

**EXPRESSION OF INTEREST (EOI)
FOR
PROVIDING INTEGRATED SECURITY SERVICES AT
AIIMS, PATNA**



All India Institute of Medical Sciences Patna

(An Autonomous body under MoHFW, Govt. of India)

Phulwarisharif, Patna-801507, Bihar, India



ALL INDIA INSTITUTE OF MEDICAL SCIENCES PATNA
(An Autonomous body under MoHFW, Govt. of India)

NOTICE INVITING EXPRESSION OF INTEREST (EOI) FOR PROVIDING INTEGRATED SECURITY SERVICES AT AIIMS, PATNA

Ref. No. **AIIMSP/PC/2022-23/ISS**

Dated:04.06.2022

The Director, All India Institute of Medical Sciences, Patna (henceforth referred as AIIMS, Patna) invites proposal from prospective stakeholders/investors or reputed security agencies, having capacity to provide integrated security services with trained manpower along with necessary electronic and other surveillance equipment for maintaining the security at the AIIMS, Patna for a period of 05 years further extendable up to 01 year, depending upon the performance at AIIMS, Patna through open tendering system for Providing Integrated Security Services at AIIMS, Patna. The estimated value of integrated security services tender for a period of 05 years is **60 crores (approximately)**.

Name of work	Invitation of proposal for providing integrated security services at AIIMS, Patna for five years, further extendable up to one year, depending upon the performance.
Tender Fee (in Rs.)	Rs.2000/- (Submitted through NEFT/RTGS In AIIMS Patna Bank Account)

The EOI will be available on AIIMS Patna website (www.aiimspatna.edu.in) from where it can be downloaded.

Last date for submission/receipt of EOI is up to **03:00 PM , 24.06.2022** and technical suggestion will be opened by the Tender Committee in the presence of tenderers or their authorized representatives who wish to be present on **03:00 PM, 28.06.2022** in Committee Room at AIIMS, Patna. In case, any holiday falls on the day of opening, the tenders will be opened on the next working day. The tenders received after the above said scheduled date and time will not be considered. No tender by fax will be entertained.

EXPRESSION OF INTEREST (EOI)

1. INTRODUCTION TO AIIMS, PATNA

All India Institute of Medical Sciences Patna, an Autonomous Body under MoHFW, Govt. of India was established under Pradhan Mantri Swasthya Surakhsha Yojna (PMSSY) during the first phase following the- then Prime Minister Atal Bihari Vajpayee's visionary announcement in Independence Day Speech on 15th August, 2003.

AIIMS Patna was one amongst six hospitals along with Raipur, Bhopal, Bhubaneswar, Jodhpur, and Rishikesh, in the country to improve healthcare facilities, provide quality medical education in super-specialty disciplines, and promote healthcare inclusion in underserved areas. The institute was established under Ordinance dated July 16, 2012, the Act (Amendment) 2012 on July 2, 2013, and the All India Institute of Medical Sciences (Amendment) Bill 2012 gave it a shape, and it was further supported as an autonomous body by All India Institute of Medical Sciences (Amendment) Bill, 2012.

2. PURPOSE AND OBJECTIVE OF EOI

Expression of Interest ("EOI") Proposal is hereby invited from prospective stakeholders and/or investors or reputed security agencies, having capacity to provide integrated security services with trained manpower along with necessary electronic and other surveillance equipment for maintaining the security at the AIIMS, Patna. Interested bidders are requested to visit website www.aiimspatna.edu.in for bid documents, qualification criteria etc. Any amendment, update will be published in the above websites only.

The main purpose of this EOI is to pursue sourcing option available in the market and to find, evaluate, and incorporate latest standards of service & technology in the bidding document for engaging Integrated Security Service at AIIMS, Patna. Information submitted will be reviewed for inherent and relative effectiveness in preparation of bid for empanelment of security agencies, having capacity to provide integrated security services in hospitals. This EOI is also issued for finalization of the technical specification, brand of CCTV need to be installed, CCTV number to be installed along with type of CCTV, Gate Automation Management System at Main Gate & exit, the number of manpower that will be minimum required for the work.

