



आयुर्वेद शिक्षण एवं अनुसंधान संस्थान, जामनगर

Institute of Teaching and Research in Ayurveda, Jamnagar

राष्ट्रीय महत्व का संस्थान

Institute of National Importance

**ITRA**  
**JAMNAGAR**

## **“Engagement of agency for providing Security Services on Job Outsourcing Basis”**

**At**

**Institute of Teaching and Research in Ayurveda, Jamnagar,  
Gujarat**

### **DISCLAIMER**

This tender is not an offer by the Institute of Teaching and Research in Ayurveda, Jamnagar but an invitation to receive offer from bidders/firm /agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of ITRA, Jamnagar with the selected bidder/firm/agency.

## INSTRUCTION TO BIDDERS

1. Online bids are invited through GeM portal for Engagement of agency for Providing Security Services on Job Outsourcing Basis at ITRA, Jamnagar. Documents for ATC (Additional Terms and Conditions) may be downloaded from ITRA, Jamnagar website [www.itra.ac.in](http://www.itra.ac.in) (for reference only).

2. Bid shall be submitted through GeM portal online and hardcopy of uploaded documents must be submitted in the Institute by Speed post or Register AD only at below address within 10 days of bid end date.

Address :-

Office of the Director,  
C/o Estate Section,  
Institute building,  
First floor,  
PG Campus,  
Opp. City B Police station,  
Gurudwara road,  
Jamnagar – 361008  
Gujarat.

3. Bidders who have downloaded ATC documents from website [www.itra.ac.in](http://www.itra.ac.in) and GeM portal shall not tamper/modify the tender form in any manner. In case if the same is found to be tempered/modified in any manner, bid shall be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with ITRA, Jamnagar.

## ELIGIBILITY / MINIMUM REQUIREMENT TO QUALIFY IN BID

1. The Bidder should have at least 5 years' experience of providing security services to Central Ministries/Central Govt. Departments including Central PSU/Nationalized Banks/Central Autonomous Organizations including 1 year's experience of providing security services to Hospital and National Institutes like AIIMS/IIT/IIM.
2. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
3. The annual turnover of the bidder in the last three financial years ending 31/3/2022(2019-20, 2020-21, 2021-22) for each year should be not less than ₹3.74 Crore. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.
4. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (such as Private Security Agencies (Regulation) Act 2005). A proof for supporting the legal validity of the Bidder shall be submitted. If bidder engaged in the rehabilitation and resettlement of ex-servicemen should be empaneled/registered with DGR (Relevant certificates to be enclosed).
5. The Bidder shall be registered with the Income Tax, Service Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Relevant proof in support shall be submitted.
6. License :- The Bidder should possess a valid license from Gujarat State Controlling Authority of the Government under the Privet Security Agencies (Regulation) (PSAR) Act 2005 on or before last date of submission of tender.
7. The scanned copy of Earnest money of ₹ 14,96,500/- (Fourteen lakh ninety six thousand five hundred only) by means of Bank Demand Draft to be attached with online bid documents. It is also clarified that the bids submitted without earnest money will be summarily rejected. The original DD prepared in the favor of "The Director, ITRA" payable at Jamnagar shall be submitted with documents of technical bid as mentioned ago. If MSME firm is registered for above service, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following document in support of exemption and same shall be submitted with hardcopy.
  - (a)National small Industries Corporation (NSIC) certificate in relevant field.
8. The bidder shall visit all the premises of the ITRA before participation in bid and shall get visit certificate from the Institute and same to be submitted with technical bid

documents in both hardcopy and softcopy submission. Date for visit of the campus is 02/04/2023 to 10/04/2023, 16:00 to 17:00 during working days only. Bidder shall contact Head of Estate department for visit purpose and certificate. Bidder have to book their visit with prescribed date via email on [civil@itra.edu.in](mailto:civil@itra.edu.in).

9. Character Certificate :- Character certificate of Directors/Partners/Proprietors etc. issued from DM/Police authorities not later than 1 month from bid published date.
10. Self-declaration :- (i) Acceptance and understanding of terms and conditions of the bid/tender and bidder should not be blacklisted or debarred/prohibited from participating in tender process by any organization (Annexure-II). (ii) Declaration regarding non-working any near relatives in ITRA, Jamnagar (Annexure-III). (iii) Declaration regarding blacklisting/Debarring from taking part in Government bid by ITRA, Jamnagar/Government Department (to be produced on affidavit of minimum stamp of Rs.300/-) (Annexure-IV) (iv) Declaration of bid document if signed by the representative of the bidder.

Note :- Bidder shall submit online and offline documents with index mentioning serial number, name of document and page number. All documents shall be signed and stamped by authorized person of the bidder.

## TERMS AND CONDITIONS FOR PROCUREMENT OF BID

1. The estimated nos. 55.5 (rounded up as nos. 56 in GeM bid) per day of security personnel shown in "Annexure-I" is approximate and may vary as per requirement of the Institute at the time of placement of order. The work order will be placed in phased manner as per requirement.
2. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the PBG/EMD will be forfeited.
3. The successful bidder shall have to submit a 5% of work value as performance security deposit (PSD) within 30 days from the date of issue of Letter of Award (LOA). In case of the contractor fails to submit the requisite PSD even after 30 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
4. Successful bidder/firm should submit performance security deposit as prescribed in favor of, "The Director, ITRA" and to be received in the Estate section of ITRA before the date of commencement of services or 30 days from the date of acceptance of the work order, whichever is earlier.
5. The Performance Security Deposit should be established by demand draft in favor of "The Director, ITRA" through any Schedule Nationalized Bank with a clause to enforce the same on their local branch at Jamnagar.
6. Validity of the performance security deposit demand draft shall be for a period of 60 days beyond of entire contract period from the date of issue of work order.
7. All disputes shall be subject to Jamnagar Jurisdiction only.
8. ITRA, Jamnagar reserves the rights to accept/reject any bid in full or in part or accept any bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection. The volume of work may be increased or decreased as per requirement.
9. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
10. No separate information shall be given to individual bidders. In case of equal rates quoted by the bidder the competent authority may decide the procedure for selecting the qualified bidder.
11. Well and readable Scanned copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership etc. may be uploaded in technical bid and hardcopy of the same shall be submitted to the Institute at aforesaid address mentioned in above Instruction clause.
12. The Institute will award the contract to the bidder whose quotation has been determined

to be substantially responsive and who has bided the lowest evaluated quotation price in respect to rules and regulations of GeM portal while bid awarding procedure.

13. Notwithstanding the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
14. The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
15. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description/quality.
16. No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the ITRA, Jamnagar in respect of any previous supply will be entertained. Bidders shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the bidders fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
17. Tenders without Earnest Money will be summarily rejected except eligible for EMD exemption.
18. No claim shall be entertained against the ITRA, Jamnagar in respect of erosion in the value or interest on the amount of EMD.
19. The earnest money will be returned/refunded to the unsuccessful bidders after the submission of Performance Security Deposit by successful bidder.
20. In case the service provider requires any elucidation regarding the tender documents, they are requested to contact to the Head of Department, Estate Section, ITRA, Jamnagar through e-mail: [civil@itra.edu.in](mailto:civil@itra.edu.in) on or before end date of clarification in bid.
21. The EMD of the successful bidder will be returned to them without any interest after the execution agreement with successful Bidder and submission of Performance Security Deposit.
22. Evaluation Criteria for the Successful bidder :-

Sr.	Parameter	Required Description	Supporting Document
1.	Organizational presence	One of the Registered Office of the Bidder must be in Gujarat.	Documentary proof of having One of registered office in Gujarat.
2.	Experience	The Bidder should have at least 5 years' experience of providing security services to Central Ministries/Central	Relevant certificates/ Documents from concerned authority

		<p>Govt. Departments including Central PSU/Nationalized Banks/Central Autonomous Organizations including At least one year experience for providing security services in Government hospital and National Institute like AIIMS, IIM, IIT etc.</p> <p>Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.</p>	should be attached.
3.	Average annual turnover	<p>The annual turnover of the bidder in the last three financial years ending 31/3/2022(2019-20, 2020-21, 2021-22) should be not less than ₹3.74 Crore. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.</p>	Turnover certificate from authorized chartered accountant to be attached.
4.	Legal Entity and registrations	<p>a. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations (such as Private Security Agencies (Regulation) Act 2005). A proof for supporting the legal validity of the Bidder shall be submitted. If agencies engaged in the rehabilitation and resettlement of ex-servicemen should be empaneled/registered with DGR</p>	Relevant certificates/ Documents from concerned authority should be attached.

		<p>(Relevant certificates to be enclosed).</p> <p>b. The Bidder shall be registered with the Income Tax, Service Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Relevant proof in support shall be submitted.</p> <p>c. License:- The Bidder should possess a valid license from Gujarat State Controlling Authority of the Government under the Private Security Agencies (Regulation) (PSAR) Act 2005 on or before last date of submission of tender.</p> <p>d. PAN Card and Registration of firm with concerned Authority as valid legal entities.</p>	
5.	License	<p>a) Should have PSARA Act of Gujarat Govt.</p> <p>b) The Bidder must be registered under Contract Labour (Regulation &amp; Abolition) Act 1972. Registration No. of the Bidder must be submitted along with the documents. Also, they must submit an undertaking of submitting the Labour License within 21 days of the award of the work.</p>	Relevant certificates/Documents from concerned authority should be attached.
6.	Character Certificate	Character certificate of Directors/Partners/Proprietors etc. issued from DM/Police authorities not later than 1 months from bid published date.	Copy of character certificate to be submitted.
7.	Self-Declaration	<p>(i) The Service provider should not be blacklisted or debarred/prohibited from participating in tender process by any organization. (ii) Declaration of bid document if signed by the representative of the bidder. (iii) Declaration regarding non working of any near relatives in ITRA, Jamnagar.</p>	Relevant certificates/Documents from concerned authority should be attached.



