

**AYUB TEACHING HOSPITAL ABBOTTABAD
REQUEST FOR PROPOSALS
HIRING OF SERVICES OF PRIVATE
SECURITY AGENCY FOR ATH & RESIDENTIAL FLATS**

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1. COPY OF ADVERTISEMENT

HIRING OF SERVICES OF SECURITY COMPANY.

2. INTRODUCTION.

The Ayub Teaching Hospital Abbottabad intends to hire Service Provider for Security of Ayub Teaching Hospital Abbottabad Sealed tenders (Financial and Technical proposals) are invited from approved/registered and reputed private security agencies /companies having established office(s) within 300 KM or in Abbottabad who meet the requirements mentioned in this RFP/tender documents.

3. Scope of Services:

3.1 Scope of Services of ATH: -

Ayub Teaching Hospital shall:

- i. Make payments to Service Provide on monthly basis for services mentioned in Section 3.2
- ii. Implement Service Level Agreement and levy penalties in case of deficiencies in performance in accordance with Annexure- V.

3.2 Scope of Services of Service Provider:

The Service Provider Shall: -

- I.
Provide, render and ensure Security Services as assigned by the MTI ATH on round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays. **(56 Security Guards and 2 supervisors for ATH and 12 Guards for residential flats).**
- II. Be responsible for all acts done by the personnel engaged by him and shall remain polite and courteous to staff and visitors. Service Provider shall have trained staff properly to deal with the Security situation. Security personnel must be in proper uniform which means neat and clean dress, black shoes, belt, ID, and cap. Each Security personnel must be equipped with wireless set, gun, and one Whistle.
- III. Ensure that all Security personnel are alert, punctual, physically fit, in good health, without physical/mental abnormalities and possess good physique, necessary skills, expertise and experience to satisfy requirements of security work.
- IV. Be responsible to send replacement personnel immediately if the assigned personnel does not report on time or leaves earlier within the shift and shall also ensure that no security personnel leave premises unless properly relieved by next personnel.
- V. Check visitors entering the Ayub teaching hospital and shall also maintained a record of entry and leaving visitors on prescribed format/register.
- VI. Ensure timely payment to security personnel, not later than 07 days from start of the month.
- VII. Maintain record of movable items that are bring in or out from main gate of hospital.
- VIII. Safeguard movable and immovable property inside the hospital.
- IX. Abide by all rules and regulations of Ayub teaching hospital.
- X. Replace any personnel engaged by him, if working is not found satisfactory by Ayub Teaching hospital.
- XI. The Security personnel engaged by company should not below 20 years and above 50years of age. Only retired from security forces will be accepted.

- XII. Abide by all laws in provision of the Services including labor laws.
- XIII. Be liable to penalize if the services above are not satisfactory.
- XIV. Provide additional security personnel in accordance with mechanism established above.
- XV. The Contractor should obey all existing labor laws and other laws applicable in KPK and country, all applicable taxes are included.

4. BIDDING PROCEDURE

- i. The bidding procedure as given in KPPRA Rules 2014 i.e. **Single Stage - Two envelope procedure**, will be followed in this RFP. A single sealed envelope will contain two separate sealed envelopes containing **Technical** and **Financial** proposals
- ii. Only the technical proposals will be opened initially and the financial proposals of technically qualified bidders will be opened at later stage.
- iii. The Final assignment award will be on the basis of Least Cost Method among the technically qualified bidders.
- iv. Proposals must include the complete name and address of bidder's registered national firm and the name, mailing address, and telephone number of the person the Company should contact regarding the proposal.
- v. A copy of the certificate of incorporation or charter or an equivalent document for proof of registration of the bidding entity must be attached with the proposal.
- vi. Furthermore, provision of a documentary proof of the competent and authorized signatory on behalf of the entity to enter into contract with the company is mandatory at the time of proposal submission.
- vii. Proposals must confirm that the bidder will comply with all provisions in this RFP.
- viii. Proposals must be signed by a company officer empowered to bind the executing agency.
- ix. Bidders must provide comprehensive narrative statements that illustrate their understanding of the requirements of the Bid.
- x. List of present **corporate** clients with complete information like contact person with complete address (This information is required for feedback from the present and previous corporate clients.)
- xi. Bidders must understand that their qualification for consideration for award of the contract depends upon their ability to deliver all services as illustrated in Section 3 "**Scope of Services**" and as per Tender Specifications described.
- xii. Proposals submitted against RFP should provide straightforward, concise information that satisfies the requirements of this RFP. Emphasis should be placed on completeness, clarity of content and conformance with given instructions and requirements of this RFP.
- xiii. **Modified Proposals:** Bidders may only submit one proposal for evaluation. Any alternate or modified proposal submitted after due date will not be acceptable.

