

INSTITUTE OF HOTEL MANAGEMENT
MAHARAJPURA, GWALIOR.

Name of Work : Tender for Security Services at IHM Gwalior

TENDER COST :- 2,000-00

IMPORTANT DATES

1.	Date of Issue of Tender Form	From 30 th May 2019 10:00 am
2.	Last Date of issue of Tender Form	24 th June 2019 up to 5:00 pm
3.	Last Date of Receiving Bids	25 th June 2019 up to 3:00 pm
4.	Period of downloading the Bid	30 th May 2019 10:00 am to 24 th June 2019 up to 5:00 pm From website: www.ihmgwalior.net & central public procurement portal http://eprocure.gov.in
5.	Date, Time and Place for Opening Technical Bid	25 th June 2019 up to 4:00 pm at Board room IHM, Gwalior
6.	Time, Date and Place for Opening Financial Bid	28 th June 2016 at 4:00 pm at IHM,GWALIOR, Gwalior
7.	Validity Date of Bid	6 months from the date of Opening of the bid

PRICIPAL

**INSTITUTE OF HOTEL MANAGEMENT
AIR PORT ROAD, MAHARAJPURA,
GWALIOR M.P
INVITATION OF TENDER**

Name of the work :- **Tender for Security Services at IHM Gwalior**

IMPORTANT DATES

LAST DATE OF RECEIPT OF BID	25 th June 2019 up to 3:00 pm
DATE AND TIME OF OPEING TECHINCAL BID	25 th June 2019 up to 4:00 pm
DATE AND TIME OF OPEING FINANCIAL BID	28 th June AT 4.00PM

1. Sealed bids in Two Bid system (both Technical Bid & Financial Bid) in prescribed formats are invited from any reputed Security Agencies for **Providing Security Services at IHM Gwalior**.
2. Complete bid (single sealed envelope containing two separate sealed envelopes of technical and financial bid) must be submitted on or before 25th June 2019 up to 3:00 pm. The Bid submitted by the bidder shall be in two separate parts:-
3. Tender documents available from The Office of The Principal, Institute of Hotel Management, Maharajpura, Gwalior at 10.00am to 5.00pm on working days on payment of Rs-2000-00(Non refundable).
4. Complete set of tender document can also be downloaded by the interested parties from central public procurement portal <http://eprocure.gov.in> / IHM, Gwalior's, website **www.ihmgwalior.net** in such case a DD/Pay Order, payable in favour of Secretary, IHM,GWALIOR, payable at Gwalior, for Rs.2,000/- (Two Thousand only) must be attached along with the completed tender document as the cost of the tender (Non refundable) along with the technical bid.
5. Contract will be awarded initially for a period of *one year* to the successful bidder. This period may be extended on year to year basis up to a maximum of 3 years on satisfactory performance and mutual agreement. The successful bidder shall execute an agreement on non-judicial stamp paper of Rs.100/-. In the event of bidder backing out before actual award or after execution of the agreement, Secretary, IHM will have a right to forfeit the earnest money in full. Secretary, IHM reserves the right to reject any or all the applications without assigning any reasons.

Pre- Qualification Criteria:

The Agencies that fulfill the following requirements shall be eligible to apply

1. Bidder should enclose the copy of their valid certificate of 1. PAN No., 2. Service Tax Registration. 3. GST Registration, 4. Valid License, 5. PF Registration, 6. ESI Registration, 7. Registration with Income Tax Department for permanent income tax code, 8. Registration as proprietary firm, Partnership firm, Limited Company, Corporate body, 9. Registration as Private Security Agency.
2. The Security Agencies having not less than 30 trained security guards on their payrolls are only eligible to apply. The documentary evidence duly certified by the appropriate authority to this effect should be attached.
3. The Bidder should have continuous experience of providing 30 Security personnel during the last 3 years at a time in one or more organizations with minimum 20 security personnel in a single organization. Documentary evidence should be attached.
4. The bidder should have average annual financial turnover of **Rs.25.00** lacs in each of the last three years, duly certified by Chartered Accountant along with audited balance sheets of the company for the last three years. Documentary evidence in this regard should be attached. The photocopies of year wise service tax paid during the last three years should also be attached.
5. Capability to provide licensed radio / wireless equipment's for communication.
6. There should be no case civil/criminal/arbitration pending with the police or other statutory institutions against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not have been blacklisted at any point of time in history. An undertaking to this effect on firm's letterhead should be attached.
7. The tender documents *should be signed on every page by the tenderer* and enclosed with the technical bid as an unconditional acceptance of the terms and conditions mentioned therein.

Earnest Money Deposit:

- a) The Bidder shall deposit Earnest Money of **Rs.1,00,000/- (One Lakh only)** and another separate demand draft of Rs.2,000/- (Rupees One Thousand only) as a non-refundable tender fee, drawn in favour of "Secretary , IHM, "payable at Gwalior. The Earnest money so deposited will be refunded to the Bidder whose offers have not been accepted, within 45 days of opening of tenders. Earnest Money Deposit of the successful Bidder will become part of interest free security deposit/performance security till successful completion of the contract.

Tender Procedure:

- i) Tender must be submitted in a cover super scribed as "Tender for Security Services at IHM Gwalior" The cover should contain two internal covers containing technical bid and price bid in the prescribed forms super scribed as "Tender for Security Services at IHM Gwalior – Technical Bid" and "Tender for Security Services at IHM Gwalior – Price Bid" respectively.

- ii) Bidder must produce the originals of the copies of the documents submitted, for verification when required. If, the technical bids of the Bidder, which are not accompanied with the documents prescribed above, their tenders along with EMD, are liable to be rejected forthwith. The technical bid consisting of the following documents shall be submitted by the Bidder:

Technical Bid Form

- a. Details of experience, copies of experience certificates i.e. only completion certificates of the experience issued by the Employer as specified in the eligibility criteria supporting their claim of experience.
- b. Self attested copies of required Tender Document
- c. EMD and Tender fee as specified.

Price Bid:

The price bid enclosed to the tender should show only the minimum wage per month as per Central Government and State Government rates for each Security personnel for each 08 hours and 12 hours shift. The Bidder shall quote their service charge separately in percentage only. The monthly wage of one Security Guard (per 8 hours and 12 hours shift) will be calculated as per the rates mentioned in the price bid format on per month basis. The tenders will be responsible for all the statutory and other obligations like **PF, ESI, Gratuity, Training & Supervision, Bonus, Uniform, Leave, Reliever Cost, Any Special Allowances, and Administrative Charges.**

The amount of monthly wages will be revised only on account of revision of rates of minimum wages as applicable by Madhya Pradesh Government of India at Gwalior. IHM Gwalior will deduct TDS at the prescribed rate from the payment becoming due to the successful bidder. The Price bid of the successful bidder shall be valid up to the date on which the contract expires .

Security Services will include:-

- Security Supervisor cum Gunman (Ex-serviceman) and Security guards as per plan mentioned above
- Security of the assets of IHM within the campus at Gwalior as per the institute's requirements against theft, pilferage and misappropriation.
- Prevent entry of unauthorized persons including hawkers, vendors etc.
- Maintain records of visitors as directed by IHM Gwalior
- Regulate incoming and outgoing movement of material and vehicular traffic.
- Assist IHM Gwalior in handling emergencies like fire, flood, earthquake etc.
- Liaison with local police and fire station

The scope of work may be modified during the period of the contract by mutual consent.