8.	Site visit and site visit certificate	The bidder shall visit all the premises of the ITRA before participation in bid and shall get visit certificate from the Institute and same to be submitted with technical bid documents. Date for visit of the campus is 02/04/2023 to 10/04/2023, 16:00 to 17:00 during working days only. Bidder shall contact Head of Estate department for visit purpose and certificate. Bidder shall book their visit on prescribed date via email on <a href="mailto:civil@itra.edu.in">civil@itra.edu.in</a> .	Site visit certificate given by authority of ITRA, Jamnagar.
9.	EMD	scanned copy of Earnest money of ₹ 14,96,500/- (Fourteen lakh ninety six thousand five hundred only) by means of Bank Demand Draft to be attached with online bid documents. The original DD prepared in the favor of “The Director, ITRA” payable at Jamnagar shall be submitted with hardcopy submission of technical bid documents as mentioned ago. If MSME firm is registered for above service, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following document in support of exemption.	Demand draft for amount of EMD or documents showing EMD exemption.

23. Evaluation Criteria for Technical Bid :- The firms who meet the eligibility criteria will further be evaluated based on the evaluation matrix/scoring sheet as following Table-A.

Table – A

Sl. No	Unique Selling Proposition	Marks
1.	Annual Turn Over during last three Years.	
	20 Cr and above	15
	15 Cr to 20 Cr	10
	10 Cr to 15 Cr	05
2.	Relevant experience in the field (Security Services). Experience years will be considered by the issue date of Private security license for Whole Gujarat state or oldest work completion	

	certificate which ever is lesser.	
	12 Years and above	15
	08 Years to 12 Years	10
	05 Years to 08 Years	05
3.	Agency have Own training centre in the -	
i.	State – Gujarat	10
ii.	States other than Gujarat.	06
iii.	Agency do not have their own training centre but have tie up with other organization (Documents to be attached)	04
4.	Renewed DGR Registration along with PSARA license	10
	PSARA, Act license with Gujarat Govt.	05
5.	Number of Manpower on Rolls (Relevant Documents to be enclosed)	
i.	More than 1500 personnel.	15
ii.	More than 1000 and up to 1500 personnel	10
iii.	Up to 1000 personnel	05
6.	Working Experience certificate	
i.	Working Experience of more than 1 year in National Institute like AIIMS/IIT/IIM	10
7.	ISO certificates for Manpower	05
8.	Master security plan presentation before committee authorized by competent authority.	20
	Total Marks obtained....	100

24. Minimum qualifying marks shall be marks obtained within 20% of the highest obtained marks. The bids of vendors securing less than the qualifying marks will not be considered for opening of price bids. For example if the highest vendor score 80 marks, then applicants scoring 64 marks and above will be considered for further process/ Opening of financial bid.
25. Evaluation Criteria for Financial Bid of technically qualified firm :- After evaluation of eligibility criteria, the work shall be awarded normally to the Agency fulfilling all the eligibility conditions and who has quoted the lowest rate with service charge (inclusive for all categories) after complying with the all the Acts/provisions stated/referred to for adherence in the tender.
26. Award of Contract :- ITRA, Jamnagar will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bid the lowest evaluated quotation price in respect to the terms and conditions of the GeM.
27. Notwithstanding the above, ITRA, Jamnagar reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

## TERMS AND CONDITIONS FOR BILLING AND PAYMENT

1. Terms of payment :- Monthly bills are to be submitted on single original copies and shall attach attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only deployed personnel of ITRA, Jamnagar. Printout of the banking transaction is to be submitted to the ITRA, Jamnagar along with the monthly wage bill for payment. Any other related documents will have to be submitted before the competent Authority of ITRA, Jamnagar. It may be noted that under the provision of the Indian Income Tax Act, the ITRA, Jamnagar is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.
2. Security agency would also provide salary slip in bilingual Gujarati & English to each security personnel deployed by them at ITRA every month and the salary slip should display following details:
  - Name of the security Agency
  - Name of the Employee
  - Father's Name of the Employee
  - Employee Code (issued by Security Agency)
  - ESI No. of the Employee/ Employer
  - ESI Deduction-Employer Contribution/Employee Contribution
  - EPF No. of the Employee / Employer
  - EPF Deduction-Employer Contribution/Employee Contribution, Wages details in all respects.
  - Numbers of days of performed duty
  - Minimum daily wage
3. Salary Sheet and Pay Slip of Security personnel will be based on the Salary structure issued by ITRA, Jamnagar.
4. The following under mentioned documents are very essential to submit in the ITRA, Jamnagar for release of the payment :-
  - The Security agency's request letter to the Estate section for monthly payment along with bills.
  - Bills shall be certified by Estate section and duly signed by Director, ITRA.
  - Certification of authorized labor law consultant duly signed by Agency for compliance of the provision of contract labour (Regulation & Abolition) Act and other laws as applicable.

- Security personnel's PF contribution statement copy for that month.
- Security personnel's PF contribution Nationalized Bank e-Pay Order copy (ECS)for that month. (Copies of the P.F. Challans) and Copies of monthly returns submitted to the P.F. authorities as applicable.
- Security personnel's ESIC contribution statement copy for that month.
- Security personnel's ESIC contribution Nationalized Bank e-Pay Order copy (ECS)for that month. (ESIC Challans).
- Security personnel's wage register in the prescribed format with the following undertaking :-

It is certified that, "IDGM/GM/..... of M/S Jamnagar Branch have paid all the wages to my security personnel through their respective individual Saving Bank Account in Bank. Our company has not any due to any security personnel engaged in ITRA, Jamnagar Campus." Signature, Name-Designation-Rubber Seal.

- Security personnel's wage disbursement list through Bank and the Bank statement copy with Bank seal.
  - List of all security personnel's individual bank Account Number issued by the Bank.
  - Security personnel's bio matric attendance copy verified by the Estate Officer, ITRA, Jamnagar.
  - Deduction of money from the security agency's monthly bill—if any. The Security agency's Invoice copy.
  - Hiring of additional security guards for additional security arrangement during, convocation, annual sports, annual function, cultural program, Holi, Deepawali, Mega medical Camp, Examination, conference and any other additional students activity as well as institutes temporary requirement, the account office require the following documents for release of payment :- Requisition for hiring of additional security guard signed by the Estate Officer, ITRA, Jamnagar.
  - Attendance sheet of deployed additional number of security guards irrespective of hours of duty.
  - Security agency's Invoice copy.
  - Security Personnel salary sheets in Prescribed Format.
  - Visit book – visit book duly signed by concern Heads of the department of ITRA during the visit taken by senior level supervisor deputed by agency at their own cost.
5. All payments shall be made in Indian Currency by means of an Account Payee/Cheque/ RTGS/NEFT/PFMS transfer.
  6. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

## GENERAL TERMS AND CONDITIONS FOR

### “CONTRACT AND SCOPE OF WORK”

1. The Pre-Bid inquiry :- The bidder may contact Estate section, ITRA regarding clarifying any points of tender documents by the prospective bidders. The agency(s) may get clarified any confusion regarding any terms and conditions of the contract and there after any claim of doubt/confusion or any things relating to this contract will not be entertained and it will be deemed that the agency has understood everything about this tender.
2. Forfeiture of Performance Security Deposit :- If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the ITRA, Jamnagar shall without prejudice to its other rights and remedies hereunder or at the applicable Law, be entitled to call in, retain and forfeit the Performance Security. Nothing herein mentioned shall debar the ITRA, Jamnagar from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as afore said, in case the same shall exceed the amount of the Performance Security.
3. Contract Period :- The contract shall be initially for period of one year from the date of agreement subject to continuous satisfactory performance. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year-to-year basis at the sole discretion of the Competent Authority of ITRA, Jamnagar.
4. Extension of contract period :- The period of the contract may be extended for mutually agreed period after the successful/satisfactory completion of initial contract & based on the requirement at that time or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of the manpower deployed by the selected Company/Firm/Agency or otherwise at the discretion of the ITRA, Jamnagar. However, ITRA, Jamnagar reserves right to terminate this contract without assigning any reason thereof at any time after giving one-month notice to the selected service providing Company/Firm/Agency. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year. In case the contractor withdraws the same as within offered period PBG will be fortified.
5. Right of Acceptance :- ITRA, Jamnagar reserves the right to accept or reject any or all tenders/quotations without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender. ITRA, Jamnagar will be at the discretion to decide to whom the contract will be awarded as per the terms and conditions of this tender.
6. Validity of the bids :- The bids shall be valid for a period of 180 days from the date of opening of the tender and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder(s) shall be entertained. This has to be so specified by the bidders in the commercial bid which may be extended, if required.

7. Communication of Acceptance :- ITRA, Jamnagar reserves the right to accept or reject any or all bids without assigning any reasons. ITRA, Jamnagar also reserves the right to reject any bid, which in his opinion is non-responsive/not- viable, or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the bidders who are found of canvassing in any form are liable to have their tenders rejected out-rightly.
8. Breach of Terms and Conditions :- In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by ITRA, Jamnagar. In that event, the security deposit shall also stand forfeited.
9. The rate quoted shall be responsive and the same should be inclusive of all Statutory obligations such as Minimum wages, ESI, PF contributions, Gratuity wages for leave reserve as well as, Uniforms, Mobile phones, Torch light, search light, two wheelers ,1 nos.(like model-HERO SPLENDOUR, BAJAJ PULSAR etc.)with fuel and driver) (VEHICLE SHOULD NOT BE OLDER THAN 3 YEAR FROM THE DATE OF MANUFACTURING), Telephone Land line, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Cane sticks, Security tools and equipment, training to Security personnel etc., service charges all kind of taxes. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected.
10. The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulation/laws. The contract will be awarded to the bidder who has quoted the lowest rates in compliance of all tender conditions.
11. In the event that two or more Bidders quote the same lowest rates, (the “Tie Bidders”), ITRA, Jamnagar shall Select Bidders by Run auto select option in GeM portal or as per issued guideline of the Government at that time.
12. Right to call upon information/Clarification regarding contract :- The ITRA, Jamnagar will have the right to call upon information/clarification regarding contract at any point of time from the bidders.
13. The initial cost of the Contract shall be valid for a whole contract period. No price escalation shall be entertained by the Institute during the period except the minimum wage and its linked statutory dues on account of increase of the minimum wage, as and when increased by the Government.
14. The contract shall be initially for a period of one year from the date agreement subject to continuous satisfactory performances. However, this will be reviewed at the end of each year based on the performance and if found satisfactory it will be renewed for two years more, on year to year basis at the sole discretion of the Competent Authority of ITRA, Jamnagar.
15. Institute shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the

Contractor. Institute shall provide a certificate certifying the deduction so made if required.