Bids from bidders who satisfy the Eligibility Criteria as per the EOI and as well as those who have not defaulted / terminated in any of **AIIMS/Govt.**' projects will be primarily considered for evaluation. The Service Providers should have relevant certification/registration from Government authorities as per the rules applicable and have adequate assets, technologies, acumen and other resources to provide

integrated security services at AIIMS, Patna.

3. SCOPE OF SERVICE UNDER EOI (INTENTION TO PARTICIPATE)

Integrated Security Services scope of work includes but not limited to (i) deployment of security personnel (both male & female), (ii) installation , commissioning, operation and maintenance of CCTV surveillance system for surveillance of whole campus and inside building with a monitoring screen and manpower to monitor, having required analytics. (iii) Gate automation system, (iv) Under vehicle screening system (v) DFMD & HHMD (VI) Fire Guards/ Security cum Fire Guards on OPEX Model for a 5 years duration.

The bidder is advised to visit and acquaint themselves with the operational system of AIIMS, Patna before submitting the EOI . The costs of such visit and survey shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the work site and is aware of the operational conditions prior to the submission of the EOI.

The EOI is issued for finalization of the technical specification, brand of CCTV need to be installed, CCTV number to be installed along with type of CCTV, Gate Automation Management System at Main Gate & exit, the number of manpower that will be minimum required for the work.

The expectation from the Institute in terms of scope of work, Terms & condition, Duties and responsibilities, specification are mentioned for guidance.

The agency shall ensure that the engaged manpower, as per the description, not only performs within its requisite scope of work but also ensure maintenance, upkeep & safety of the Complex, Stores, Furniture etc. as well as maintain harmonious and cordial relationships with the employees, visitors, guests, or any other persons within the complex / premises. The Agency will be held responsible for any illegal action by the deployed personnel.

Their deployment will be in general shift or round the clock in 3 shifts at AIIMS. The Agency will provide to all deployed personnel Uniforms, Name Badges and Identity Cards. The Agency will also ensure that engaged manpower should maintain vigil and remain alert on respective official performances. The requirement of manpower in above defined categories or in additional categories may increase or decrease.

The service provider shall have to provide a zero tolerance and comprehensive integrated security services for the AIIMS, Patna. AIIMS, Patna provides patient care service (both outdoor and inpatients), performs the function of a Medical College with teaching staff and students residing in the campus as well as functions as a major research facility. Most of the time, the security personnel are the first point of interface with the patient and their attendants. Therefore, security personnel while being firm in discharge of their duties are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behavior.

The service provider shall ensure protection to the personnel and property of the AIIMS, Patna and its inhabitant, prevent trespass in the assigned area/s with/without arms, perform watch and ward functions including night patrol on the various points and prevent the entry of stray animals (dogs, monkey's, cattle and pigs etc.) anti-social elements, unauthorized persons and vehicles into the campus and buildings of the Institute.

The service provider will need to deploy round the clock Security Supervisors / Security personnel's with and without arms, Fire officers, Lady Guards , CCTV Operators and install, commission, operate & maintain CCTV at AIIMS Patna. The security personnel shall be deployed round the clock in 3 shifts at the AIIMS Patna for safeguard of the premises. Actual number of Personnel to be deployed in each shift will be discussed and decided accordingly and revised as and when required by the Institute Administration under consultation with Agency Representative.

The service provider will install, operate & maintain Gate automation system, under vehicle screening system, DFMD, HHMD for all vehicles entering/exiting from the campus with required automation so as to prevent theft of vehicles, and prevent entry/parking of unauthorized vehicles.

The agency shall ensure that the security personnel deputed are healthy and not more than 55 years of age. The agency will get their antecedents, character and conduct verified and submits to the institute complete records of such verification reports.