5. TENDER ELIGIBILITY/QUALIFICATION CRITERIA:

Eligible Bidder/Tenderer is a Bidder/Tenderer who is:

1. Must be registered with Tax Authorities and having valid Income Tax and also having sound financial strengths can participate,
2. valid registered with Ministry of Interior, Government of Pakistan or Home Department, Government of KPK.
3. . Must be involved in relevant business for last 03-years;
4. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory), failing which will cause rejection of the bid;
5. Financial Strength Minimum 5 Million.
6. Conditional tenders will not be accepted; each paper of the tender document has to be stamped and signed by the authorized signatory of the Security Company / agency.

6. BID SECURITY:

The Tenderer shall furnish the Bid Security (Earnest Money) as under:

1. For a sum equivalent to 2% of the total quoted value) and denominated in Pakistani Rupees; As a part of financial bid envelop (original) and certificate of the same that bid security is attached in financial bid as part of the technical bid, failing which will cause rejection of bid;
2. In the form of Call Deposit Receipt in favor of Hospital Director ATH.
3. Have a minimum validity period of sixty (90) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
4. Deficient bid security is not acceptable and will be returned to the bidder, declaring him as disqualified.

7. PERFORMANCE SECURITY:

The successful bidder shall furnish Performance Security as under:

- i. Within ten (10) days of the receipt of the Acceptance Letter from the Agency;
- ii. In the form of a Pay Order issued by a scheduled bank operating in Abbottabad; for a sum equivalent to 10% of the total value of accumulative yearly payment and;
- iv. Denominated in Pakistani Rupees; and
- v. In case of failure, contract may be cancelled and the ATH may initiate the case for blacklisting of the firm along with forfeiture of Bid security;
- vi. The Procuring Agency shall retain the performance security till successful completion of the contract as per stipulated period or as the Agency feels suitable.

8. CONTRACT DURATION:

1. **The period of contract would be up to 30th June 2022 and extendable upto a period of three years, (as per decision of MC). However contract can be terminated at any time by hospital authority with one month notice or on poor performance it can be terminated at any time without notice.**

9. MODE OF PAYMENT:

The Service Provider shall be providing all necessary supporting documents along with invoices:

1. The Service Provider shall submit an Application for Payment of monthly services to the ATH. The Application for payment shall be accompanied by such invoices, receipts or other documentary evidence as the procuring agency may require, state the amount claimed, and set forth in detail. In the order of the Price Schedule, particulars of the Services and subsequent to the period covered by the last proceeding Payment, if any.
2. The ATH Abbottabad shall pay the monthly service charges verified by 10th of each month in lump sum through cross cheque in the name of Company and in Pakistani Rupees.

10. TENDER VALIDITY:

The Tender shall be valid for a period of sixty (90) days from the last date for submission of the tender.

The Agency may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing.

11. GENERAL TERMS & CONDITIONS:

The contractor shall abide by all the general terms and conditions laid down by the KPPRA.

i The Service Provider should have licenses of automatic weapons and will provide weapons, metal detector and wacky talky I to the security guards. No additional / separate charges will be paid by ATH, in this respect.

ii The Service Provider will be responsible to get each guard medically examined by a registered medical practitioner and provide medical certificate.

iii Similarly, the Service Provider shall provide character certificates / police report of each Security Personnel with verified antecedents.

iv Security Personnel provided by the Service Provider should not be less than 20 years and not more than 50 years of age. The guards should be well trained and capable enough to handle the situations and must be retired from security services.

v During duty hours the Security personnel will be directly answerable to the ATH Management.

vi During the contract, the firm will provide Security Services as per the contract agreement signed between ATH and the Service Provider.

viii Availability of additional guards (if so required) will be ensured within 24 hours.

ix The procuring agency i.e. The ATH reserves the right to declare disqualified a firm/company if it finds, at any time, that the information submitted was false and materially inaccurate.

x In case the offer is withdrawn, amended or revised during the validity period of the offer, the Earnest Money is liable to be forfeited.

xi The participating bidders will have to give an affidavit to the effect that they have carefully read all the Terms & Conditions of the tender documents and they accept them as well.

