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

October, 2015

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 4(Four) District Hospitals namely
(1) Unakoti District Hospital, Bhagawannagar, (2) North District Hospital, Dharmanagar, (3) Khowai District Hospital, Khowai Tripura and (4) South District Hospital, Santirbazar 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 14-10-2015 up to 05.00 P.M and
will be opened on 16-10-2015 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(Unakoti), Kailashahar/ CMO(North), Dharmanagar/ CMO(Khowai)/ CMO(South), Belonia on any working day during up-to 11 A.M. on 14-10-2015 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 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
Tax clearance certificate, EPF Registration, ESI Registration, Income Tax Return- last three years.
3. Trade License issued by Urban Local Bodies/Rural local bodies.
4. The organization should have experience of providing Security Services to Government sectors/ any Reputed
Pvt. Sectors.
5. Application in plain papers in sealed envelop 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. 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.
12. The lowest bidder would be selected on lowest financial involvement in respect of all the Institutions mentioned.
13. The agency shall offer rate per security guard/ per Supervisor semi skilled per shift in figure as well as in words clearly as per current labour Department Notification in the followings 4(four) District Hospitals:-

Name of the Dist. Hospitals Requirement of Supervisors & Security
Guards per shift for each Hospital
Unakoti District Hospital, Bhagawannagar,
Kailashahar, Unakoti Tripura.

1(one)Semi-Skilled Supervisor and 8(eight)Un-
skilled Security Guards per shift.
North District Hospital, Dharmanagar, North Tripura. 1.
Khowai District Hospital, Khowai Tripura. 2.
South District Hospital, Santirbazar, South Tripura. 3.

14. The Guards/ Supervisors shall wear distinguishable uniform and shall carry required accessories.
15. 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.
16. 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.
17. 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.
18. All the personnel shall maintain official decorum; abide by Rules & Regulations of the respective Health Institution.
19. The agency shall be responsible for conduct and performance of each personnel deployed by it.
20. The agency shall submit bill along with certified Attendance Register to the respective Head of Office.
21. Any offer submitted with reference to this EOI shall be considered to be an offer that the tender will abide by all these conditions.

22. 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.
23. 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.