Terms and conditions:

1. The Security Agency shall provide security arrangement for guarding the Institute campus within the assigned premises as required by the Institute. Moreover, the Security Agency shall also protect the Institute Campus from anti-social elements.
2. The Security Agency may *employ personnel with proper screening and verification*. Violation of this condition shall be treated as breach of important contractual condition and shall attract penalty clause/points.
3. Every personnel deputed by the Security Agency should be in good physical health and be minimum SSC(10th class) pass and below 50 years of age with *proper medical certificate*. Violation of this condition shall be treated as breach of important contractual condition and shall attract penalty points.
4. The Supervisor cum Gunman deployed by the Agency shall be In-charge of the security system in the campus and shall be responsible for the efficient rendering of the service under the contract. The security personal shall be equipped with latest communication systems (Walkie-Talkie)/mobile. Night Guards shall be equipped with proper protection and lighting devices. While working at the premises of the Institute, they shall work under directives and guidance of the Security Officer of the institute or any other official of the institute as authorized.
5. The Security Agency personnel should be smart, and properly turned out with boots / shoes, belt, caps, badge, whistle etc., and carry an identity card duly attested jointly by the Executive of Security Agency and institute's representative. A photocopy of these cards along with personnel data shall be given to the Institute for record, verification etc.
6. The Security Agency shall provide proper uniform including shoes, caps, canes / stick, torch, jerseys (woolen sweaters) & rain coat etc. to every personnel deployed by the agency in the Institute Campus at *agency's own costs and expenses*.
7. On 26th January and 15th August the Agency will ensure that all the personnel deployed are in uniform and the rehearsal of the parade has been done one day in advance and the security supervisor will ensure that the arrangement for the flag hosting is completed in advance in the Institute.
8. The Security Agency shall ensure that before deputing the security staff, they verify the antecedents of all their staff and provide to the Institute a complete dossier of particulars of each security personnel proposed to be deployed. Non-compliance with this provision will deem to be the violation of the contract, inviting penal action including termination of the contract.
9. The Institute shall have the right to check up, from time to time, the uniforms worn by the security personnel as well as their fitness to perform guard duty up to the satisfaction of the Institute. The Institute shall also have the right to check and supervise the Security personnel on duty through an Institute's Security Officer or any other representative to be

named by the institute. The decisions of the Secretary, IHM/Nodal Officer/Security Officer shall be binding on the Security Agency.

10. Security Agency shall comply with all statutory requirements existing as well as those promulgated from time to time viz. the Payment of Wages Act, Provident Fund Act, Employee State Insurance Scheme, Family Pension Fund Act, Bonus, Gratuity Act, Shop & Establishment Act, Contract Act. Etc. whichever is/are applicable to the organization of Security Agency and shall be held responsible, accountable, answerable, explainable, as the case may be, for the lapses committed by them in this regard if any,. Further, Security Agency shall not involve the Institute in any way whatsoever in any dispute with regard to compliance of statutory provisions and in case of any violation of any law; the Security Agency shall be solely responsible. In case due to violation of any law explicitly or otherwise, including labor laws etc., any liability is put upon the Institute, the Security Agency shall undertake to indemnify the Institute completely.
11. The Security Agency shall supply a certified copy of their registration No. under the Shop & establishment Act, the Provident Fund Act, ESI, Labor Rules and Income Tax etc.
12. The personnel deployed by the Security Agency in the Institute shall be removed immediately if the Institute considers such removal necessary on administrative grounds. The Security Agency shall also immediately remove personnel who is found not discharging his duties correctly or is of doubtful character and shall replace him with substitute personnel either on its own or on the demand of the Institute. In case of removal of such personnel, no claim shall be maintainable against the Institute.
13. If the Institute incurs any expenses or any liability is put on it in connection with the deployment of the employee of Security Agency, the same shall be reimbursed by the security agency failing which it will be adjusted from the bill of Security Agency.
14. 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 Institute / Govt. of India / any State or any Union Territory.
15. The Security Agency shall make serious efforts to control and eliminate the cattle menace, which include not only cows and buffaloes but also other animals like pigs, monkeys, dogs etc., from the campus premises.
16. The responsibility for taking appropriate security measures shall be entirely that of the Security Agency. The Institute will be entitled for compensation against the Security Agency, in case a proper joint inquiry establishes that the theft or loss or damage has been caused due to negligence of the Security Agency or any of its employees. The said compensation shall be in addition to the findings and recommendations that the joint enquiry committee may propose. The maximum amount of compensation payable by Security Agency will be limited to inspection and supervision charges payable to Security Agency for the month in which the loss or damage occurs. However, after enquiry, if it is found that such theft or loss or damage has been caused by the acts of omission and