16. The agency's sole responsibility to ensure the complete security & safety of the ITRA premises.

17. Laws / Acts :- The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at ITRA, Jamnagar or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by 07<sup>th</sup> of every month without fail and irrespective of any delay in settlement of its bill by the Estate Section, at ITRA, Jamnagar for whatever reason and without deducting any commission except PF & ESI from the wages paid by the ITRA, Jamnagar. The agency is required to pay the monthly wages and all allowance to its workers as engaged through online/net banking only directly to the saving bank accounts of all the workers and a certified. Cash mode of transaction shall not be accepted. Wages transfer statements should be shared with ITRA, Jamnagar Authority on 10<sup>th</sup> of every month. The Agency shall also be responsible for the Insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications:-

- The Minimum Wages Act 1948
- The Employees Provident Fund & Misc. Provision Act, 1952
- The Contract Labour (Regulation & Abolition) Act, 1970
- The Payment of Bonus Act, 1965
- The Employees State Insurance Act, 1948
- The Child Labour (Prohibition and Regulation) Act, 1986
- The Payment of Wages Act. 1936
- The Factory Act, 1948
- The Employment of Children Act, 1938
- The Motor Vehicle Act,1988
- Private Security Agencies (Regulation) Act 2005
- The Payment of Bonus (Amendment) Act,2015
- Gujarat Private Security Agency Rules, 2008. (concerned states rule).
- Shop and establishment Act under Gujarat shops and Establishment Act, 1948.(Concerned States rule)



18. Engagement of Security Personnel :- The Contractor shall make its own arrangements for the engagement of all Security and other administrative personnel for providing security services in Institute premises and shall use all diligence in arranging for a sufficient and suitable supply of such personnel but all such arrangements in India shall be in accordance with the general local usage and subject to the Applicable Laws. The deployment of the security guards/supervisors should be as per the Private Security Agency (Regulation) Act, 2005 applicable in Gujarat.
19. Agency shall recruit all guards/personnel before starting of contract and shall not allowed to recruit guards during the ongoing contract without proper justification and approval of the Institute.
20. Replacement and termination :- Agency shall not replace or terminate any security guard itself during the contract period without proper justification and approval of the Institute.
21. Agency shall recruit the numbers of personnel in respect to duties of 22 to 26 days in a month for each deployed personnel.
22. Educational Qualification & Age Limit/ Standard of Physical fitness for Private Security Guard:-
  - 10 (SSC) from a recognized School / Board
  - The Security Agency shall not employ/deploy any Security Guards Civilian below the Age of 18 years and above the age of 60 years. However, age limit for Security Supervisor & Security Guards (Ex-Serviceman/ Ex- Para Military, Ex- State Police) should not be below the age of 30 years and above the age of 60 years. Security Personnel so engaged shall be trained for providing watch & ward services before joining time.
  - Person shall be eligible for being engaged or employed a private security guard if he fulfills the standards of physical fitness as specified below
  - Height, Min. 170 cms, Weight according to standard table of Height and Weight, Chest minimum 80 cm to 85 cm (The guards required to have minimum 80 cm chest in an unexpanded state and with expansion it should be minimum 85 cm for all guards minimum expansion has to be 5 cm, failing which he will be ineligible for appointment).
  - Eye sight: free from colour blindness, should be able to identify and distinguish colour display in security equipments and read and understand display in English alphabets and Arabic numerals.
  - Free from knock knee and flat foot and should be able to run one Kilo Meter in six minutes.
  - Hearing: free from any defect; able to hear and respond to the spoken voice and alarms generated by security equipment.



- The candidate must have dexterity and strength to perform searches, handle objects and use force for restraining the individuals in case of need.
  - A candidate must be free from any contagious or infectious disease. He must not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public.
  - Agency shall ensure that every Private security guard working for it undergoes a medical examination after every twelve months from his last such examination so as to ensure his continued maintenance of physical standard as prescribed for the entry level.
  - Agency shall submit relevant documents confirming above requirements for engaged personnel.
23. Arbitration :- If any difference arises concerning this agreement, its interpretation on payment to the made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result with in a period of 30 days, either of the parties may make a request to Director, ITRA Jamnagar to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Director, ITRA, Jamnagar. In case of such arbitrator refusing, unwilling or becoming in capable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.
24. Legal Jurisdiction :- The agreement shall be deemed to have been concluded in Jamnagar, Gujarat and all obligations here under shall be deemed located at Jamnagar, Gujarat and Court within Jamnagar, Gujarat will have Jurisdiction to the exclusion of other courts.
25. The agency has to pay all statutory dues/charges in respect of the workers as engaged by him under the scope of this contract which shall be included in the consolidate wage and the Institute will not reimburse any such dues separately. The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its worker. Therefore, the agency has to adhere to all statutory liability and this aspect should be taken care while quoting offer price.
26. The number and arrangement of deployment of the Security Guards is without prejudice to the right of Authority of ITRA, Jamnagar to deploy the personnel as specified under this tender in any other mode(s) or manner considered more suitable in the interest of the ITRA, Jamnagar. The decision of the ITRA, Jamnagar in this regard will be final.
27. The Manpower those who are posted to work in the different areas of ITRA will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shift as per the Institute's requirements. No extra payment will be made on this account.
28. There shall be no master and servant relationship between ITRA, Jamnagar and the

persons deployed through the Agency. The agency will be the sole employer of this Manpower. The persons so deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to ad-hoc, regular/confirmed employees of this Institute during the currency or after expiry of the contract. It will not bestow any liability implicitly or explicitly upon ITRA, Jamnagar in connection with any loss or damage caused to the workers as engaged by the agency.

29. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/other capacity at the Institute.
30. The bidders will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
31. The Agency shall ensure fulfilment of qualifications, experience, age limit and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at ITRA, Jamnagar under the scope of this contract. The essential qualification/experience are indicative in nature. However, at the time of engagement these aspects shall be decided as per ITRA, rule or ITRA, Jamnagar may ask the Agency to engage any other category of personnel having prescribed qualification & experience at latter date after award of contract. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified from the competent agency as per the law and agency will be responsible for their conduct. The agency will pay the compensation, if any loss is caused by the workers as engaged by him while working at ITRA, Jamnagar the amount of the compensation as decided by the ITRA, Jamnagar will be final and agency will accept the same and ITRA, Jamnagar will extend no financial or any other benefit in this regard.
32. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Estate section, ITRA, Jamnagar along with testimonials before they are actually deployed for the job. The selection and deployment of security staff will be done by Agency. The selected security staff will be on observation period of 7 days for which no payment will be made by ITRA, Jamnagar. ITRA, Jamnagar reserves the rights to check the suitability of security staff deployed as and when required. If the security personnel will not found suitable, the agency will have to replace the security staff. The contractor has to provide required suitable manpower on short notice received from the authorized official of the ITRA, failing which the same will be construed as violation of the terms and condition of the contract.
33. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the competent authority of ITRA, at any time without assigning any reason whatsoever. In case the authorized official of ITRA, Jamnagar intimate to disengage or replace any workers in case of dissatisfactory workmanship, the agency will comply the same immediately.

34. The personnel shall work under directives and guidance of the concerned officials/Departments and will be answerable to them. This will, however, not diminish in any way, the Agency's responsibility under the contract to ITRA, Jamnagar. Attendance Register shall be maintained in respective Departments/Offices, copy of which shall be enclosed along with the monthly bill by the Agency. In case the ITRA, Jamnagar Authority introduces Bio-metric attendance for these workers as engaged by the agency, the workers of the agency have to follow the same. The agency will make available the attendance registers as maintained by him for cross-examination by the ITRA, Jamnagar authority. An agency is fully responsible to maintain Bio metric attendance machines at their own cost i.e. to keep in working condition and to repair immediately etc.
35. Agency shall appoint senior level supervisor at own cost of agency for all over controlling, allotment of guard duties and all over supervision of security services including all the guards and all supervisors. Senior level supervisor of the Agency shall visit ITRA, Jamnagar at least once-a- week/as and when required and comply the requirement. During the visit, Agency's representative will meet the concern Heads of the Departments of ITRA dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The Agency shall maintain visit book duly signed during the visit by concern Heads of the Department. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive/confidential nature of information related to the ITRA, Jamnagar is not divulged or disclosed to any person by the personnel deployed by it.
36. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at ITRA, Jamnagar at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
37. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at ITRA, Jamnagar site at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as, be it shoes, socks, caps, torch with cell, cane stick etc shall be borne/supplied by the Agency at its cost.
38. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the ITRA, Jamnagar/Mo H&FW /MoAYUSH/ Govt. of India / any State or any Union Territory.
39. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of ITRA, Jamnagar. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of ITRA, Jamnagar.
40. The Director, ITRA, Jamnagar has the right to depute a team/consultants/experts for inspecting and verifying the documents and records maintained by the agency at any time. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

41. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of ITRA, Jamnagar shall be at liberty to make suitable Deductions from the bill without prejudice to its right under other provisions of the Contract.
42. The decision of the ITRA, Jamnagar in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
43. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
44. The service-providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.
45. Shift timing :- For ITRA, Jamnagar (Medical College, Hospital Complex and Residential Complex Site):-

Shift	Time
First	06.00 AM – 2.00 PM
Second	2.00PM – 10.00 PM
Third	10.00PM – 6.00 AM
General	09.00AM - 5.00 PM

\*General shift can be called any time during contingent emergency.