3.1 Duties and Responsibilities of Contractual Security Staff: -

a) Security Supervisor

1. The Security Supervisor of particular area/building shall be responsible for overall security arrangements of the concerned area and building. The supervisor will have a day-to-day interaction with Head of the Department / Officer In charge of the area to give a feedback on the service rendered and for taking further action as and when needed.
2. Security Supervisor will ensure that the instructions of AIIMS, Patna Management (conveyed through authorized personnel) are strictly complied with without any lapse and delay.
3. Security Supervisor should ensure that all Security Guards should be deployed as per duty roster and the same will be monitored personally by the Security Supervisor from time to time and he will be responsible for its optimum utilization with the consultation of Concerned Security Officer/officer authorized for this purpose.
4. Security Supervisor will also take round of all important and sensitive points of the building/area as specified by the authorized officers/officer in charge of the building.

5. Security Supervisor will monitor all electronic and other security surveillance system and ensure their proper use worthiness and if any equipment needs maintenance he shall inform the company managers as well as security officer of the Institute. The maintenance related to Institute security equipment should be informed to the Security Officer In charge of the building.
6. Security Supervisor will ensure that security guard will take care of all equipments installed in the building, they are switched off when not in use, supervise optimum use of electricity/water and electronic equipment.
7. He must ensure that in emergency situation security staff deployed in his area shall also participate as per their role defined in the disaster plan.
8. Security Supervisor shall ensure that Security Guards working under him shall not leave the premises before their respective reliever reports for duty.
9. Security Supervisor will brief/instruct all the guards before deploying on duty daily about their duties and responsibilities to security guards under him and any other instructions issued by the security department from time to time.
10. Any other provision as advised by the Security Officer/Assistant Security Officer, shall be binding on the supervisor.
11. Security Supervisor will ensure security entry/exit should be open and close as per the directions of the Chief Security Officer/Security Officer of the building and should be properly manned.
12. He shall be required to perform any other duty assigned by the Security Section from time to time for smooth/efficient functioning of the Security Department.

b) Fire Guards/Security cum Fire Guards

1. He shall always be properly dressed up, in his uniform as prescribed, during his duty hours.
2. He shall normally work in shift and performed his duty at his assigned area.
3. Immediately on reporting for duty, he shall check all the fire/safety equipment's of his area. In case he observes any defect/ irregularity in any fire/safety equipment/installation, he shall report the same to his superior Officer at first opportunity.
4. Proper handing/taking over must be done in the beginning of each shift.
5. He shall be responsible for all equipment's/fire panels/tools kept at Fire Control Room/where his duty assigned.
6. He shall participate in all parade, drills, practices and training program as detailed by

Senior Officer.

7. He shall keep himself familiar with the topography of the Institute/Hospital/especially, firefighting arrangements & fire escape routes.
8. He would inspect and clean all the fire Extinguishers and installations installed at his area in the Institute/Hospital.
9. Presence of Fire Guard in the Fire Control Room is mandatory and absence will be viewed seriously.
10. Smoking or allowing any person to smoke at Fire Control Room would involve strict disciplinary action.
11. In case of Fire before leaving the Fire Control Room, he must inform Security Control Room/Supervisor
12. Any unsafe act at their area, he will immediately inform to his Senior Officer.
13. He shall carry out any other work that may be asked to, by Senior Official from time to time.
14. All the Fire Guards should take their tea, meals, etc. at their respected duty post.
15. Will not be in possession of any smart phone which can have internet connectivity.

c) Security Guards

1. Security guard shall make sure that no vehicle will be allowed to be parked in NO PARKING area under his assigned area of duty.
2. No Guard will be assigned continuous duty of more than one shift.
3. The Security Guard shall act as SANTRI and keep the area clear under his surveillance all the time from any unwanted persons. In case he observes anything dubious/suspicion, he will inform to his supervisor and Security Control Room promptly.
4. The Guard at the entry and exit points will check the identity of the persons entering and also check his bag etc. for any explosives/objectionable and also will make sure that the movement of visitors is smooth and will also guide the visitors to the places, if the need arises. He will make sure that the property of AIIMS, Patna shall not be taken out without proper gate pass.
5. The Guards in wards, hospital area will make sure that no person without attendant passes will enter the wards & he will make sure that only one attendant will stay with one patient. He will also make sure that the corridor in front of his ward shall remain clear from attendants/persons.
6. The Guards will also assist the doctor/nurses and other staff in smooth discharge of their duties.
7. The Security Guard will always be polite with the visitors, staff, patients and patient's attendants.
8. The Security Guard deployed will ensure that no property of institute shall be removed/broken by any person without proper authority. If he observes any such incident, he will report this immediately to the in-charge of that area, Security Supervisor and Security Control Room.

