No. F 3(2-395)-PLAN/DHS/2015
GOVERNMENT OF TRIPURA
DIRECTORATE OF HEALTH SERVICES

March, 2016

EXPRESSION OF INTEREST

Expression of Interest (EOI) in plain paper in sealed envelope is/are hereby invited by the undersigned only from the Agencies having License issued by the Home Department, Government of Tripura for providing “Uniformed Security Guards/Supervisors” for Watch & Ward duties at Gomati District Hospital,Udaipur, Gomati Tripura and 2(two) Sub-Divisional Hospitals namely (1) Bishalghar SD Hospital,Shepahijala Tripura and (2) Melaghar SD Hospital, Shepahijala Tripura subject to certain terms and conditions. Expression of Interest (EOI) is to be submitted in 2(two) Bids i.e. Technical Bid and Financial Bid. The Technical Bid shall contain all relevant documents including Earnest Money and the Financial Bid shall contain rate(s) only which are to be put into a bigger envelope dully sealed before submission.

1. Last date of submission of offer/EOI to the undersigned is on or before 19-03-2016 up to 04.00 P.M and will be opened on 22-03-2016 at 12.00 Noon.

2. Terms & Conditions may be obtained at free of cost from the office of the undersigned and office of the Chief Medical Officer (Gomati),Udaipur, Gomati Tripura and Chief Medical Officer (Shepahijala), Bishalghar, Shepahijala Tripura on any working day during up-to 04 P.M. on 18-03-2016 or can be downloaded from the website of Health Directorate www.health.tripura.gov.in

Duties of the Security Guards:-

The Security Guards/ Supervisors ought to be polite but Firms, Disciplined, Physically Fit and
alert, smartly dressed in uniform. Control and resist entries of the patient’s parties in indoor and wards even with valid gate pass will not be allowed un-purposeful gathering in hospital, wards and premises. Maintain strict control of vehicles in the premises and shall counteract immediately to any unlawful and untoward incident in the hospital. Maintain diary to note all important events/happenings and to report to the controlling authority. Entirely responsible for theft of any hospital property. To attend with complements to distinguished visitors, VIP’s and officers.

1. The security guard shall maintain proper register of all visitors.
2. Not to leave the place of duty without any proper replacement.
3. Prevent misuse of electricity and water.
4. In case of any out break of fire, the security guard shall immediately inform the authority and staff on duty and take active part in fire fighting operation.
5. The security guard must watch that there are no unidentified/suspicious objects/persons in the hospital premises.
6. The security guard shall query person’s visitors/patient party, if considered necessary.
7. The security guard shall at all times comply with all directions and instruction of the authority.
8. The security guard shall also extend their full co-operation in any other extraordinary situation faced by the hospital administration and staff.
9. Non- compliance of instruction may leave to termination of agreement.

10. To perform such duties and tasks as assigned by the hospital-in-charge to protect properly, person and to maintain discipline in the hospital.

TERMS & CONDITIONS
1. The applicant Agency should be a Registered Organization & must have the license issued by the Home
Department, Government of Tripura.
2. All required documents i.e. Labour License- State Govt / Govt. of India, Service Tax Registration, Professional
Sale Tax Registration, EPF Registration & ESI Registration, Income Tax Return- last three years, Permission for providing uniformed Security Guards/Supervisors issued by the Home Department, Govt. of Tripura/ Govt. of India must be submitted along with the tender.
3. Trade License issued by Urban Local Bodies and Rural local bodies.
4. The organization should have experience of providing Security Services to Government sectors/ any Reputed Pvt.
Sectors. Security Guards should have been trained.
5. Application in plain papers in sealed envelope should be submitted through Registered Post/ Speed Post/ Courier
Services to the office of the undersigned and shall be accompanied by a Bank Draft/D. Call of Rs.20,000/- (Rupees twenty thousand) only for each Hospital as earnest money drawn in favour of the undersigned.
6. The EOI inquiry number, due date of opening and name of bidders should be mentioned on the top of the
envelope.
7. The amount of Earnest Money will be refunded to unsuccessful bidders. In case of the successful bidder, it will be
returned after entering into a formal Agreement and submission of “Security Money”.
8. The successful bidder shall be required to enter into an Agreement and deposit Rs.35,000/- (Rupees thirty-five
thousand) only for each Hospital as “Security Money” in the form of Bank Guarantee. It is also to be noted that the Security Money will be forfeited if the successful bidder fails to comply or discontinue the work at any point of time before completion of the contract period or any breach of the terms and conditions of the contract.
9. The contract period shall be for 2(two) years, which can be extended on mutual consent.
10. The firm concerned shall inform the authority within 3 month ahead before discontinuation of the work with proper
reason.

11. There shall be no increase in charges during contract period.
12. The agency shall deploy personnel on all 365/366 days of a year in shift of 8.00 hours and the entire establishment under control of the respective Head of Office should be rendered.
13. The quoted rate should not be less than the latest existing rate of wages fixed by the Labour Department, Govt. of Tripura. The bidder would be selected on the basis of percentage (%) of quoted service charge rate on and above the existing rate of wages of the Labour Department.
14. The organization should produce letter of permission for participation in EOI in different District or entire state in Tripura issued by the competent authority.
15. The agency shall offer rate per security guard/ per Supervisor per shift in figure as well as in words clearly in the followings 01(one) Dist. Hospital & 2(two) Sub-Divisional Hospitals:-
Name of the Dist. Hospitals Requirement of Supervisors & Security Guards per shift for
each Hospital
District Hospital, Tepania, Udaipur, Gomati
Tripura.

01 (one) Supervisor and 8 (eight) Security Guards per shift.

Bishalghar SD Hospital, Shepahijala Tripura. 01 (one) Supervisor and 3 (three) Security Guards per shift. Melaghar SD Hospital, Shepahijala Tripura.
16. The Guards/ Supervisors shall wear distinguishable uniform and shall carry required accessories.
17. The Guards/Supervisors shall not be more than 45 years of age with identity documents. Age proof documents of each Guards/Supervisor deployed has to be provided in advance along with list of such persons to the concerned authority.
18. The successful agency shall provide within 4 (four) days of being issued work order, the list and details of Guards/Supervisors along with reserved personnel who are likely to be engaged with copy of personal police verification.
19. The list shall contain individual personnel details, like name, address, educational qualification, nationality, Age and service details in Armed Forces/CPMF/ State Forces. The information furnished shall be supported by documentary evidence.
20. All the personnel shall maintain official decorum abide by Rules & Regulations of the respective Health Institution.
21. The agency shall be responsible for conduct and performance of each personnel deployed by it.
22. The agency shall submit bill along with certified Attendance Register to the respective Head of Office.

23. Any offer submitted with reference to this EOI shall be considered to be an offer that the tenderer will abide by all these conditions.

24. The agency shall pay the wages not less than the prevailing/ current rate of wages fixed by the Labour Department, Govt. of Tripura subject to revision of rate of wages from time to time.
25. The undersigned has the right to reject or cancel any or all offers including the lowest one without assigning any reason thereof and the bidder(s) shall have no right to claim any compensation there-against.

Director of Health Services
Government of Tripura.
(Not to be released)

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Director of Health Services
Government of Tripura.