- There shall be eight hours shift duty in general (6.00hrs. 14.00hrs, 14.00hrs. to 22.00hrs.and 22.00hrs. to 6.00hrs). But the timings of the shift are changeable only in case of emergency and have to be with the consent of Estate Officer. Prolongation of the duty hours (more than 8hrs at a stretch) shall not be permitted in general. Any such reported instances shall invite punitive financial penalty by ITRA, Jamnagar. In exceptional cases such as any emergency like disaster, any AIIMS's function, election of unions, agitation, epidemic etc. Duty hours of any security personnel may stretch more than 8 hours with the prior consent of Estate Officer subject to the condition that extra duty hours of overtime should not be exceeded 4 hours a day and 60 hours in a month. The wages of overtime allowance will be calculated taking into account Basic plus VDA + Services Charges + GST as applicable only.
46. The security personnel on duty have to report at least 15 minutes in advance from the time of commencement of the shift for collecting necessary document/instruction, and to complete all other requirement formalities as approved by the ITRA, Jamnagar. Security Agency shall also prepare/maintain Duty roaster with breakup details of location area every month for deployment of security personnel in different location/ areas and Estate Officer will ensure to verify/check same every month as per deployment. The Security personnel shall be available all times at the place of their duties as per the duty roaster without any interruption and they shall not leave their place of duty without prior permission of Authority.
  47. A senior level supervisor of Agency shall be In-charge of the security system and shall

be Responsible for the efficient rendering of the service under the contract. The security personnel shall be equipped with latest communication systems/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of ITRA, Jamnagar, they shall work under directives and guidance of the Authority and will be answerable to the Authority. This will, however, not diminish in any way, the Agency's responsibility under contract to the ITRA, Jamnagar.

48. The Agency shall deploy security guards trained in all facets of security work, including firefighting. The Agency shall provide necessary undertaking and documentary evidence in this regard.
49. The visitors shall be regulated as per the directions of the Authority, ITRA, Jamnagar and procedure and records thereof maintained as stipulated the Estate Officer. Further, the visitors shall be attended with due courtesy.
50. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Estate Officer, ITRA, Jamnagar and maintain liaison with the police. The Agency will lodge FIR wherever necessary.
51. The agency shall ensure that security staff appointed by them is fully loyal-to and assist the Authority of ITRA, Jamnagar during normal periods as well as during strike and other emergencies for the protection of personnel and property both movable and immovable to the entire satisfaction of the ITRA, Jamnagar.
52. In case of any loss that might be caused to the ITRA, Jamnagar due to lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, Authority, ITRA, Jamnagar shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to ITRA, Jamnagar besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the contractor, Authority, ITRA, Jamnagar shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
53. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve.
54. As and when Authority, ITRA, Jamnagar requires additional security strength on temporary or emergent basis, the Agency will depute such security personnel under the same terms and conditions. For the same, a notice of 24 hours will be given by the Authority, ITRA, Jamnagar. Similarly, if the security personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Authority, ITRA, Jamnagar shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
55. The Agency shall arrange to maintain at the security desk/booth, the daily shift -wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to the Estate officer, ITRA, Jamnagar an

- attested photocopy of the attendance record and enclose the same with the monthly bill.
56. ITRA, Jamnagar shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
  57. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages revised by the Central Government.
  58. The Income tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
  59. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
  60. An agreement shall be signed with the successful bidder as per specimen enclosed.
  61. The Security Services Provider shall raise the bill, in single original copy with attendance sheet duly verified by the Department or office concerned in respect of the persons deployed and submit the same to be prescribed authority in the first week of the succeeding month. The service provider shall deposit the monthly remuneration in the respective bank account of the Security Staff and shall furnish a consolidated statement of such deposit along with his claim of reimbursement.
  62. Monitoring of Bio-metric Attendance System: Security Agency in consultation with the Estate Officer shall monitor and maintain installed bio-metric attendance system at own their cost in areas during the contract for their security personnel deployed under their respective areas at ITRA, in case any lapse is occurred in maintaining the bio-metric system, a penalty of Rs.1000/- per system per day shall be imposed on the Security Agency from their pending bills. Security Agency shall maintain the System for proper functioning of system through technical person. In case, System is found breakdown, a penalty of Rs.1000/- per system per day shall also be imposed on Security Agency from their pending bills. The Security Agency will additionally maintain a register in which day to day deployment of personnel will be recorded. The daily attendance of instructed locations shall be printed through the bio-metric Attendance System and shall be countersigned by the Estate Officer while raising the bill. The deployment particulars of the personnel engaged during each month, shift wise, should be certified by the Estate Officer. The Security Agency has to give an undertaking (mutually agreed format), duly countersigned by the Estate Officer regarding payment of wages as per rules and laws in force, before receiving the 2nd payment and onwards. However, in case non-functional of bio-metric attendance system of particular area due to any technical fault, then recorded data from Attendance Register of security personnel will be taken into account for processing of bills in all respect for making the payment.
  63. Institute may order to attend bio matric attendance at every hour or hour in such locations to confirm the patrolling of the supervisor or security guard.
  64. All liabilities arising out of accident or death of security personnel employed by the Security Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws.



65. The Security Agency shall be responsible for the safety and security of all property and equipment of all ITRA, Jamnagar including that of the staff, residents and visitors.
66. The security staff of Security Agency shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Security Agency at ITRA, Jamnagar.
67. The personnel engaged have to be polite, courteous, disciple and firm in dealing with staff and public. In case of failure to maintain such standards, the ITRA has a right to remove the personnel and take punitive action against the Security Agency in such incident by way of imposition of penalty of Rs.500/- on each incident and same shall be deducted from the Security Agencies bills. The Security Agency shall have to arrange a suitable replacement in all such cases immediately.
68. In the event of any damage, criminal activity or negligence or theft or loss to public or private property the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on him by a committee consisted by the Director, ITRA (after necessary police information) and enquiry.
69. The Security Agency shall ensure the confidentiality of the business process of ITRA including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/leaked/made public to any party. In such instance punitive damages as desired by the ITRA authorities appointed by the Director shall be levied. This clause does not imply to matters already in public domain.
70. The Security Agency before deployment should submit following documents to Estate Officer :-
  - Educational certificate.
  - Two Passport photographs.
  - Residency proof.
  - Discharge certificate in case of Ex- servicemen/ Ex -Para Military/Ex State police
  - Police verification (as per Gov. rule)
  - Health certificate.
  - These should be submitted at least seven days prior to deployment. At the time of deployment of security personnel, Security Agency will return the original document/certificates of the security personnel after verifying of the said document/certificate. In case, any complaint is reported by any security personnel in the Institute in this regard, a fine of Rs. 10,000/- would be imposed against Security Agency in each cases their pending bills.
71. The Security Agency shall have his own Establishment/Setup/Mechanism, at his own to ensure correct and satisfactory performance of his liabilities and responsibilities under

the contract. A pre-fabricated office should be built at the expense of security agency depending upon availability of space and as per instructions from ITRA. A regular space for security office may be given by ITRA, Jamnagar depending on the availability.

72. If the Security Agency is a partnership firm of two or more person, all such person shall be jointly and severally liable to the ITRA for the fulfillment of the terms of the contract. Such persons shall either sign together or designed one of them to act as authorizes signatory. The joint partnership shall not be altered without the approval of the ITRA authorities. Necessary punitive measures as deemed fit by ITRA authorities shall be initiated in such circumstance.
73. During the course of contract, if any security personnel belonging to security Agencies are found to be including in any corrupt practice legal or criminal, coursing any loss of revenue, Damage to the property or reputation of ITRA, the later shall have right to terminate the contract forth with and it would ensure forfeiting of Performance Security of Security Agency.
74. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Labour Authorities and proof thereof is furnished to the satisfaction of the labour Authorities, the ITRA may, failing payment of the said money by the Security Agency, make payment of such claim on behalf of the Security Agency to the said Labour Authorities and the sums so paid shall be recoverable by the ITRA from the Security Agency by deduction from money due to the Security Agency or from the Performance Security.
75. If any money shall, as the result of any instruction from the labour Authorities or claim or application made under any of the Labour laws, or Regulation, be directed to be paid by the ITRA, such money shall be deemed to be payable by the Security Agency to the ITRA within seven Days. The ITRA Shall be entitled to recover the amount from the Security Agency by deduction from money due to the Security Agency or from their Performance Security.
76. The deployment of Security personnel shall be subject to Security Agency submitting the police verification of the said deployed security personnel within a period of 45 days of commencement of this contract. Thereafter no deployment shall be made for Security personnel whose police verification has not been done/submitted by the Security Agency.
77. After complete deployment before the starting contract, thereafter no deployment shall be made for security personnel. If any deployment will be made by the agency, the contract will be terminated and security deposit will be forfeited except in case of termination of any personnel with proper justification before Authority of ITRA.
78. The Security Agency and their security staff shall not be permitted to involve themselves in any type of Strike, Rally, Bandh or Dharna held during the contract period and in the event of any such involvement of the Security Agency and their security staff in such activities action will be taken against the Security Agency like removal of the Security Agency from the list of the Security Agencies/such security



staff will not be taken further on duty/contract will be terminated and consequential forfeiture of Bid Security/Performance Security already deposited against the contract.