9. He will make sure that after closing the department all the lights, fans, air conditioners and coolers shall be switched off.
10. The Patrolling Guards will make sure that all the corridor lights and other lights outside the building shall be switched off after sunrise & switched on after sunset.
11. He will ensure the safety & security of keys in his charge.
12. He will remain smartly dressed and alert during his duty.
13. He will report 15 minutes before for duty and will do proper handing and taking over with the outgoing guard.
14. He will make sure that no water tap keeps on running in his assigned area of duty.
15. Wherever any register for entry of visitors is kept, he will make entry and exit of all the visitors in that register.
16. No Guard will leave his duty post until properly relieved by the incoming guard. In case the Guard has not come for duty, he will report the matter to Security Control Room & Security Supervisor.
17. He will make sure that all the electronic/electric equipment remained functional under his charge. And will report any failure to Security Control Room & Security Supervisor immediately.
18. He will not allow any person to smoke in his area in addition to maintaining silence.
19. In case of fire, he will inform Fire Control Room, Security Control Room on Phone and will try to extinguish the fire with the help of people around him.
20. Will assist in evacuation of the patients/ attendants/ officials/ public in case of fire or any other disaster.
21. No outsiders are allowed to enter in the building without proper pass issued by the authorized officer of the concerned building/department/Institute.
22. Security Supervisor should ensure that no item equipment/engineering material are allowed to be taken out of the buildings without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security Control Room.
23. Security Supervisor will ensure that the building/area under his charge has to be manned and maintained from all animal, pets i.e. (stray dogs/monkey/cattle's or any other animals etc.) and no stray animal should roam in his area.
24. Security Supervisor will ensure that security guard on patrolling duty should take care of the water taps, valves water hydrant etc. installed in the open all over the premises and other moveable items left installed therein
25. Security Supervisor will ensure that flower plants, trees and grassy lawns are not damaged either by the staff or by outsider.
26. Security Supervisor should impart training to the security guards to extinguish fire with the help of fire extinguisher cylinder and other firefighting material available on the spot along with the fire staff. He will also ensure that security guards will also assist the firefighting staff in extinguishing the fire and also help the fire staff

in case of any natural calamities.

27. He ensures that Security Guards supervised by him are required to display courteous behavior all the time especially towards woman employees and visitors to the Institute.

d) GUNMAN

1. He shall normally work in shift and performed his duty at his assigned area (OPD Counter, Trauma & Emergency area, main gates, OPD gate, IPD gate etc.).
2. He shall report 15 minutes before for duty and will do proper handing and taking over with the outgoing Gunman.
3. No Gunman will leave his duty post until properly relieved by the incoming gunman. In case the gunman has not come for duty, he will report the matter to Security Control Room & Security Supervisor.
4. He shall act as SANTRI and keep the area clear under his surveillance all the time from any unwanted persons. In case he observes anything dubious/suspicious, he will inform to his supervisor and Security Control Room promptly.
5. He shall also assist the Security Guards in smooth discharging of their duties.
6. He will make sure that no property of institute shall be removed/broken by any person without proper authority. If he observes any such incident, he will report this immediately to In-charge of that area, Security Supervisor and Security Control Room.
7. He will make sure that the property of AIIMS, Patna shall not be taken out without proper gate pass.
8. He will make sure that the gun under his charge remains functional and sufficient bullets are always available with him during duty hours.
9. He shall always be polite with the visitors, staff, patients and patient's attendants.
10. He shall participate in all parade, drills, practices and training programme as detailed by Senior Officer.
11. He shall keep himself familiar with the topography of the Institute/Hospital.
12. He shall not allow any person to smoke in his area.
13. All the Gunmen should take their tea, meals, etc. at their respected duty post
14. In case of any uncontrolled situation, he will inform Security Control Room on Phone and will try to control the situation with the help of other security personnel around him.
15. The service provider will provide following functional security equipment all the times within 15 days to the staff to provide effective & better security services in the Institute failing which a penalty amounting to Rs 1000/- per day till the providing receipt of all the security equipment.