12. REQUIRED DOCUMENTS FOR TECHNICAL PROPOSAL:

Bidders are required to attach the following documents with bid:

- i Firm / Company's profile. Name, address, phone, fax, e-mail address and contact Person.
 - ii Evidence of minimum 05 years of experience of underwriting Security Services Provider's business in Pakistan. (Mandatory)
 - iii Proof of financial stability.
 - iv Scope of Services (signed & stamped) –
 - v Copies of Tax registration certificates– **Mandatory**
 - vi Registration with KPRA. **Mandatory.**
 - vii List of existing clients with name and contact persons, telephone numbers and addresses.
 - viii List of Previous Clients.
 - ix List of equipment's offered.
 - x List of staff, number of employees in the firm / company.
 - xi Affidavit on stamp paper that the bidder has not been blacklisted or debarred for Public Procurement by Govt, Semi-Government, Private, Autonomous body or any other national / international organization – **Mandatory**
 - xii. Proof of Bid Security (Earnest Money) amounting to 2% of the quoted value (total value of the contract) is attached with financial bid in the form of certificate in letter head or stamp paper – **Mandatory**
 - xiii NOC issued by the Ministry of Interior, Government of Pakistan or Home Department Government of KPK for such services – **Mandatory**
 - xiv Performance certificates by the major clients where Security Company has been providing security services.
- Bidder is required to provide all the above mentioned documents however failure to provide mandatory documents may cause the proposal to be considered as non-responsive and the proposal may be rejected.**

13. SUBMISSION CRITERIA & SCHEDULE:

Two separate sealed envelopes each for technical and financial proposal should be submitted in one sealed envelope marked as Tender Documents and addressed to as under:

Hospital Director,

Ayub Teaching Hospital Abbottabad

Envelopes should be marked the word ("Confidential") and "Technical Proposal &

Financial Proposal” for the respective bid.

Tender Schedule is as per following:

Proposal submission dead line as per bidding documents.

Opening of BIDs

(In presence of applicants, who choose to appear, at Conference Room of Hospital Director office ATH Abbottabad on as per bidding documents.

The Procurement Agency may reject all or any bid subject to relevant provisions of KP Procurement Rules 2014.

14. AWARD OF CONTRACT:

The Final assignment award will be on the basis of Least Cost Method among the technically qualified bidders. The successful bidder will have to sign an Agreement on stamp paper with the ATH as per Annexure-I and every document submitted in the tender proposal as well as the policy documents.

Number of Security Guards required may be increased or decreased as per requirements of the ATH.

15. TECHNICAL EVALUATION CRITERIA:

Details Marks

1. Year of experience (20 marks for 8 year & plus experience, 15 marks for 6-7 Years, 10 marks for 3-5 Years) less than 3 years 0 marks.
2. List of Security Equipment's offered. automatic weapons 04Marks, Metal Detector 03marks and wacky talky 3 marks Total =10 marks

3. Present Number of Corporate clients (attach copies of agreements with existing clients). 20 marks for 7 client, 15 marks for 4-6 clients, 10 marks for 2 to 3 clients. Less than 2 clients zero marks

4. Previous Number of Corporate clients (attach copies of agreements with previous clients). 20 marks for 15+ client, 15 marks for 10-14 clients, 10 marks for 05-09 clients, 5 marks for 2 to 4 clients less than 2 clients zero marks

5. Bank statement showing financial strength 3-5 million=03marks, 6-8million=7Marks and more then 8million=10marks.

6. 'Letter of Commitment' on company letter head for Replacement time of staff (10 marks for replacement in less than 24 Hours, 07 marks for 2 days, 5 marks for 3 days and 1 Marks for 4 to 6 days) .