commission of the personnel of the Security Agency, or, if the personnel of the Security Agency has either taken active part in such acts or has aided and abetted in the acts of such omission and commission, the Institute or its employees to whom loss is caused, shall be indemnified/compensated by the Security Agency on actual basis.

17. The security agency has to make its own arrangement for the residential accommodation to the deployed staff.
18. The Security Agency shall submit a certificate along with the monthly bills certifying that the personnel employed by them in the campus of the Institute have been paid minimum wages, as enforced from time to time, in accordance with the provisions of the Minimum Wages Act and that all other statutory requirements in this regard have been complied with.
19. The wages/salary shall be disbursed by the agency through Digital mode payment/RTGS only in their Bank Account.
20. Any violation of the provision of Minimum Wages Act shall render the contract liable for termination. The Institute shall also proceed against the defaulting agency as per the provisions of the relevant laws.
21. The Security Agency shall take into consideration all levies and statutory taxes while quoting the tender. However, if any fresh taxes, charges etc. are levied by the Local / State / Central govt., subsequent to the date of opening of tender the same shall be reimbursed by the Institute against proof of production of payment.
22. The security personnel shall remain on duty for 8 (eight)/ 12 (Twelve) working hours. The personnel shall not leave his place of duty/duty point until his reliever reports for duty. Deserting the place of duty/duty point by the security personnel without having been properly relieved will attract penalty points.
23. At no time shall there be more than 10% of the contracted manpower on leave or absent from the Institute duty. In case of long-term absence due to sickness, leave etc. Security Agency shall ensure replacement and manning of all security posts by overtime without any additional liabilities to the Institute. In addition, no supervising field staff as well as the guards shall be removed from Institute duty without seeking prior consent of the person authorized by the institute in this regard. Breach of this clause will attract penalty points.
25. All the assets and articles provided by the Institute shall be the property of the Institute and the Security Agency shall be merely the custodian of such assets and articles. On termination of security contract either by efflux of time or any time earlier than the stipulated period as the Institute may decide at its sole discretion, such property shall be handed over to the Institute forthwith.
26. In addition to the number of personnel listed in the Price Schedule, the Security Agency shall undertake to engage / employ and provide additional number of well-trained guards as and when required by the Institute, on reasonable notice, as per the accepted rate

given in the Price Schedule.