- I. Torches
- II. Short Lathies
- III. Telescopic Extension View Mirrors
- IV. Handheld Metal Detectors
- V. Door Frame Metal Detectors
- VI. Walkie-Talkie with recording facility

16. Uniforms: -summer uniform with all accessories and winter uniform with all accessories.

17. The service provider shall provide Walkie-Talkies in good working condition to all his supervisors as well as the security guards deployed at the vital / outside duty posts for better & effective communication (Minimum 10 sets). The Service provider will have to show the sets of walkies –talkies to the Security Officer before taking possession of the security contract in a functional condition. In case of non-compliance a penalty of Rs 500/- per day will be charges.

18. The Service provider before deployment of personnel should get approval from authorized authority of AIIMS, Patna (Security Officer/ Sr. Administrative Officer), after providing

- Curriculum vitae with birth certificate.
- Aadhar Card.
- Educational certificate.
- Two passport photographs.
- Residency proof.
- Discharge certificate in case of ex-servicemen.
- Police Verification (as per govt. rule)
- Health Certificate

These should be submitted at least three days prior to deployment of workers.

19. The service provider shall have his own establishment / setup / mechanism, at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

20. The service providing agency shall not employ any person below the age of 21 years and above the age of 55 years. Manpower so engaged shall be trained as per Private Security Agencies (Regulation) Act, 2005 for providing security services. Basic knowledge of firefighting services also should be imparted to the incumbent before joining.

21. Physical standards for civil guards (other than ex-servicemen / Ex-policemen / ex-paramilitary personnel) shall be height minimum 167 CM chest 80 cm, provided

that for residents of hill areas height may not be less than 162 CM and chest 76 cm with an expansion of 5 CM. For female guards the minimum height should be 150 cm.

22. Security staff other than ex-servicemen shall be minimum matriculate.
23. Security supervisor shall be preferably of minimum rank of Ex-JCOs or equivalent to Police /
Paramilitary force or with 5 years' experience as security supervisor in a reputed organization.
24. The contracting agency shall employ preferably at least 15% manpower from the category of ex- servicemen not above the age of 55 years. The service provider shall provide honorable discharge proof ex-servicemen and AIIMS, Patna shall get it verified on its own. However, no extra remuneration shall be payable for the said deployment by AIIMS, Patna. Bidder is deemed to have considered all financial repercussions of deployment of ex-servicemen while quoting the tender.
25. In areas dealing with women / girls / patient's relatives or staffs, the service provider shall ensure presence of female security guards as per requirement of the Institute.
26. Security staff engaged by the service provider shall not take part in any labour union and association activities.
27. The service provider shall provide uniforms, torches and cells, Lathies / batons and other equipment to the security staff, stationery for writing duty charts and register at security check points and record keeping as per requirements.
28. A senior representative of the Agency shall visit AIIMS, Patna at least once-a-month /as and when required and comply the requirement. During the visit, Agency's representative will meet the Sr. Administrative Officer, AIIMS, Patna/officers dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food, and other essential requirements in respect of above deployed representative will be solely with the agency. The Agency will strictly ensure that any sensitive / confidential nature of information related to the AIIMS, Patna is not divulged or disclosed to any person by the personnel deployed by it.
29. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at AIIMS, Patna at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
30. Specification of CCTV need to be deployed for preparation of EOI (subject to change as per suggestion received)-

