesn't deposit Performance Security Deposit as per the timeline, then the bidder scoring second highest final score will be asked to match the financial quote as quoted the successful bidder and so on. Under such scenario, user department may also scrap the bid process all together in case suitable agency is not found. User department

reserves the right to take the final decision on this matter.

In case of same or equal final score for 2 or more bidders the bidder with higher technical score shall be treated as qualified.

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Annexure B

Declaration-Cum-Undertaking Regarding Non-Blacklisting by any agency of Government of India or State Governments and Understanding & Acceptance of All Terms & Conditions

(Self-certification in company's letterhead)

I, Son / Daughter of Shri.
..... Proprietor / Partner / Director / Authorized Signatory, am the competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender/GeM bid GEM/2025/B /..... and the attached ATC(s), and I hereby convey my acceptance of the same.

The information/documents furnished along with this application are true and authentic to the best of my knowledge and belief. I/We are aware that furnishing any false information or fabricated documents would lead to the rejection of my tender at any stage, besides liability for prosecution under the appropriate law.

There is no vigilance/CBI case or court case pending against the firm, nor has it ever been blacklisted by any government or Public Undertakings in India.

The company / firm have done in past satisfactory / disciplined work and have not been blacklisted.

Signature of Authorized person

Date:

Full Name:

Place:

Company's seal:

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---