



AYUB TEACHING HOSPITAL ABBOTTABAD

**REQUEST FOR PROPOSALSHIRING OF
SERVICES OF PRIVATESECURITY
AGENCY FOR ATH & RESIDENTIAL
FLATS**

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 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 Withdrawn bids will be returned unopened to the Bidders.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 by whitener, fluid is 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 submitted bid is not accordance with KPK minimum wages act 2013, the bid shall stand cancelled.

4. TECHNICAL BIDS EVALUATION CRITERIA FOR PRIVATE SECURITY SERVICES

S.No	Parameters	Detail/Supporting Documents	Remarks
1	Mandatory Documents	<ol style="list-style-type: none"> 1. Registration Certificate for NTN, STRN, KTN. 2. Status on ATL for NTN & KTN 3. Registration with Social security department and EOBI. 4. Last 03 years bank statement showing 05 Million credit transactions. 5. Duly attested Affidavit on judicial paper stating that the company/firm has never been blacklisted anywhere in Pakistan and the CDR equal to 12 months quoted amount is attached with the financial bid. 6. The firm worked in ATH must attach clearance certificate. 	Bids without mandatory documents shall not be considered for evaluation.

S.No	Parameters	Details/Supporting Documents	Total Marks	Remarks
01	Company/Firm Profile	Name of the area/region, addresses, contacts etc. The company should have at least two branch offices, one office must be in Abbottabad. 2.5 Marks for each Office	05	Please attach Company profile
02	Financial Strength	Bank statement of last 03 years showing credit transactions 06 to 10 Million = 03 Marks Above 10 Million = 05 Marks	05	Please Attach last 03 years Bank Statement
03	Completed Projects	02 Marks for each project completed in last 15 years in hospitals/ public access buildings with minimum deployment of 50 or more security staff.	12	Please attach list of clients and satisfactory reports
04	Projects In Hand	No. of projects/jobs/contracts in hand. 02 Marks for each project	08	Please attach work orders/agreements
06	Human Resource	Supervisors with minimum experience of 05 years in similar capacity = 10 Marks (2.5 Marks for each supervisor) Security Staff 50 – 100 = 05 Marks	20	Please attach CV's and experience certificates. Please attach salary slips of Security staff for last

		More than 100 = 10 Marks		06 months
07	Equipment and Machinery	Walkie Talkies 01 mark for each upto Maximum of 05 Marks Metal Detectors 01 mark for each upto Maximum of 03 Marks Vehicle Inspection Mirrors 01 mark for each upto Maximum of 02 Marks	10	Please attach documentary evidence

Total Marks = 60

Qualifying marks: Bids scoring **70% (42/60) or more out of 60** shall be declared as

Technically Responsive Bids.

The financial bids of technically responsive bids will be opened publicly at a time to be announced by the Procuring Entity and the financial bids of the technically non-responsive shall be returned unopened to the respective Bidders.

Award of Contract

The contract will be awarded to the lowest bidder among the technical qualified bidders.

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	92 Security Guards & 3 supervisors for ATH & 12 guards for residential flats			
2				
Total			Rs.	

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 Govt applicable taxes
- Form shall be filled for the whole assignment.

Authorized Signature and stamp

Name and Title of Signatory:

Name of Firm:

Address

5. Grievance Redressal :

Grievances if any may be made through written application to the Hospital Director within the prescribed period. However, the Hospital Director either dispose off the said application by himself or refer it for disposal to the purchase committee.

6. 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 minimum height 5'8".
5. During duty hours the Security personnel will be directly answerable to the Security Officer ATH.
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 is bound to submit attested salary slips of Security staff, payment and the contractor will make sure that the payment will be made either through bank account of each employee or through open cheque in favor of the concerned employee, the record of which shall be maintained and may be checked by the authorized ATH representative.
13. The ATH shall have the rights to increase or decrease the strength of Security guards at any time as per requirement of institution.

14. The Security Company will provide security guard for three shifts and each shift will consist of 8 hours having the separate supervisor.

15. The attendance of Security staff shall be ensured through Biometric attendance i.e Face and finger print, however in case of any conflict in Biometric attendance shall be physically verified by the concerned officer and will be considered final. The payment will be made as per final attendance verified by the concerned officer.

