No. F 3(4-35)-PLAN/DHS/2012
GOVERNMENT OF TRIPURA
DIRECTORATE OF HEALTH SERVICES

June, 23/ 2017
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 District Hospital Dhalai, Kulai, Dhalai Tripura and 9(Nine) Sub-Divisional Hospitals namely:-1). R.G.M. Sub Divisional Hospital, Kailashahar, Unokati Tripura 2). Kanchanpur Sub-Divisional Hospital, North Tripura 3). L.T.V Sub-Divisional Hospital, Chailengta, Dhalai Tripura 4). B.S.M Sub-Divisional Hospital, Kamalpur, Dhalai Tripura 5). Gandacharra Sub-Divisional Hospital, Dhalai Tripura 6). Amarpur Sub-Divisional Hospital, Gomati Tripura 7). Tripura Sundari Sub-Divisional Hospital, Gomati Tripura 8). Sabroom Sub-Divisional Hospital, South Tripura 9). Belonia Sub-Divisional Hospital, South 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 separately. 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 17-07-2017 up to 04.00
P.M and will be opened on 19-07-2017 at 3.00 P.M.
2. Terms & Conditions may be obtained at free of cost from the office of the undersigned and office
of the Chief Medical Officer Dhalai, Ambassa, Dhalai Tripura /Unokati, Kailashahar, Unokati Tripura /North, Dharmanagar, North Tripura /South, Belonia, South Tripura /Gomati, Udaipur, Gomati Tripura on any working day during up-to 04 P.M. on 17-07-2017 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 without valid gate pass to avoid un-purposeful gathering in hospital, wards and premises. Maintain strict control of vehicles in the hospital 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 outbreak 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. 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.
2. The following documents is to be incorporated in Technical Bid:-
1. (i). License for deployed uniform security personal’s issued by the competent authority (ii). Trade License issued by
competent Authority of the Govt. of Tripura/Govt. of India for providing uniformed Security personal’s (iii). Labour

License-State Govt. / Govt. of India (iv). Service Tax Registration (v). Professional Tax clearance (vi). EPF Registration (viii). ESI Registration (ix). Income Tax Return for Current Year only i.e. 2016-17 x). PAN Card xi). EMD (Earnest money @ of 1% of the tendered value in the shape of Bank Draft/ D.D/D. Call for each Hospitals in favour of the Director of Health Services).
3. Application in plain papers in sealed envelope should be submitted through Registered Post/ Speed Post/ Courier
Services to the office of the undersigned.
4. The EOI inquiry number, due date of opening and name of bidders should be mentioned on the top of the envelope.
5. The amount of Earnest Money will be refunded to unsuccessful bidders after completion of tender process.
6. The successful bidder shall be required to enter into an Agreement for each Hospital separately with the undersigned
and deposit security money @ 10% of the tendered value. The Earnest Money @1% of the successful bidder shall be treated as security money and a sum @ of 9% (in total @ 10 %) of the gross amount of the bill shall be deducted from each Running Bill (Hospital-wise) of the agency till the sum along with the earnest money (EMD) is equal to amount of 10% of tendered value of the work. 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.
7. Rate should be quoted for Uniformed Security Guard/Supervisor per month basis and Tender value to be calculated
as(per month) wages including EPF & ESI + Agency charge + Service Tax x 24 months. Wages should be as per Labour Department current notification.
8. Successful bidders will submit Challan copies of EPF,ESI and Service Tax etc. for the previous month along with
running bill.
9. The contract period shall be for 2(two) years, which can be extended on mutual consent.
10. The agency concerned shall inform the authority within 3 month ahead before discontinuation of the work with proper
reason.

11. There shall be no escalation of rate 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 lowest bidder would be selected on lowest financial involvement in respect of all the Institutions mentioned.
14. The agency shall offer rate per security guard/ per Supervisor per shift in figure as well as in words clearly in the followings 1(one) District Hospital and 9 (nine) Sub-Divisional Hospitals:

Name of the Dist. Hospitals Requirement of Security personnel per day in 24
Hours.

No. of the Security
Guards

No. of the Supervisors

Dhalai District Hospital, Kulai, Dhalai Tripura. 8 Nos. per shift x 3 shifts=24 Nos.

1 No. per shift x 3
shifts=3 Nos.

R.G.M. Sub Divisional Hospital, Kailashahar, Unokati
Tripura

3 Nos. per shift x 3
shifts=09 Nos.

1 No. per shift x 3
shifts=3 Nos.

Kanchanpur Sub-Divisional Hospital, North Tripura L.T.V Sub-Divisional Hospital, Chailengta, Dhalai Tripura
B.S.M Sub-Divisional Hospital, Kamalpur, Dhalai Tripura
Gandacharra Sub-Divisional Hospital, Dhalai Tripura
Amarpur Sub-Divisional Hospital, Gomati Tripura
Tripura Sundari Sub-Divisional Hospital, Gomati Tripura
Sabroom Sub-Divisional Hospital, South Tripura
Belonia Sub-Divisional Hospital, South Tripura

15. The Guards/ Supervisors shall wear distinguishable uniform and shall carry required accessories.
16. 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.

17. The successful agency shall provide the list and details of Guards/Supervisors along with reserved personnel who are likely to be engaged with copy of personal police verification within 15 (fifteen) days of being issued work order and submit the Training Certificate for each Security person’s from Govt. recognized Security Training Institute.
18. 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.
19. All the personnel shall maintain official decorum abide by Rules & Regulations of the respective Health Institution.
20. The agency shall be responsible for conduct and performance of each personnel deployed by it.
21. The agency shall submit bill along with certified Attendance Register to the respective Head of Office of Health facilities.
22. Any offer submitted with reference to this EOI shall be considered to be an offer that the tender will abide by all these terms & conditions.
23. The agency shall pay minimum wages of a labour as per existing Labour Department Notification basis and according to prevailing payment procedure (DBT system).
24. The organization should produce letter of permission for participation in EOI in different District or entire state in Tripura issued by the competent authority.
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.