



**AYUB TEACHING HOSPITAL ABBOTTABAD**

**REQUEST FOR PROPOSALS**

**HIRING OF SERVICES OF PRIVATE**

**SECURITY AGENCY FOR ATH & RESIDENTIAL**

**FLATS**

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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 200 KM or in Abbottabad who meet the requirements mentioned in this RFP/tender documents.

**3) INSTRUCTIONS TO BIDDERS:**

1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Rules made there under along with Standard Bidding Documents.
2. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
3. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
4. The bid should be complete in all respect and must be signed by the bidder.
5. All prices quoted must be in Pak Rupees (PKR) and should include all applicable taxes. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the Govt applicable taxes.
6. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.
7. For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least one day prior to the opening date.
8. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
9. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:
  - a. Received without earnest money;
  - b. It is received after the date and time fixed for its receipt;
  - c. The tender document and the bid is unsigned;
  - d. The offer is ambiguous;
  - e. The offer is conditional i.e. advance payment, or currency fluctuations etc.;
  - f. The offer is from blacklisted firm in any Federal / Provincial Govt. Deptt: & Autonomous body
10. Usage of correction fluid & corrections are strictly prohibited unless duly initialed.
11. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
12. In case of Bid Tie, the decision will be taken by Post Qualification.

13. Any direct or indirect effort by a bidding firm to influence this institution during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the Ayub Teaching Hospital future bids.
14. The company will obey all rules and regulations as per Govt of Pakistan and other Govt. labour laws.
15. The company/firm shall submit its offer in accordance with KPK minimum wages Act 2013
16. If the bid submitted is not accordance with KPK minimum wages act 2013, the bid shall stand cancelled.

**4) ELIGIBILITY CRITERIA: (Mandatory Documents)**

1. Registration of Income tax and active on ATL
2. Registration of GST
3. Last year income tax returns
4. Last year sales tax returns
5. Last 03 years bank statement/audit reports
6. Registration with respective Govt department
7. Certificate on stamp paper regarding 2% calculated annual CDR is attached with financial bid
8. The bidder must be registered with **Khyber Pakhtunkhwa Revenue Authority**
9. The bidder shall provide an undertaking on stamp paper that the bidder has not been declared black listed by any Government/ Semi-Government institutions.
10. The firm/ contractor worked in ATH must attached last performance clearance certificate

**5. EVALUATION CRITERIA: (SINGLE STAGE TWO ENVELOPES).**

The Firm found eligible as per criteria given on the previous page shall be subject to evaluation criteria given here below.

Evaluation Criteria Evaluation of received bids will be carried out as per following criteria:

Criteria:	Max Score
Particulars of the Bidder (100 Marks)	
<b>Geographical Outreach:</b> Name of area/region, addresses, contacts etc. The company should at least have two branch offices, one office must be within 200 KM. <b>(5 marks for each office)</b>	10
<b>Experience:</b> Number of years of applicable experience of organization: •(Two (2) marks for each year. Maximum marks for 10 years or plus experience.)	20
<b>Pervious Client</b> List of pervious clients and satisfactory certificates from the previous client <b>(3 Marks for each certificate)</b>	15
<b>Security Staff:</b> Number of personnel on company roster (strength/deployment year wise detail for last two years) • Over 200=20 marks • 100-200= 10marks • 50-100 =5 marks less than 50 zero marks (salary slips of employees for last 6 months are attached)	20
<b>Assignments in Hand:</b> Bidder to provide references of similar services rendered: • 2 marks per reference	10
<b>Equipment &amp; Other Factors:</b> • 05 walky talkies, (5 Marks), 03 Metal detector (5 marks), 02 Vehicle checking mirrors (5 marks)	15
<b>Financial strength</b> Bank statement showing 2 to 3 Million=03marks, 3 to 4 Million=7marks, More than 4 Million=10Marks	10
<b>TOTAL</b>	100

Note: - Bids securing minimum 70 marks or more out of 100 Marks shall ONLY be qualified.