27. The payment for services under this agreement shall be made on monthly basis, through digital mode payment, drawn in favour of the Security Agency. The digital mode payment shall be paid within 15 working days of receipt of the bill for each calendar month, duly supported with the requisite details of the daily attendance and other records, which shall be open for inspection by the Institute. The final payment shall, however, be made only after adjusting all the dues/claims of the Institute.
28. Income Tax (TDS/GST) as applicable at current prevailing rate will be deducted at source.
29. The persons employed by the Agency for the security of the Institute will be the employees of the Security Agency and the Institute shall have no direct liability related to their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the Institute and the Security personnel employed by the Security Agency shall have no right whatsoever to claim employment from the Institute.
30. The Security staff employed by the Security Agency will not join any union of the Institute nor shall they make any claim on service or other matter. They shall also not form any union associated with the Institute and shall have absolutely no claim to subscribe or for election in any unions/association of the Institute.
31. The Security Agency shall undertake, at its own expense but to the satisfaction of the Institute, a continual updating of skill, processes and procedures followed by the Security staff employed in the security of the Institute by organizing suitable training programs for them on the routine basis. This training program may be included in their duty, ie two hours in a week. It may include various aspects of security of a vital installation, expected major threats, and measures to curtail these threats, use of security equipments, and use of fire arms to armed guards etc.
32. Any payment required to be made by the Security Agency to its personnel in compliance with any of the laws of the land, shall be the sole responsibility of Security Agency. This would include specific responsibility with regard to the provision of the minimum wages act and / or any other law, which may be applicable in the instant case. The Institute will in no case be responsible for default, if any, in this regard. Even if, as per provision of any relevant enacting the liability becomes that of the Institute it is clearly agreed that the same shall be deemed to be that of Security Agency and shall be discharged by them. The Institute's liability towards personnel will be limited to the extent of the contract price accepted by the Institute.
33. The Security Agency in discharge of its duties will be bound by operational parameters.
34. In case of any delay in payment to the Security Agency by the Institute on account of administrative reasons, the security agency will not delay the payment to the security personnel deployed in the Institute and will not depend upon payment by the Institute. It

will be the sole responsibility of the Security Agency to make the payment of the wages to the security personnel in time every month and any delay in this regard will invite negative points against the Security Agency.

35. All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located in Gwalior.
36. The Security Agency shall maintain proper liaison and contact with the local police / civil administration etc. for smooth and peaceful day-to-day working of the Institute. The security agency shall be fully responsible for taking follow up action and for pursuing the First Information Reports (FIRs) lodged by the residents of the campus with the police department.
37. The Security Agency shall submit the following documents along with the tender:
 - i. Up-to-date Income tax Clearance Certificate duly attested by a gazetted officer.
 - ii. Earnest Money Deposit of Rs. 1,00,000/- (Rupees One lakh only) shall be accepted in the form of *Demand Draft* of any scheduled / public sector bank, drawn in favor of the Secretary , IHM payable at Gwalior.
 - iii. The Earnest Money of the unsuccessful bidders shall be refunded without any interest within 45 days after the written acceptance of tender to the successful bidder. However, the EMD of the successful bidder shall be converted into security deposit and held by the Institute as performance guarantee for the entire period of contract.
38. The Security Agency shall be bound to perform the assigned jobs even though the same may not have been included in the schedule of services. The charges for the extra services not mentioned in the Price Schedule should be settled mutually.
39. No interim quires will be entertained.
40. At any time, prior to the date of submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendment and publish in Institute website.
41. In order to afford prospective bidders a reasonable time to take the amendments into account in preparing their bids, the Institute may, at its discretion, extend the deadline for the submission of bids suitably.

The Security Agency shall be responsible to take care of all injuries and accidents to persons employed by them while on duty or otherwise. However, the Health Center facilities shall be available to the personnel only in respect of the injuries sustained by them in execution of the duties, which shall be restricted to the extent of primary health services only without any further encumbrances, monetary or otherwise. The Institute shall stand indemnified in respect of the treatment provided under such exigencies.

42. The Security Agency shall be responsible for the good conduct and behavior of its

employees. If any employee of the Security Agency is found misbehaving with the Institute's Employees, Faculty or Students of the Institute, the Security Agency shall terminate the service of such employee at their own risk and responsibility.

43. Individual signing the bid or other documents connected with the contract shall indicate the full name below the signature and must specify whether he is signing as:

a) A sole proprietor of the firm or constituted attorney of sole proprietor.

b) A partner of the firm, in which case he must have authority to represent for arbitration of disputes concerning the business of the partnership firm either by virtue of the partnership agreement or power of attorney.