7. Established office from MIT ATH Within district 10marks, upto 250km 07marks and 250-300km 5marks and above 300km zero marks

Total Marks 100

Note: Bidders are required to obtain minimum 70 marks for technical qualification
Lowest priced among technically qualified bids will be accepted

AGREEMENT(Annexure-I)

This agreement is made on _____, 2021 and enforced with effect from ___ to ___ 2022 (extendable for further three year on satisfactory performance or till the finalization of next year tender) between ATH Abbottabad herein referred to as "the Company" (which expression shall include its assignees, legal representative) as First party and _____ through _____ hereinafter referred to as "Service Provider" (which expression shall include its legal representative, assignees and administrators of the second part). Whereas, the Company is desirous of hiring services of Service Provider for Safety and Security of Ayub Teaching Hospital Abbottabad, the Service Provider intends to provide the said services to ATJ against a monthly service charge. Therefore, both the parties have agreed to the following terms and conditions:

1. The agreement between the parties is initially for 01-Year and extendable for further three years on satisfactory performance commencing w.e.f. date of signing of the Contract subject to terms and conditions mutually agreed between the parties, and extendable by mutual consent of both the parties.

2. The Company shall pay to the Service Provider a monthly amount of Rs. _____/-

for the services mentioned in RFP/Tender documents.

3. The Company shall pay to the company an amount mentioned in para-2 above by 10th of each month in lump sum through cross cheque in the name of Company of Service Provider.

4. The appointees will operate in the office of the Company, on the direction of the authorized staff of the Company and in case of any issue, it will be reported to Security Company immediately for rectification.

5. The Service Provider will be responsible to ensure proper replacement / relief of Security Guards at all times including holidays, claiming no extra remuneration.

6. In consonance with the proceeding clause, the Service Provider will be responsible to depute a total of **56 guards and 2 supervisors for ATH and 12 guards for residential flats** armed security guards (all ex-servicemen) on the places indicated by authorized officers of the Company for 24 hours and one during office hours.

7. The staff is bound to perform their duties on the appointed locations only. The Service Provider will be responsible of any illegal act of staff. In case of any untoward loss, a joint inquiry will be held in order to investigate and apportion responsibility accordingly.

8. In case of a Security Personnel proceeding on leave or does not arrive on duty due to any reason, the Service Provider will be responsible to provide alternate security guard at his place.

9. On a written report from employer, unsuitable guard will be replaced within 24 hrs by the Company.

10. The responsibility to pay compensation in shape of provision of medical, housing, transportation facilities etc. or payment of monetary compensation in case of on-duty injury / death of a security guard shall lay on the Service Provider i.e. the second party at no extra cost to the employer.

11. ATH is at liberty to terminate the contract at notice (in writing) of 01-Month in advance

12. The Company can terminate the Contract of Service Provider for poor performance and violations of terms and conditions of the Contract. In such case Performance Security of the Service Provider will be forfeited.

13. The Company shall have the right to increase or decrease the strength at any time.

14. The Hospital Director , ATH Abbottabad will act as Arbitrator under the Arbitration Act in case of any dispute arising out of the agreement.

15. The Service Provider will be responsible for the Uniform, Shoes, Weapons, Wireless sets, and Metal Detectors required by security personnel at the premises.

16. All necessary taxes excluding of Sales tax on services will be deducted as per Government Policy.

16. SOPs (Standing Operating Procedures) and security instructions for deployment of guards will be provided by Company Authorized Official and all guards will abide by these SOPs / instructions fully.

17. Contract will be revived, revised and renewed in the last month of the expiry of contract on the conditions specified in other sections or mutually decided later on.

18. The Scope of Work and other Terms and Conditions mentioned in Tender Documents are part of this Agreement.

19. Guards will be healthy and medically Cat "A".

1. Guards will be security wise clear from the police station.
2. Service provider will provide 10-15 round of each weapon.
3. Service provider decide to discontinue its obligation under the contract, they shall do so, by giving one month notice to the employer.
4. Incase of causality /death of any guard, liability will be borne by service provider.
5. Service provider will arrange surprise checking of guards, minimum once in twenty four(24) hours through duty supervisors.