S No	Description	Basic Parameters
1.	Dome Indoor IP Camera	Cameras should be minimum of 8 Megapixel with 40x zoom and have proper IR illumination to provide image quality for excellent view in night, dark condition. All cameras should be POE and will be connected with POE switch through a single cable of cat 6 or above. The cameras should have built in edge analytics to detect Crowd, Motion, Crossline, Intruder, Boundary Trespassing Loitering, Direction, Tampering
2.	Bullet IP Camera	
3.	High Speed PTZ Camera	
4.	Automatic License Plate Recognition Software System (ALPR) with 14 Box ANPR cameras	ANPR cameras for capturing the number plates of vehicles. This should capture all kinds of Number plates, and under all conditions
5.	IP Video Management System software license for all camera with client license	Recording of all Camera's should be integrated with Storage system and the same should be managed & monitored by VMS Server. Video management server will manage the entire cameras and recording server will manage the recording feeds of the cameras. There would be a redundant server for Recording in N:1 form. The Video view and recording view should be seamless and fast, without any buffering
6.	Client Application	It will be a thick client for viewing live and recorded video, along with handling administrative tasks. At least 50 concurrent viewing at any given point of time should be supported
7.	Export Player	For playback of exported video
8.	CLIENT WEB APPLICATION	The Client application shall be browser-based, providing an environment from which authorized users can watch live and recorded video on a computer/ Mobile on commonly available browser and should be based on open source in which has access to the system.
9.	Video Wall (12 feet x 4 feet 8 inches) with all accessories	Video Wall shall support an unlimited number of monitors
10.	Mobile Application	Android and iOS application should be provided for accessing the cameras with all functionality and shall not require license.
11.	Management/Database server (will work in redundancy)	DELL/HP/Other and should be as per industrial standards so that CCTV services run smoothly with all needed licenses
12.	Storage Management server/Recording Server with N:1 Redundancy	DELL/HP/Other and should be as per industrial standards so that CCTV services run smoothly with all needed licenses
13.	Video storage-700 TB Usable Capacity	DELL/HP/Other and should be as per industrial standards so that CCTV services run smoothly with all needed licenses
14.	DFMD/HHMD System	DFMD & HHMD will be installed at building entrance / Institute Gate for detection of any suspicious metals / explosive items. People counting facility should also be there in the DFMD.

S.NO	Item Name
1.	ANPR Camera
2.	Automatic License Plate Recognition Software System (ALPR) for cameras
3.	UVSS system with complete set for main Gate
4.	9 ZONE DFMD
5.	HHMD
6.	License free Handset communication Device with accessories for communication between security personnel
7.	Boom Barrier ,6m
8.	Camera Mounting brackets/PVC box
9.	SC-LC/SC FIBER PATCH CORD(3 m)
10.	Fibber Link Testing with Power Meter and OTDR for dB Loss
11.	Certification & Documentation Charges
12.	HDPE Pipe 25mm
13.	20 KVA True Online UPS with 30m Battery Backup
14.	42 U Network Rack

➤ All Cameras

All cameras to have Edge Analytics or advance features , should be IP 66 and IK 10 and should support H.265 video compression technology. All cameras should be FIPS Compliant to ensure the data security. **CAMERAS MUST HAVE THE DSP (Digital Signalling Processor) processor of QUALCOMM QCS 605/AMBRELLA S3L33M.**

Cameras should have proper IR illumination to provide good images even in night condition. All dome cameras should be POE and will be connected with POE switch through a single cable of cat 6.

All cameras (Bullet/PTZ/Dome) should have built-in /edge analytics for:-

- ◆ Crowd detection
- ◆ Motion detection
- ◆ Cross line / virtual line detection
- ◆ Intruder Detection

- ◆ Loitering detection
- ◆ Direction Detection
- ◆ Tamper detection i.e, Camera hooding/masking /blinding /defocusing /repositioning)
- ◆ Object Detection

On any detection, camera will generate alert in control room so that the security personnel can take further action immediately.

Cameras will be installed either on pole or on any existing structure in order to provide maximum view of the area

➤ **ANPR System**

ANPR cameras shall be deployed at Gates to capture the number plates of the four wheelers vehicles. ALPR camera should capture proper images to generate OCR.