C) Constituted attorney of the firm. Provided that,

- i. In case of (b) above, a copy of the partnership agreement or general power of attorney, in either case, attested by a Notary Public, or affidavit on stamp paper of all the partners admitting execution of the partnership agreement or the General Power of attorney should be furnished.
- ii. In case of partnership firms, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner the tender offer and every partner of the firm should sign all other related documents.
- iii. A person signing the tender form or any other documents forming the part of the contract on behalf of another shall be deemed to be warranty that he has authority to sign such documents and if, on enquiry it appears that the person has no authority to do so, the Institute may, without prejudice to other civil and criminal remedies, cancel the contract and make or authorize execution of contract / intended contract at the risk and cost of such person and hold the signatory liable to the Institute for all cost and damages arising from the cancellation of the contract including any loss which the Institute may have on account of execution of contract / intended contract. Individual signing the tender or other documents connected with the contract shall indicate the full name below the signature and must specify the capacity and authority under which he has signed such document and shall also submit documentary evidence of his authority duly attested by a Notary Public.

44. In the event of any loss being caused to the Institute on account of the negligence of the employee of the Security Agency, the agency shall make good the loss sustained by the Institute, either by the replacement or on payment of an adequate compensation on actual basis.

45. The security supervisor must ensure that the proper grooming standards of all security staff during duty timing.

46. Security staff must desist from using Alcohol, Pan masala, Gutka, Smoking of cigarette /

Bidi Etc. during the duty hours.

47. The Security Agency shall not appoint any sub-agency to carry out any obligations under the contract.
48. None of the employees of the Security Agency shall enter into any kind of private work within or outside the campus of the Institute. Non-compliance with this provision will be deemed to be violation of the contract inviting penal action.
49. The employees of the Security Agency shall be of good character and of sound health.
50. The Security Agency shall maintain Complaint Book at the main entrance gate which will be made available to the supervisory staff of the Institute Security and the residents /employees of the campus.
51. In a manner satisfactory to the Institute, the Security Agency shall provide necessary expertise and trained manpower to attend to the various needs of security services at the Institute buildings, hostels, residences and the campus in general.
52. Security Agency shall ensure protection of all properties and personnel of the Institute, whether on its campus or in transit, against trespass and willful harm, by deploying fail-safe preventive measures, providing early warnings and mobilizing trouble-shooting efforts.
53. Security Agency shall abide by all laws of the land including, Labor Laws, (ESI, PF, BONUS etc.) Companies Act, Tax Deduction liabilities, Welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Security Agency, and it shall not involve the Institute in any way whatsoever.
54. *The Security Agency shall supply trained manpower for the security duties in the campus. It shall also undertake at its expense and to the satisfaction of the Institute, a continual updating of skills and procedures followed by the Security staff. For this purpose the agency shall organize suitable training camps for its cadres from time to time.*
55. The Security personnel shall be required to work in three shifts. However no Security Guard/Supervisor shall be allowed to perform continuous duty beyond one shift more than 5 times in a month.
56. The Security personnel should keep all firearms, cartridges, Guns etc in their safe custody and at their own risk and cost.
59. Any change of security personnel should be done with the prior approval of the Competent Authority of IHM Gwalior.
57. Security Agency shall supply uniforms with name-plates/name-tabs to the persons engaged on duty. The Institute shall not allow any employee of the Security Agency to work inside the Institute without the uniform. If during the period of contract the uniforms are worn out, it shall be the responsibility of the Security Agency to supply

another set of uniform to the persons and it will ensure that the persons wear only proper uniform while they are on duty in the Institute. The Security Agency shall get the identity card of each employee attested from the Security Officer of the Institute. The Institute shall not provide any kind of weapons, batons, torch etc. nor incur any expenses in this regard. It would be the responsibility of the Security Agency to supply such minor equipments as necessary for discharge of duty