Biometric Clause

1. **Employee information submission:** The firm must submit complete information of all employees in the specified format, along with copies of their CNIC to the IT Department for enrolment in the biometric attendance system.
2. **Biometric attendance system:** The use of the biometric attendance system is mandatory for all the employees of the firm.
3. **Duty roaster preparation:** The firm is responsible for preparing a complete duty roaster for it's all employees, indicating their name, designation, shifts/hours on daily basis.
 - ii. The firm must provide duty roaster to the IT department, the attendance will be calculated according to this duty roaster and hours.
4. **Attendance and working hours:** Attendance will be monitored and calculated on the basis of check in and checkout
5. **Payment calculation:** Payments to the companies will be made based upon the actual working hours performed by each employee, as recorded by the biometric attendance system.
6. **Staff changes notification:** The firm must inform the IT department for any changes in its staff/shift at least one day, in advance.

07. BID Security

1. Bid security 2 % (calculated annual /12 months quoted amount) in shape of Call Deposit / Bank Draft / Pay Order (refundable) drawn in favor of "Hospital Director MTI ATH" should be kept sealed in the financial proposal.
2. 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 contractor to furnish performance Bank Guarantee.

08. BID VALIDITY:

- i) The bids shall be valid for a period of 90 working Days from the date of opening.
- ii) In exceptional circumstances, MTI ATH 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 neither be required nor permitted to modify its bid, except as provided in the bidding document

9. 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 accordance to KPPRA rules** 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.

10. 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. **(92 Security Guards and 3 supervisors for ATH and 12 Guards for residential flats).** The supervisor must be retired person of Armed forces with minimum rank of Sobidar/ NaibSobidar.
- 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 in 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 **(talashi)**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 **as mentioned in clause XVII.**
- 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 be below 20 years and not be 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 wage rate is less then minimum wages, the bid straight away be rejected.
- XVIII. The black listing manual is part of this bidding documents **MTI ATH.**
- XIX. The successful firm must be establish office at Abbottabad.
- XX. The company is responsible for provision of 5 to 8 additional security gaurds on ATH competent authority request round the clock in case of any emergency.
- XXI. It is mandatory that the security guard provided by the company must have a police or armed forces background

11. Terms & Conditions:

1. The period of contract will be for one year from the date of signing of contract, on which date the contract would stand expired. In the event that the succeeding/new contract is not awarded to the other entity (for any reason). It shall remain the sole discretion of the competent authority to extend existing contract for as much intervening period as required.
2. The Contractor will provide the 10 % Bank Guarantee.
3. The Firm will provide the daily, weekly and monthly 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 **delicacy during probation period report.**
6. Your services shall be evaluated through Security Officer of ATH MTI, on monthly basis, prior to release of monthly bills **check list.**

7. The contract workers shall report in uniform dress clearly indicating their function. The uniform shall bear name of the contractor/firm. The uniform approved by 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 contractor's 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 round the clock 24/7. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately otherwise wage at double rates would be deducted per day in case 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 designated hospital staff responsible for the area of work shift wise and countersigned by **Security Officer** 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 increase or decrease the strength of workers of this contract at any time.

19. 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/- per instance.
20. The successful bidder must submit the social security clearance certificate of previous month along with monthly bill, if any payment of social security is found pending the same will be deducted by the finance department ATH and will be deposited direct in social security Department.
21. There shall be an oversight manager appointed by the Hospital Director to ensure that all the above clauses shall be adhered in true letter & spirit, the failure of which in the first instance shall, be communicated to vendor (party II) & subsequently if the discrepancy continues, shall be liable to a penalty as prescribe in the above clauses or as deemed appropriate by the Hospital Director.
22. If the contractor left the contract without completion, the CDR amount will be confiscated in favour of institution as penalty.
23. All taxes, from time to time enhanced by the GOVT shall be admissible/deducted.
24. If institution continuously received complaints about poor performance, the institution will hire Security guards at the contractor's risk and cost. Significant fines will be imposed, performance security will be forfeited in favour of institution and the process to blacklist the firm will be initiated.

12. Award of Contract:

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

13. 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.

14. 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 shall be deducted as per labour laws in addition to the fine 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 **will be imposed on firm.**
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.
19. Any breach of clause in the bidding documents or agreement by the contractor will result in a fine of Rs. 10,000 per instance, along with a formal warning issued to the contractor.
- 20.If three consecutive warnings are issued to the contractor, it will result in the forfeiture of the CDR and termination of the contract.

Dr. Sona Khan
Head of Pharmacy Deptt:
Member

Wasir khan
Procurement officer AMC
Member

Murtaza khan
Incharge procurement ATH
Member

Asso: Prof. Dr. Tariq
Abbasi
Chairman

Hospital Director
ATH, Abbottabad