79. The Security Agency shall bear all the expenses ensured on the following items i.e. provision of torches and cells, lathis and other implements/logistics to the security staff, stationary for writing duty charts and register at security check points and records keeping as per requirements.
80. The Security Agency will provide smart mobile phones with video calling facility to each supervisor and at least to 20% of Security Guards posted at sensitive points to ensure effective and timely communication between them.
81. The ITRA shall not be responsible for providing residential accommodation to any of the employees of the Security Agency.
82. The ITRA Shall not be responsible for bearing cost of treatment for any security guard, if injury/ accident/emergency happens during duty hours.
83. If as a result of post payment audit any overpayment is detected in respect of any work done by the Security Agency or alleged to have done by the Security Agency under tender/contract, it shall be recovered by the ITRA from the Security Agency.
84. The Security Agency shall maintain the following Records:
  - Daily attendance register
  - Guard checking Register
  - Document related and covered by Labour authority
  - Beat -Book for respective security Guard.
85. Zonal or Regional Head Quarters (Office) or Branch Office: The agencies must have Zonal or Regional Head Quarters or Branch Office in Gujarat.
86. Zonal or Regional Head Quarters (Office) or Branch Office with dedicated HR Officer: The agencies should have Zonal or Regional Head Quarters or Branch Office in Jamnagar, Gujarat along with the dedicated regular HR Officer in the Pay roll and muster roll/Submit an undertaking (affidavit) that will open office in Jamnagar, Gujarat within one month.
87. Well-Structure Training Centre: The agencies should have a well-structured operational training centre with proper training instructor as per the Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Gujarat Private Security Agencies Rules, 2007, and it should be approved under Private Security Agency (Regulation) Act, 2005 (29 of 2005) and Gujarat Private Security Agencies Rules, 2007 for regular training of his security Guard. The Security agencies should have organized training arrangements for security personnel with clear recruitment policies. The Security Agency shall have a regular system of training the Guards before mounting them on duty. The Security Agency shall have proper training facility and profession As per the PRIVATE

SECURITY AGENCIES (REGULATION) ACT, 2005. All the Private security guards and supervisors of the agency must have to successfully undergo the proper training in the training centre. On completion of the training each successful trainee should be awarded a certificate by the training institute or organization.

88. Control Room: the agency should be capable of providing a centralized 24 hours manned control room backed up with land line telephone, transport fleet and quick reaction Team.
89. Fire Fighting Training: The agencies should have ability to provide well trained security Guard/Security supervising staff having the good practical as well as theoretical knowledge to identify, handle and operates the firefighting extinguishers and control the fire. In this purpose the agency must have the firefighting extinguisher along with proper dedicated training officer in their training centre in Gujarat.
90. Ability to provide two wheeler vehicle for patrolling in ITRA premises : The Agency should be able to provide round the clock (24x7), security vehicle equipped with Loud speaker.
91. Agency shall provide security staff having skills for security of the assets, security of the building or apartment, personnel security, household security, firefighting, crowd control, Identification of improvised explosive devices, First-Aid, Crisis response and disaster management, handling and operation of non-prohibited weapons and firearms, rudimentary knowledge of Indian Penal Code special on right of private defence, procedure for lodging first information report in the Police Station, Arms Act (only operative sections) and Explosive Act (operative sections), badges of rank in police and military forces, Identification of different types of arms in use by public and Police, use of security equipment and devices (for example; security, alarms and screening equipment); and leadership and management (for Supervisors only), examining identification papers including identity cards, passports and smart cards.
92. Ability to operate all modern electronics security Gadgets:- The agencies should have ability to operate/handle all the modern security gadgets as per requirement of the ITRA, Jamnagar for improvement of the Security system.
93. Ability to provide One hundred additional security: The agency must have the ability to provide additional One hundred security guards at short notice period i.e. within 24 hours in emergency call.
94. Ability to provide Ten additional gunmen at short notice period: The agency must have the ability to provide additional ten in number of gunmen at short notice period i.e. within 24 hour in emergency call.
95. Ability to provide One additional four wheeler vehicle: The agency should have the ability to provide additional One in number of security four wheeler vehicle with driver & fuel within a short notice period i.e.15 minutes in emergency call.
96. Ability to provide three additional Security Supervisor/Official staff of the company:- The agency should have the ability to provide additional three in number of competent

official/managerial staff(they should be well experienced about security & safety, control and manage of labour/student/unrest in the campus) at short notice period i.e. within 15 minutes emergency call.

97. Ability to pay six months' monthly payment and all statutory dues of security personnel's deployed in the ITRA Premises:- The agency must have the potential financial ability to pay for a minimum period of at least six months' monthly minimum wage and all other necessary statutory dues to his deployed man power in the ITRA premises in the event of not release of payment from the ITRA, Jamnagar due to any reason. The selected agency must be able to pay the payment of minimum wages, allowances, free issues and all other statutory dues in first week of consecutive month without waiting for the release of payment from the institute.
98. Ability to depute company's dedicated training officer in the ITRA, Jamnagar: The selected agency should be depute/detail the company's dedicated training officer in the ITRA, Jamnagar for training of the security staff @ free of cost and the conducted training report should submit to the ITRA, Jamnagar authority from time to time. The training report should contain the date, time, location of the ITRA, Jamnagar premises, name of the security staff, subject matter of the training and the name of the training officer of the company.
99. Ability to set up security office in ITRA, premises @ free of cost:- The selected agency has to set up his own security office in the ITRA premises with land line telephone number, mobile numbers, e-mail.id. The selected agency's security office must be equipped with his own Landline telephone, Broadband Internet connection, Computer, printer, Web Camera; stationary and 01 Mobile Phone. The SIM card must be in the name of Agency/company. The agency has to provide all the UAN and other labour welfare, labour social security & labour complies information to the deployed security force and Estate Officer of the institute from time to time in the way of printout, For the above mentioned purpose the ITRA, Jamnagar will not provide a single amount of rupees to the agency, however the institute will provide a unfurnished office room with electricity & water within the institute depending of availability. The security office requires being operational @ 24x07x365 days basis. All the necessary requisition, instructions, information and message of the ITRA, Jamnagar authorities, patients, students & communities should receive positively without any delay and react as per the requirement and instruction.
100. Theft/Loss of any public and private property at ITRA :-
  - In case of any theft or loss of any public and private property under the area managed by the security agency at ITRA, it shall be responsible. It is the duty of the agency to safe- guard the properties, including management, staff, plants and residential areas of the institute at different locations of the ITRA, including open areas.
  - The security agency will Indemnify ITRA for theft, loss and pilferage of public or private property in the areas entrusted to its control and shall be responsible for all such losses and shall compensate ITRA in respect thereof within one month of the demand made by ITRA in this respect where found negligent and

provident prescribed and suggested security norms are adopted and followed. Enquiry Committee will be constituted by the Director of ITRA, which will enquire the matter of theft, loss and pilferage of the property. The report of the enquiry Committee will be final and binding on the Security Agency. After getting the enquiry report duly approved by the Competent Authority of the ITRA, the amount recoverable will be asked to the Security Agency to deposit within one month of demand otherwise the same will be recovered from the payment due to the Security agency/ Performance Security.

101. Penalty Clause/Liquidated/Punitive Damages:

- Agency should disburse the wages to their personnel by 7<sup>th</sup> of each month. In case payment to the personnel is not released by 07<sup>th</sup> then penalty of Rs.10, 000/- per day will be imposed on the agency.
- In case Security Agency fails to provide the required number of security personnel as per requirement a penalty of Rs. 500/- per head per shift on particular day shall be imposed on the Security Agency, which will be deducted from the Security Agency's bills.
- In case, Security Agency personnel deployed under the contract fails to report in time or absent from his post of duty and Security Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per head per duty shall be imposed on the Security Agency and it will be deducted from the Security Agency's bills.
- In case any public complaint is received attributable to misconduct/ misbehavior of Security Agency's personnel a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from Security Agency's bill. This does not indemnify the Security Agency/personnel against any criminal charges. Further, the concerned Security Agency's personnel shall be removed from the ITRA duty immediately.

102. The security Agency shall provide 24x7 watch and ward service in areas contained at ITRA campuses. Invariably, the security personnel are the first point of interface with the patients and their attendants.

103. Therefore, security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior by security personnel.

104. The security agency shall ensure protection to both public and private property, personnel, inhabitant of the institute, prevent trespass in the assigned area/s with/without arm, perform watch and ward function including continues patrolling on the various points and prevent the entry of anti-social elements, unauthorized persons and vehicles into the campus and building in the assigned area(s).

105. The Contractor shall deploy all security personnel at the Institute facility in the manner and as per the instructions of the Institute and the Private Security Agencies

(Regulation) Act-2005 and must comply with and follow all the provision of Gujarat Private Security Act-2007. The Contractor must follow all the rules and regulation for deployment of all the security Guards in ITRA premises. The eligibility of all the security Guards, Supervisors, must be as per the THE PRIVATE SECURITY AGENCIES (REGULATION) ACT, 2005 and as per the Gujarat Private Security Act-2007.