58. The Security Agency shall have a proper system of checking the guards on duty especially at night. Records of the same should be effectively maintained and shortcomings, if any, should be immediately rectified and brought to the knowledge of the Competent Authority of the Institute
59. On termination / expiry of the contract, the Security Agency will immediately remove all its personnel from the premises.
60. Any of the following action's / commission's / omission's are likely to cause rejection of bid summarily:
 - i. Any bid received late without conclusive proof that it was delivered before the specified closing date & time.
 - ii. Any bid not accompanied by required Earnest Money Deposit (EMD) or Tender fee.
 - iii. Any bid received unsealed or improperly sealed.
 - iv. Any conditional bid or bid offering rebate.
 - v. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Document.
 - vi. Any bid received without and latest attested Income Tax clearance copy.
61. Institute reserves the right to negotiate with L-1 bidder to arrive at the fair and reasonable price. In case of L-1 is more than one, then it would be at the discretion of the committee to negotiate with L-1 parties. The decision of the Secretary r, IHM will be final in all respects and will be acceptable to all the tenders.
62. The award of work order, when issued to the successful bidder, will constitute the contract with collateral support from terms and conditions of the tender invitation notices as well as formal agreement on non-judicial stamp paper duly executed, all of which finally form the contractual obligations to be adhered and performed by the bidder, and the non-performance of any of such obligations make the bidder liable for consequential effects.
63. The bid shall not contain corrections, erasures or over writing.
64. The Institute does not bind itself to accept lowest or any other tender. The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereto incurring any liability to the affected bidder or bidders on the grounds of the Institute's action.

65. The successful bidder shall have to execute an agreement with the Institute on a non-judicial stamp paper of Rs. 100/- (Rupees one hundred only) and commence the work within 1 (one) month from the date of award, failing which the Institute shall be at liberty to forfeit the earnest money and proceed to appoint another agency as it may deem fit.
66. The rates quoted in the Price Schedule shall be inclusive of all taxes, levies and statutory liabilities, the wages of the personnel and incentives if any, cost of minor equipment such as batons, torch etc., consumables such as electricity etc. and contingent expenditure incidental to the work, contractor's profit etc. Nothing extra shall be payable in addition to the accepted rate for each individual item as per the Price Bid.
67. The security supervisor shall also check the garbage/wastage being taken out for disposal to ensure that none of the useful items are taken out by anybody for disposal.
68. The Security Agency shall maintain record of major/minor incidents on daily basis and report the same to the authorized official of the Institute in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The security agency shall also be responsible to lodge complaints with police authorities in such instances with the consent of the Secretary r, IHM and take follow-up action for recovery of lost material/equipment etc.
69. The Security Agency shall maintain Attendance and Wages registers for all guards engaged under the contract at Institute and will also take out Workmen's Compensation insurance policy. The Contractor must make the payment of wages to guards by 7th of every month . The wages of labor engaged for providing security services shall be not less than the minimum wages notified by the State Govt./ Labor Commissioner Notification, from time to time.
70. The amount of PF/ESI/Service taxes will be reimbursed to the agency on submitting the proof of payment.

OPERATIONAL PARAMETERS

The main security objectives of IHM Gwalior are as under:

1. To work for the safety and security of the institute premises including furniture, fixtures & equipment's. Prevention of loss of the Institute and private property by thefts, burglaries, dacoity etc.
2. Prevention of injury, assault, and violation, of the persons, especially women residents and legitimate visitors. Providing protection to everyone in the Institute.
3. Smooth conduct of functions, conferences, dignitaries' visits, cultural events.
4. Freedom of the campus from cattle, tree poachers, dogs and other unwanted elements.

5. The security parameters will have measures for:

- i. Theft Prevention
- ii. Patrolling
- iii. Discipline
- iv. General Operational Guidelines

Penalty

On receipt of Complaint, non-adherence of terms & conditions specified in tender document, indiscipline and unsatisfactory operation of security services by the Contractor or its employees deployed in the Institute, a penalty up to Rs. 2000/- will be levied after approval of the Competent Authority.

For Unsatisfactory security services noticed during the inspection by Institute Officials, a penalty upto Rs. 5000/-will be levied after approval of the Competent Authority.

PRINCIPAL