The contract shall be governed by and constructed in accordance with the laws of Pakistan. In witness whereof both parties have set their hands on the date and day mentioned above.

Witness-1: Witness-1:

Name: _____ Name: _____
CNIC: _____ CNIC: _____
Signature: _____ Signature: _____

Financial Proposal Submission Form (ANNEXURE-II)

To,
Hospital Director,
Ayub Teaching Hospital,
Abbottabad.

Dear Sir,

We, the undersigned, offer to provide security services to Abbottabad in accordance with your Tender Notice dated _____20_____. Our attached

Financial Proposal is for the sum of [*Insert separate amounts for each item / category in words and*

figures, if so required]. This amount is inclusive of all the Govt taxes on Services, which

shall be levy on such services.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from

Agreement negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Bidding Document / Contract.

No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Agreement execution.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Address

Financial Bid

S,No	No of Security Guards/supervisors	Unit Rate	Per Month cost	Total cost (19*Per Month cost)
1				
2				
Total			Rs.	

Armed Security Guards for provision of Security services as mentioned in Scope of Services inclusive of costs of Metal Detector, wacky talkies Uniform and weapons etc.

total Cost In figures Rs. _____

Total Amount in words Rs. _____

• Costs include all taxes

• Form shall be filled for the whole assignment.

Technical Proposal Submission Form (Annexure-III)

To,

Hospital Director,

Ayub Teaching Hospital

Abbottabad

Dear Sir:

1. We (**Name and Address of the Tenderer**), having read, understood and accepted the RFP/Tender documents, including the Addendum (s), if any, offer to provide security services to ATH Abbottabad in conformity with your Tender Notice dated ____20__ in _____

Newspaper and published subsequently on ATH Abbottabad website.

2. We undertake that the Tender shall have a minimum validity period of 90-days from the last date for submission of the Tender and may be accepted at any time

before the expiration of that period.

3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract, in case of the award of the tender.

4. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, a contract, until execution of the formal Contract.

Date this _____ day of 2021

TENDERER

Signature: _____

CNIC No.: _____

Name: _____

Designation: _____

Address: _____

WITNESSES

Signature: _____ Signature: _____

CNIC No.: _____ CNIC No.: _____

Name: _____ Name: _____

Designation: _____ Designation: _____

Address: _____ Address: _____

Note: The Tender Form should be on the letter head of the Tenderer.

UNDERTAKING (Annexure-IV)

As owner (s) of

M/s _____

It is certified that I/We:

- (a) Are provider of Security Services;
- (b) Accept the terms and conditions as laid down in this Tender Document and advertisement notice;
- (c) Shall observe all the conditions and rules/ regulations framed by Government of the Pakistan and KPK for the purpose and shall provide security services as per specifications and the terms and conditions of this Document;

Signature and Stamp of the Bidder

Service Level Agreement (Annexure-V)

Each non- compliance of the Scope of Services, Term and Conditions of the Contract will be penalized.

The following penalties will be applicable and will be deducted from the monthly charge of the Service Provider: -

- 1. Security Personnel not wearing proper Uniform or in shabby conditions or untidy Rs. 2000 per instance
- 2. Misbehavior with staff or Visitors Rs. 1000 per instance

3. Not carrying required weapons, detectors, wireless or whistle Rs. 500 per instance
4. Late arrival to duty Rs. 200 per hour
5. Absence from duty Rs. 700 per day
6. Late payment to staff Rs. 1000 per day for delayed days
7. Violation of labor laws Rs. 4000 per violations
- 8 Laziness during duty Rs. 200 per instance
- 9 Damage or loss to ATH Property Equal to the loss
- 10 Smoking in office Rs. 1000 per instance
- 11 Violation of SOP issued by ATH Rs. 500 per instance
- 12 Not following instructions of ATH authorized representative Rs. 500 per instance
- 13 Misuse of ATH assets such as Air-conditioning, Light etc Rs. 2000 per instance
- 14 Sleeping during duty Rs. 2000 per instance
- 15 any other violation of the Contract Rs. 500 per instance

Hospital Director
MTI, ATH Abbottabad