**Lowest priced among technically qualified bids will be accepted**

**6. 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 (12 x Per Month cost)
1				
2				
<b>Total</b>			<b>Rs.</b>	

Armed Security Guards for provision of

Security services as mentioned in Scope of

Servicers inclusive of costs of Metal

Detector, walky 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.

## **7. Grievance Resolution mechanism:**

Grievance if any shall be made through written application to the hospital director within the prescribed period. However, the hospital directors should either dispose of the said application by him or refer it for disposal to the purchase committee

## **8. GENERAL CONDITIONS:**

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

1. The Service Provider should have licenses of automatic weapons and will provide weapons, metal detector and walky talkies to the security guards. No additional / separate charges will be paid by ATH, in this respect.
2. The Service Provider will be responsible to get each guard medically examined by a registered medical practitioner and provide medical certificate.
3. Similarly, the Service Provider shall provide character certificates / police report of each Security Personnel with verified antecedents.
4. 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.
5. During duty hours the Security personnel will be directly answerable to the ATH Management.
6. During the contract, the firm will provide Security Services as per the contract agreement signed between ATH and the Service Provider.
7. Availability of additional guards (if so required) will be ensured within 24 hours.
8. 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.
9. In case the offer is withdrawn, amended or revised during the validity period of the offer, the Earnest Money is liable to be forfeited.
10. 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.
11. Three consecutive complaints/ warning received / issued to the contractor the contract will be cancelled and CDR forfeited in favour of the institution.
12. The contractor bound to submit attested salary slips of security guards.
13. The ATH shall have the rights to increase or decrease the strength at any time.
14. The service provider shall install its own Biometric machine under the supervision of Hospital administration having dual biometric measurement i.e face and finger point. The record of the same will be verified by the hospital administration on daily basis

## **9. BID Security**

Bid security 2 % (calculated annual /12 months quoted amount in shape of Call Deposit (refundable) in favor of "Hospital Director MTI ATH Hospital" should be kept sealed in the financial proposal.

Bid security of the successful bidder will be released after submission of Performance Guarantee.

### **The bid security may be forfeited:**

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contract or to furnish performance Bank Guarantee

## **10. BID VALIDITY:**

- i) The bids should be valid for a period of 90 working Days from the date of opening.
- ii) In exceptional circumstances, MTIATH Hospital may solicit the Bidder's consent to an extension of the period of validity reasons shall be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document

## 11. SPECIAL CONDITIONS OF THE CONTRACT:-

1. If any of the given specifications/parameters does not meet the required specifications, their offer will not be considered and shall similarly be rejected by MTI / ATH ATD.
2. Successful Bidder will have to furnish a performance guarantee up to 10% of the contract value in shape of Demand Draft or Bank Guarantee in favor of the "Hospital Director MTI ATH.
3. All bidders shall comply with code of ethics formulated by KPPRA
4. The services shall be authenticated by the end user/ security officer / any office by management of the MTI ATH Abbottabad.

## 12. SCOPE OF SERVICES:

### 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 penalties clause

### 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, 7 days per week including Sundays and holidays. **(56 Security Guards and 2 supervisors for ATH and 12 Guards for residential flats).** The supervisor must be retired person of Armed forces with minimum rank of Sobidar/ Naib Sobidar.
- 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, DMS boots, 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. The firm is not allowed to replace any security guard during the month.
- VI. Prior approval must be taken from security officer of ATH for replacement of Security guard without prior approval payment will be deducted for the whole month of such replacement.
- VII. Check visitors entering the Ayub teaching hospital and shall also maintained a record of entry and leaving visitors on prescribed format/register.
- VIII. Ensure timely payment to security personnel, not later than 07 days from start of the month.
- IX. Maintain record of movable items that are bring in or out from main gate of hospital.
- X. Safeguard movable and immovable property inside the hospital.
- XI. Abide by all rules and regulations of Ayub teaching hospital.
- XII. Replace any personnel engaged by him, if working is not found satisfactory by Ayub Teaching hospital.
- XIII. The Security personnel engaged by company should not below 20 years and above 50 years of age. Only retired from security forces will be accepted.
- XIV. Abide by all laws in provision of the Services including labor laws.
- XV. Be liable to penalize if the services above are not satisfactory.
- XVI. Provide additional security personnel in accordance with mechanism established above
- XVII. The fixed/ approved minimum wages by Govt. should be observed. If the bidder quoted less then minimum wages, the bid straight way rejected.
- XVIII. The black listing manual is part of this bidding documents.
- XIX. The successful firm must be established office at Abbottabad.