106. The Agency shall provide Security services by deploying adequately trained and well- disciplined security personnel as per details mentioned below:
  - Security Guards without arm (Preferably Ex-Para military, Ex-State police, Ex-Serviceman) – Male – 53.5 Nos per day
  - Security Supervisor without arm (Preferably Ex-Para military, Ex-State police, Ex-Serviceman) – Male – 3 Nos per day
  - The above requirement may vary as per need.
107. They shall safeguard the ITRA, Jamnagar site, buildings, movable and immovable assets, equipment and other items against any thefts, pilferage or damage and also ensure safety of the employees, visitors, guests or any other persons working in its complex/premises. The security personnel shall be deployed round the clock in 3 shifts at the ITRA to safeguard of the premises.
108. The officers and staff of ITRA will keep the Identity Cards with them and same are to be checked by the security personnel.
109. The Agency shall be responsible for opening / closing of the building and rooms as necessitated / directed by Competent Authority located at ITRA, Jamnagar site on working and closed days.
110. The Agency shall ensure that water taps / lights / ACs are not left open/on, after close of working hours on normal working days as well as on off days, as the case may be.
111. The Agency shall maintain records of inward and outward movement of men (ITRA, Jamnagar Employees, Sub Contractor Personnel and also regulation of guests and visitors), materials and vehicles, etc. with proper check on the same as per instructions given from time to time by Authorized officer located at ITRA, Jamnagar site.
112. The security personnel deployed shall take regular rounds of the premises to maintain vigil and remain alert.
113. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at ITRA site. A mock fire drill may be organized every month.
114. The Agency shall keep the Client informed of all the matters of security and co-operate in the investigation of any incident relating to security.
115. The Security Supervisor of particular assigned areas/buildings under their charges

shall be responsible for the overall security arrangements. Respective shall have a weekly interaction with the Competent Officers. Or their designated representative to provide and obtain feedback on the quality of service rendered. All Security Supervisors will ensure that the instruction of the ITRA Management (conveyed through Estate Officer) are strictly adhere to without any lapse.

116. The Hospital areas visited by patients, their attendants, faculty and staff of ITRA. No unauthorized persons like medical representatives/sales agents/touts etc. are to be allowed to enter the building(s). Access ward is to be allowed only on the basis of passes issued by ITRA depending on availability.
117. No equipment/engineering materials/consumable are to be taken out of the building without proper gate passes/permission letter issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of store. The specimen signature and telephone numbers of the above stated officer will be available with the security personnel.
118. Deployment of Security Supervisors and Security Guards will be with the concurrence of Authority of the ITRA and the same will be monitored personally by the Authorized Officer from time to time and will be responsible for its optimum utilization.
119. Security supervisors and Security Guards Civilian will also take round of all the important and sensitive points of the premises as specified by the Institution through Estate Officer.
120. The Security Guards on patrolling duty should take care of all the water taps, valves, water hydrants etc. installed in the open all over the premises and other movable items left installed therein.
121. The Security Supervisors and Security Guards should be trained to extinguish fire with the help of fire extinguisher cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
122. In emergency situation Security Supervisors and Security Guards deployed shall also participate as per their role defined in the disaster plan, if any, of the ITRA. Security guards/Supervisors should be sensitized for their role in such situation.
123. The Security Supervisors shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instruction and redress the complaint as may be raised in the said meeting.
124. The Security supervisors are required to display courteous behavior, especially towards women employee and visitors.
125. The Security Guards on Duty shall not leave the premises until his reliever reports for duty.
126. Any other provisions as advised by the ITRA authorities may be incorporated in the



contract/agreement. The same shall also be binding on the Security Agency.

127. The Security Agency through men/infrastructure deployment will ensure proper security entry and exist points various areas of ITRA campus.

128. The Contractor shall ensure that all security personnel are fully conversant with the premises and with the activities of the Institute and its related security requirements. Hence the security contractor must ensure the code of conduct and other activities which Enumerated as per the Terms and Conditions.

129. The Contractor shall ensure that their security personnel

- Are always smartly turned out and vigilant.
- Are punctual and arrive at least 15 minutes before start of their shift.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity.
- Read and understand their post and site instructions and follow the same.
- Extend respect to all the Officers and staff of the office.
- Shall not drink on duty, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will not leave the post unless their reliever comes.
- Will never sleep while on duty post.
- Will not read newspaper or magazine while on duty.
- Will immediately report if any untoward incident/misconduct or misbehavior occurs.
- When in doubt, approach concerned person immediately.
- Will take periodic rounds around the premises.
- Security personnel will not leave the post without the knowledge of the Shift-in-charge. If necessary, the needful arrangement will be made by the Supervisor.
- Security personnel should get themselves checked whenever they go out by the other shift security.
- Are extremely courteous with very pleasant mannerism.

130. Confidentiality :-

- The phone number and movement plans of the Institute will not be given to anyone.

- The following information about the Institute will not be given to anyone.
  - Telephone number /any other information.
  - Location and movement plans.
  - Meeting and conference schedules

131. Duties & responsibility of Security Supervisor.

- To supervise the work of Security & and Security Guards.
- To check the security posts and deployment of security guards at various security points as per duty roster.
- To implement and manage comprehensive location-wide safety and security education/training and awareness programs for security personnel and prepare incident written reports on all significant incident happening at the Institute.
- To assist the Estate Officer in collection of information regarding security/law and order problems.
- To report matter to the police as per direction of Authorized Officer of ITRA.
- To carry out patrolling and checking duties during day and night as.
- To investigate minor case of theft etc. as assigned by Estate Officer.
- To perform any other duties that may be assigned to him from time to time by Estate Officer/Institute.
- To implement and maintain security process across the Institute to reduce risks, respond to incidents and limit exposure to liability in order to reduce financial loss to the institution.
- To supervise all security personnel and educating them of the various procedures and systems approved by the Management/Institute.
- Update and sign all the Daily Security Reports and same should be furnished to Estate Officer.
- Assist and assign security personnel in medical emergencies.
- To advise/suggest better ideas to Estate Officer proactively on all security related issues for running zero tolerance services.
- Ensure the safety and security of all assets and goods of the Institute.

132. Main Entry Gates :-

- There are Four main vehicular gates and few pedestrian entry/exit points in the campus.



- Guards for any eventuality and with communication devices should be posted at the gates.
- Traffic entering should be regulated with signage's and detailed briefing to the posted guard at the main gates.
- Hand over entry token to all vehicles and collect the same on exit depending on availability.
- Screening of vehicle with inverted mirror depending on requirement.
- Recording of registration number of vehicles (entry as well as exit) depending on requirement.
- All entry and exit of vehicles will be tabulated at the end of each day and the record shall be maintained by the Security Agency.
- The security Agency shall ensure that the main gates (both entry and exit) are operational near the emergency/casualty 24x7 and as well as in other areas.
- Commercial vehicles existing the institute should be randomly checked for entry authorized as well as gate pass at the time of exit for preventing pilferage and theft.

133. Traffic & Road side Management:-

- There should be dedicated guards/personnel with identifiable dress to act as traffic marshal for managing the traffic flow will be deployed by the Security Agency.
- Provide support in implementation of integrated traffic management system to be developed by parking contract/Institute, which facilitates patient's movements in minimal time, keeping the residential areas free from unauthorized entry by patients/visitors/relatives and their vehicles.

134. In addition, the Security Staff should:-

- Enforce one-way movement of traffic in consultation with Estate Officer.
- Ensure that vehicles are parked at designated parking places/slots only.
- Identify areas where no parking is to be allowed and enforce no parking restriction.
- Remove vehicles parked at unauthorized places in co-ordination with parking contractor.
- Advise pedestrians to use footpaths and prevent jaywalking.
- Identify areas for pedestrian crossing, establish zebra crossing and ensure that vehicles give right way to pedestrian at zebra crossing.
- Keep all footpaths and open areas free from squatters at night. All such person are to be shifted to night shelter.

135. Registration Counter For OPD:-

Security guards shall -

- Distribution tokens for patients registration.
- Ensure formation of queues of people waiting for registration.
- Ensure that people go to the registration counters only when there is no intimidation of staff.
- Use effective crowd management techniques.
- Ensure that there is no rowdiness, hooliganism in the area and that there is no intimidation of staff on duty.
- Allow only one attendant with every patient to enter the OPDs after registration unless the physical condition of the patient required more than one attendant.
- Staff entry to be checked by examination of Identity Card.
- Entry shall be permitted as directed by Authorized Officer.
- Proper discipline has to be maintained by the security personnel.
- Entry will be restricted to one patient with one attendant. Sick patients requiring assistance may be allowed two relatives (or there should be social workers/guides/attendants to provide help.
- Crowd management patient will be made to sit properly and wait for their turn to be called as per their owed turn.
- Prevent entry of unauthorized personnel like touts/Medical Representatives/Salesman etc.

136. Entry Gates Of Hospital And Medical College:-

The following security checks to be carried out:-

- Entry of the attendant and patients should be with the passes and admission slip (issued by ITRA.)
- Staff entry will be allowed after inspection of Identity Card depending of requirement.
- A proper gate pass is to be obtained in case any material equipment is going out of the gates and record of outgoing material is to be maintained and the same procedure is to be carried out for all the stores.
- Most patients shall be allowed one attendant at the besides to help with their physical and emotional needs. Passes are issued for each patient at the time of admission. The

security guards should check passes before allowing the relatives to the ward.

- Security guards should also check the respective corridors and not allow the relatives to roam around unnecessarily in corridors and sitting/standing/group chatting/eating meals.

137. Educational buildings/College Block:-

- Security guards should check the Identity (checking I-cards) of people walking/entering into educational buildings/College blocks. The guards should check and prevent entry of unauthorized persons. Processes similar to entry into main building that is ensuring gate pass for material/equipment being taken out shall be followed.
- Security should also restrict the entry of representatives from pharmaceutical/sales personnel who often crowd the corridors causing inconvenience to the working staff.
- Corridors and fire staircase should be kept clear and open.

138. Hostels:-

- Regulate entry and exit into hostels.
- Prevent unauthorized persons from gaining access into the hostel.
- Regular surveillance within hostels to prevent illegal unauthorized activities in the premises.
- Check all incoming vehicles and ensure their parking at designated places.
- Keeping a watch over staff deployed in the mess and sanitation work. To allow entry only to staff with identity cards. To ensure that no movable assets are removed without proper gate pass.
- To prevent ragging.
- Surveillance of commercial areas like Café, juice shop, Tailor shop, general items shop, computer and photocopy shop, tea vending shop, barbershop etc.

139. Residential Complex and all over campus :

- Perimeter patrolling and foot patrolling on street.
- Manning of entry and exit points both vehicular and pedestrian.
- Recording details of visitors. Confirming from the resident over PBX whether the visitor is to be allowed entry.
- Facilitating removal unauthorized vehicles and two wheelers in consultation with the parking contractor.

- Reporting dysfunctional streetlight & other fixture etc.
- Supervising and checking unauthorized residents of servant quarters.
- Preventing Gambling and drug pedaling in the campus.
- Restriction of employees of Engineering Services Department without Identity card.
- To prevent damaged/theft/loss of movable and immovable property of the inhabitants.

#### 140. Material Movements

- Incoming Material/delivery person :- Check the documents carefully and allow with the due Entry and forward to the concerned persons.
- Outgoing Material :- Before sending the material, have proper check as per Challans. do not out any material without seal and sign of the authorized person.
- All material coming in and going out to be recorded correctly as per Challans.
- Materials coming in to the premises must be accompanied by a proper Challans.
- No item will be taken out without written permission of the authorized person.
- Documents for material incoming and outgoing should be implemented with a list of authorized signatories Office rubber stamp.

#### 141. Telephone Handling

- Security is instructed very strictly not to misuse the telephones facility.
- All calls should be handled courteously.
- He will take message correctly and convey to the concerned person immediately.

#### 142. Patrolling Procedure

- The guard must ensure that once the office is closed all the unwanted lights and Air-conditioning units is put off.
- Security should not switch off the computers, which are left on.
- He will keep a watch on the activities of the casual labours, daily wage workers and contractors.
- The Security Supervisor must be patrol throughout the campus every after one hour throughout the day and night i.e.24X7. The Supervisor must ensure that no anti-social-elements, anti-social-persons, anti-social-activities, un-authorized persons, visitors, vehicles, constructions, demolition, excavations, rough driving, tree cutting, material movement, beggars, drunken persons presence in the ITRA, premises, The Supervisors and guards team also must make sure that no smoke, fire, flood, water

leakages, in the ITRA premises. If any person violating of campus peace, Institute, law and order immediately remove from the campus and necessary police action against him/her/them. The Security team must make sure that no Crime against women in campus. The campus must be safe working environment for all women.

- If he finds anything unusual/untoward, a written report must be given to the concerned authority after the necessary action taken.

#### 143. Changing Over And Taking Over

- He will go through the log and entries of previous shift and discuss the progress plan with the reliever.
- Both the security guards/Supervisors will check the entire building thoroughly.
- Reliever guard should check all the documents, which are related to the security before taking over charge.
- They should check all the system, which are in the facility/under security.
- Occurrence report register to be maintained.
- Reliever guard checks previous shift guard before taking over charge.

#### 144. Clean Desk Policy :- All the staff should ensure that their desks are clean before they leave for the day i.e. no important Items are left on the tabletop.

#### 145. Fire Control

- Security should know where the fire extinguishers are located/installed and be able to operate them immediately in case of any fire accidents.
- Check the life of the fire extinguishers, i.e. due date of next recharge. If the due date is over, give a written complaint to the Institute.
- In case of fire, prompt action is taken by the security personnel to safe guard the life and property of the institute.
- In the event of any fire, rush to the spot of the fire, muster all manpower available and take control office fighting operations.

#### 146. Emergency Procedure :-

- The Security should have all the address and contact numbers of the nearest police station, Hospital, Ambulance and Fire Brigade.
- Security will immediately report if any untoward incident/misconduct or misbehavior occurs, to the Contractor and Institute.
- Security person should know the entire emergency exists doors and main entry gates, so that he can take suitable action at a short notice.

- Identity the emergency and its gravity emergency.
147. Communication System :- Communication system necessary for maintaining communication shall be covered by mobile phones, landline phones etc and same will be provided by the Security Agency at entry gates and other sensitive parts in the premises.
  148. Provision of patrolling Vehicle:- The security Agency shall provide motorcycle and cycle at its own cost to carryout checking at distant areas and other vital points. Security Agency shall provide two (1 no.) two-wheeler like model (HERO SPLENDOUR, BAJAJ PULSAR etc.). In case the Security Agency does not provide two wheeler then an amount of Rs. 2000/- per day will be imposed on the Security Agency from their pending bills.
  149. The security Agency will ensure that its security personal will perform only one eight-hours shift in one day.
  150. An undertaking shall be taken by the Security Agency from their security personal that they will not seek employment with any other organization during their deployment at ITRA.
  151. On duty ground, Security personal of Security Agency will also ensure that their is no stray animal menace/nuisance with in campus areas.
  152. Co-ordination Meetings :- Estate Officer will hold\co-ordination meeting with the Security Agencies of respective areas under Hospital side, Medical, Colleges, Hostels and Residential Complex from time to time. It shall be ensured that there is no tossing of responsibility between the tow Security Agencies.
  153. Liaison with Police : - The Security Agencies will regularly liaise with the SHO Local Police Thana nearby ITRA, Jamnagar.
  154. TOOLS AND EQUIPMENTS:- The contractor has to provide the under mentioned security equipment & tools to his deployment security staff in the ITRA within 30 days from the award of the contract at his own cost for proper management of security in the ITRA Premises.

<b>Sr. No.</b>	<b>Name of the Equipment</b>	<b>Minimum Number</b>
01	Torches with batteries.	01 no. Per each guard and supervisor
02	Search lights (Rechargeable)	01 no. Per each supervisor
03	Motor Bike like model (HERO SPLENDOUR, BAJAJ PULSAR etc.) with fuel.(Vehicle should not be older than 3 year from the date of manufacturing)	01 in number.
04	Uniform for all the security staff – The prevailing uniform dress code of agency or	Shall be in good condition during the

	suggested by ITRA.	contract (minimum 4 pair)
05	Cap-for all the security staff	01 in nos. for each person twice in a year
06	Leather Boot-for all the security staff	01 pair in no. for each person two time in a year
07	I-card-for all the security staff	01 in no. for each person once in a year
08	Baton(cane-5 feet length)-for all the security Guard	Per each guard and supervisor
09	Ceremonial dress – 30 pair	As and when Requirement only.
10	Rain coat(standard)-for all the security staff	01 in no. for each person once in a year
11	Umbrella	25in nos. once in a year
12	Woolen Jarshi (sweater))-for all the security staff	01 no. Per each guard and supervisor
13	Telephone-landline-BSNL with incoming and outgoing	01 in number
14	Smart mobile phones with video calling facility with SIM and internet facility up to the last day of contract period.	For all supervisors and for min. 20% security guards on duty at sensitive area as per instruction of the Institute
15	Stationery Items	As and when required

Note:-

- i.) The above mentioned all the security equipment and security vehicle along with driver & fuel (Diesel/petrol) are essential for the campus security & safety. In view of adequate security & safety of the Institute of Teaching and Research in Ayurveda, Jamnagar the selected security agency has to provide the above mentioned all the security equipment & its accessories from Sl.nos.01 to Sl.nos.15 within 30 days from the agreement of the contract.
- ii.) The institute will not give a single amount of money for the above mentioned security equipment and accessories.
- iii.) For providing the above mentioned security equipment and accessories sl. no. from 01 to sl.no.15, the security agency must include the equipment charges along with his quoted charge only.
- iv.) The equipment charges must be included in the bidder's service charge only. The

agency's additional charges for the above mentioned equipment are not acceptable at all. If any agency quoted it or asking/claiming for extra/additional charge the institute has rights to reject the bidders bid.

v.) For the above mentioned purpose the bidders conditional bid also not acceptable at all and in this case the bidders bid will be rejected.

vi.) The decision of the institute evaluation committee is final and binding.

155. A-Penalty :- Penalty for not providing of security equipment/delay in for providing of security equipment and for deficiency in security services.

<b>Sr. No.</b>	<b>Name of the Equipment</b>	<b>Minimum Number</b>
	Failure to provide the above mentioned allthe equipments from the SI Nos. 01 to SI No. 15 with above mentioned quantities within 30 days from the agreement of the contract. From 30th days onwards.	Rs.10,000/- will be deducted per day from the contractors monthly bill. The deduction money must not hamper to the security guards minimum wage. The deduction money will deduct from the contractors service charge.
01	Torches with batteries. Missing/deficiency/not working/defective	Penalty of Rs. 50/- will be deduct for each Torch Light per day from the contractors monthly bill.
02	Search lights (Rechargeable) Missing/deficiency/not working/defective	Penalty of Rs. 100/- will be deduct for each Search light per day from the contractors monthly bill.
03	Motor Bike like model (Hero Splendor or Bajaj Pulsar etc.) with fuel.(Vehicle should not be older than 3 year from the date of manufacturing) Missing/ Deficiency/Defective/Not working/not available of petrol/break down	Penalty of Rs.1000/- will be deduct for per day from the contractors monthly bill.
04	Uniform for all the security staff – The prevailing uniform dress code of agency or suggested by ITRA. Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.
05	Cap-for all the security staff Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition/ dirty condition	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.