- XX. Availability of 05 to 08 reliever should be present round the clock in case of any emergency if occurred.
- XXI. Retired Armed forces personal preferably hiring of Security Guard.

**13. Terms & Conditions:**

1. The period of contract would be up to 30<sup>th</sup> June 2023 and extendable upto a period of three years on mutual consent and satisfactory performance.
2. The Contractor will provide the 10 % Bank Guarantee.
3. The Firm will provide the daily, weekly and month work plan.
4. All the Equipments/Material will be the responsibility of the Contractor.
5. Initial 3 months will be on probation during which shortcoming on part of contractor shall lead to cancellation.
6. Your services shall be evaluated through Security Officer of ATH MTI, on monthly basis, prior to release of monthly bills.
7. The contract workers shall report in uniform dress clearly indicating their function. The uniform shall bear name of the contractor/firm. The uniform shall be got approved by the contractor from Hospital authority.
8. Any failure to meet the requirements of the contract including failure to complete the work satisfactorily, failure to deploy minimum manpower, failure to provide/use materials, shall result in deduction of proportionate amount from the bill.
9. The contractor shall also be liable for any expenses, loss or damage which factor may incur or sustain due to contractor's fault. The cost shall be deducted from the contractor's bill.
10. Contractor shall carry out work directly. Contractor is not allowed to carry out whole or part of the work through subcontract/s.
11. The above manpower requirement does not include 'weekly off, leave, absence requirements.
12. The contractor shall not engage any person below the age of 20 years and above the age of 50 years for the work.
13. The contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately otherwise wages at double the rates would be deducted per day of absence.
14. If a person is found unsuitable for the work by Hospital Staff due to misconduct/negligence of duty / unsafe act/ being under influence alcohol/violation of any norms or instructions or other reason, the person shall be replaced by the contractor immediately on being informed to that effect.
15. A daily attendance register shall be maintained by the supervisor which shall be countersigned by security Officer as the designated hospital staff responsible for the area of work shift wise and countersigned by Contract Incharge on day to day basis.
16. The contractor shall abide by and comply with the provisions of all the Acts and Rules by Central/ State Govt as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including :-
17. Rights are reserved to cancel the order in to or a part thereof without assigning any reason but to safeguard interest of the institution/ patients.
18. The ATH shall have the rights to increased or decreased the strength of workers at any time.
19. The contractor is bound to submit salary slip of their workers duly attested by company to the ATH for each month.

21. The firm is not allowed to replace any security guard during the month.
22. Prior approval must be taken from security officer of ATH for replacement of Security guard without prior approval payment will be deducted for the whole month of such replacement.
23. The firm shall be bound to pay its staff before 5<sup>th</sup> of each month.
24. The company shall not appoint the institutional employees in any case and any condition, in case of violation the company shall be fine Rs.25000

**14. Award of Contract:**

Contracts shall be confirmed through a written agreement signed by the successful bidder and the MTI / ATH Abbottabad.

**15. Payment:**

- a. No advance payment will be permissible.
- b. The payment will be on monthly basis after provision of satisfactory services on verification along with attendance sheet of Security Officer including all admissible taxes.

**16. PENALTIES**

The following penalties will be applicable and will be deducted from the monthly Bill 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 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 Hospital premises 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
16. Any protest or strike by the security guards Rs. 25,000 per day
17. Over invoice, Rs. double the over invoice
18. If strike continues for 24 hours, the contract will be cancel, CDR and performance guarantee will be forfeited.

**Hospital Director  
MTI, ATH Abbottabad**