06	Leather Boot-for all the security staff Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition/ dirty condition	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.
07	I-card-for all the security staff Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition/ broken	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.
08	Baton (cane-5 feet length)-for all the security Guard Missing/ deficiency/ not working/ defective/ not available/ broken	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.
09	Ceremonial dress – 30 pair Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition	Penalty of Rs.1000/- will be deduct for each personnel per day from the contractors monthly bill.
10	Rain coat(standard)-for all the security staff Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition	Penalty of Rs.500/- will be deduct for each personnel per day from the contractors monthly bill.
11	Umbrella Missing/ deficiency/ not working/ defective/ not available/ broken	Penalty of Rs.200/- will be deduct for each personnel per day from the contractors monthly bill.
12	Woolen Jarshi (sweater)-for all the Lsecurity staff Missing/ deficiency/ not working/ defective/ not issued by agency/ wear tear condition	Penalty of Rs.500/- will be deduct for each personnel per day from the contractors monthly bill.
13	Telephone-landline-BSNL with incoming and outgoing	Penalty of Rs.500/- will be deduct for each personnel per day from the contractors monthly bill.
14	Smart mobile phones with video calling facility with SIM and internet facility up to the last day of contract period. Missing/deficiency/not working/defective	Penalty of Rs.500/- will be deduct for each personnel per day from the contractors monthly bill.
15	Stationery Items	Penalty of Rs.500/- will be deduct for each personnel per day from the contractors monthly bill.
16	Bio-metric attendance machines :- Non-maintenance/Non-monitoring/Non- using/Loss/total damage	Penalty of Rs.1000/- will be deduct for each machine per day from the contractors monthly bill and Penalty of full amount for purchase of

		new bio metric attendance machine having specifications as per instruction of the Institute in case of loss or total damage.
17	The personnel engaged have to be polite, courteous, disciple and firm in dealing with staff and public. In case of failure to maintain such standards,	Removal of personnel and immediate replacement of the personnel and penalty of Rs.500/- per incident as per decision of Authority of the Institute
18	In the event of any damage, criminal activity or negligence or theft or loss to public or private property due to Security services,	the Security Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on him by a committee consisted by the Director, ITRA (after necessary police information) and enquiry.

156. B-Penalty :- Penalty for shortage of Manpower :- The selected agency should provide and deploy the above mentioned manpower in the ITRA, Jamnagar premises as per the instruction of the ITRA, Jamnagar Estate Officer. The agency also immediate deploys his manpower in the ITRA premises (Hospital, Administrative Block, residential zone) as per the Estate Officer's instruction. If the agency will not provide the above mentioned manpower in each shift, then necessary amount of money will deduct as a penalty from the agency's monthly bill service charge. The detail description of the manpower shortage and penalty are as follows :-

Sr.	Description of security personnel's suppose to be deploy by the agency	Shortage in first, general, second and night shift	Deduction of money from the bill of the agency's service charge in Rs.
01	Security personnel: as per the above mentioned quantity	For each security personnel prescribed/detailed in each shift	Rs.1000/- (per day for each shift of each security personnel)

157. C-Penalty :- Penalty for late payment of wages to security personnel.

Sr.	Complies with the act – As per the payment of wage act	Normal wage Distribution week	Penalty Event/Occasion	Consideration case/event
01	Contractors	In each month	In each month	In the event of

	obligation time to pay the monthly minimum wages to his security personnel's deployed in ITRA, Jamnagar	from the date 1 <sup>st</sup> to 7 <sup>th</sup>	from the date 1 <sup>st</sup> to 7 <sup>th</sup> No penalty	bank strike/Bank Holiday/technical problem of Bank, it will take consideration
02	Contractors obligation time to pay the monthly minimum wages to his security personnel's deployed in ITRA, Jamnagar	In each month after the date 7 <sup>th</sup> of the month	Rs.10000/- per day will automatic deduct from the contractors monthly bills service charge, however it should not hamper to the minimum wages of the security guards.	In the event of bank strike/Bank Holiday/technical problem of Bank, it will take consideration
3.	Contractors obligation time to pay the monthly minimum wages to his personnel's deployed in the ITRA, Jamnagar	If the agency failed to provide wages to his deployed security guards even on completion of the previous month	The principal employer will issue show cause notice to the agency and the principal employer will take necessary action against the agency and pay the minimum wages by forfeiting the SMD of the agency.	

158. Penalty Registers :- For imposing of penalty to the contractor/agency by the institute for the above mentioned occasion/incident/not working, not functioning/failed to operate/failed to provide, delay of payment to the security guards, the same thing will be mentioned in the penalty register with date, time, location and witness of other staff / security personnel's of the institute and the agency has to bear the penalty and he cannot challenge for this penalty.

159. Attendance of Security Guards :- The Agency shall have a proper monitoring system for checking the strength of guards on duty, day & night for every shift. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Estate Officer of the ITRA, Jamnagar. Shifts and details should be informed to the Estate Officer of the ITRA, Jamnagar.

## 160. Annexure – I – Shift and duty point list

<b>ANNEXURE-I</b>				
<b>POINTS OF SECURITY GUARDS FOR ITRA</b>				
<b>SR</b>	<b>NAME OF POINT</b>	<b>NUMBER OF SHIFT PER DAY</b>	<b>SHIFT TIMINGS</b>	<b>SHIFT TYPE</b>
1	PG CAMPUS MAIN GATE - GURUDWARA ROAD	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
2	PG CAMPUS MAIN GATE - COACH HOUSE ROAD	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
3	INSTITUTE BUILDING	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
4	LIBRARY	1.5	8:00 TO 20:00	12 HRS
5	PG IPD BUILDING	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
6	PG OPD BUILDING- DISPENSARY AREA	1	9:00 TO 18:00 (1 hour lunch)	GENERAL
7	PG OPD PARKING	1	9:00 TO 18:00 (1 hour lunch)	GENERAL
8	INTERNATIONAL SCHOLARS' HOSTEL	2	14:00 TO 22:00 22:00 TO 6:00	12 HRS
9	PG LADIES HOSTEL	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
10	DIRECTOR QUARTER	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
11	PHARMACY CAMPUS	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
12	UG CAMPUS MAIN GATE - COACH HOUSE ROAD	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
13	UG CAMPUS MAIN GATE - DKV CIRCLE	1	9:00 TO 18:00 (1 hour lunch)	GENERAL
14	DHANVANTRI MANDIR BUILDING	2	14:00 TO 22:00 22:00 TO 6:00	12 HRS
15	ANIMAL HOUSE ROAD & DHANVANTRI GROUND	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS

16	DHANVANTRI MANDIR GARDEN (NIGHT)	1	22:00 TO 6:00	8 HRS
17	YOG BUILDING (SWASTHVRUTTA DEPT.)	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
18	UG BOYS HOSTEL	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
19	UG IPD BUILDING	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
20	UG PANCHKARM BUILDING	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
21	SASOI CAMPUS	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
22	SUPERVISOR - PATROLING	3	6:00 TO 14:00 14:00 TO 22:00 22:00 TO 6:00	24 HRS
23	RELIVERS TO PERMENANT GUARDS	1	6:00 TO 14:00	8 HRS
	<b>TOTAL</b>	<b>55.5</b>		
24	SUPERVISOR - GENERAL	1	ALL OVER SUPERVISION AT COST OF AGENCY	24 HRS

161. Annexure – II - Declaration by the Bidder :-

- i.) I/We have downloaded the tender from the internet site and I/We have not tampered/modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with ITRA, Jamnagar and/or prosecuted as per laws.
- ii.) I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract & rules and I/we agree to abide them.
- iii.) The bidder should not have been blacklisted before at any government organization/institute etc.
- iv.) The bidder should not have been prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:- .....

(Signature of Bidder with seal)

Date:- .....

Name :

Seal :

Address :

162. Annexure – III - Declaration on Non-Participation of near Relatives in the Bid :-

I.....S/o..... R/o.....do, hereby, declare that none of my relative(s) is/are employed in ITRA, Jamnagar, Gujarat. In case at any stage, it is found that the information given by me is false/incorrect, ITRA, Jamnagar, shall have the absolute and full right to take any action as deemed fit without any prior intimation to me.

Signature

Name

Capacity in which signed

Name & address of the firm

Note: In case of proprietorship firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company.



163. Annexure – IV – Declaration regarding blacklisting/Debaring from taking part in Government bid by ITRA, Jamnagar/Government Department (to be produced on affidavit of minimum stamp of Rs.300/-)

I/we, (Name of Individual Bidder) do, hereby, declare that I / we have not been blacklisted or debarred in the past by ITRA, Jamnagar or ITRA like institute or any other Government organization from taking part in Government Bids.

Or

I/we, (Name of individual bidder) do, hereby, declare that I / we was/were blacklisted or debarred by ITRA, Jamnagar or ITRA like instate or any government organization by (Name of Govt. Dept.) from taking part in Government Bids for a period of years with effect from. The period is over on and now I/ we are entitled to take part in Government Bids.

Or

I/we, Proprietor/Partner(s)/ Director(s) of M/s (Name of Company/Firm/Agency) do, hereby, declare that the firm company/ Agency namely M/s (Name of Company/Firm/Agency) has not been blacklisted or debarred in the past by ITRA, Jamnagar or ITRA like institute or any other Government organization from taking part in Government Bids.

Or

I/we, Proprietor/Partner(s)/ Director(s) of M/s (Name of Company/Firm/Agency) do, hereby, declare that the firm company/ Agency namely M/s (Name of Company/Firm/Agency) has not been blacklisted or debarred in the past by ITRA, Jamnagar or ITRA like institute from taking part in Government Bids for a period of years with effect from. The period is over on and now I/ we are entitled to take part in Government Bids.

I / we are fully aware that the Bid/ contract will be rejected/ cancelled ITRA, Jamnagar and EMD/PSD shall be forfeited if the above information is found false.

In addition to the above, ITRA, Jamnagar will not be responsible to pay the bills for any partially completed work.

Signature

Name

Capacity in which signed

Name & address of the firm:

Note:- In case of proprietorship firm the certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of Limited company by all Directors of the Company.

164. Instructions for Bid Submission: The bidders are required to submit soft copies of their documents electronically on the GeM Portal. Bidders shall submit hardcopies of uploaded documents along with above mentioned demand drafts for EMD within to the Institute by Speed post or Register AD only at below address within 10 days of bid end date.
165. Assistance to Bidders :- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Any queries relating to the process of online bid submission or queries relating to GeM portal in general may be directed to the GeM Portal Helpdesk number.

Director

Institute of Teaching and Research in Ayurveda

Jamnagar