ANPR software should be of standard technology and user friendly. There should be option in the ANPR software to mark a vehicle number blacklisted/stolen. Proper reports should be there in the software application. System should be capable enough to capture the number plate even on high speed of the vehicles. The ANPR System will have a License Plate Database and will have an option to input certain license plates according to category like "Wanted", "Suspicious", "Stolen", and "Expired" etc. by authorized personnel. The ANPR shall be able to run on servers without any local processing unit near the camera. Trigger Rules and Actions Based on Groups. Alerts can be raised based on specific number plate information fed in the system. The ANPR software should be seamlessly integrated with the VMS and the alerts should be monitored from the VMS Client. The ANPR application shall have feature to Double click event for automatic playback.

Should have an Integrated Security Client Workstation and required Switches to operationalize the CCTV System.

A storage retention for 30 days has to be provided of all the recordings. Provision for further storage / transfer of data should be enabled by the Institute in the Institute hardware at no additional charge.

Client Monitoring System

Workstations should be installed & commissioned at locations suggested by AIIMS Patna & must be used for viewing & monitoring of camera's live streams. The live streams & recording of the cameras should be clear sharp, distinct, and jerk free recordable & streaming video.

➤ **UVSS SYSTEM (Under Vehicle Scanning system)**

Under vehicle scanning system will be installed at main Gate with ANPR system. It should scan the under carriage of the vehicle and should generate alarm on detection of any suspicious objects. System should have proper lighting mechanism to capture the under-vehicle images even in night condition.

ANPR system will capture the number plate of the vehicles with standard number plate to avoid any manual entry at gate. There should be alarm on detection of any blacklisted /stolen vehicles. Proposed UVSS must be an area scan technology with latest features.

There should be some auxiliary cameras as well to increase the efficiency.

➤ **Gate automation management system**

Gate automation Management System will be installed at Main gate Entrance and Exit. This will be integrated with Boom barrier. It will be a software based, collecting data from Cameras or Manual Entry (not recommended because of the large nos of Vehicles coming at the same time) and record entry and exit of vehicles with time stamp. This will also be integrated with Boom Barriers, to be installed (4 in nos, two at each gate) for controlled entry and exit. The needed manpower, hardware and manpower is to be provided by the successful vendor. Access at main gate entry and Exit gates should be automatically without any hindrances/queue. On successful authentication of vehicles at gate/parking area, Boom barrier should be open automatically.

➤ **DFMD/HHMD System**

DFMD & HHMD will be installed at building entrance for detection of any suspicious metals. People counting facility should also be there in the DFMD.

AIIMS Patna will test the DFMD& HHMD with test kit.

➤ **Required Cable Laying and mounting of the cameras is to be done at their own cost, and also to be maintained by the successful vendor**

All devices/cameras should be positioned at pre-defined locations (As per approved drawing) for providing proper coverage in the areas like Entry, Exits, Common Rooms, Corridors, Stairs, Terrace, outside areas, basement, parking areas, Gates, common areas, etc. All the Active Devices like Camera, Switches, VMS Server, Storage, WorkStation etc. should be configured with an IP segment.

It will be the responsibility of the technical manpower to do the preventive maintenance of the system once in every month and report should be shared with AIIMS.

During Preventive maintenance service provider will ensure the proper functioning of the entire system and cleaning of the devices.

Opex Business model will be of 5 years. Bidder should quote monthly billing and total value for 5 years separately. TAX/GST should mention separately.

During 5 years of Opex business tenure, bidder will have to replace/rectify the faulty system without any additional cost.

Bidder will have to rectify the faulty system within 72 hours. If the system will not get rectified within 72 hours, a penalty of Rs 500/per day, hence contractor to maintain sufficient spare for immediate replacement of the same.

Bidder will have to deploy one technical manpower for entire Opex Tenure of 3 years for a single shift of 8 hours and 6 days in a week (total 36-man months).

In case of absence or non-reporting by technical manpower Rs 1000 (one thousand) shall be deducted per deficiency from bill on pro-rated basis.

• Complain misbehavior negligence part of resources Rs 1000 (one thousand) shall be deducted per deficiency from bill on pro-rated basis.

• Not wearing uniform or untidy uniform:- Rs 100 per resources will be deducted per deficiency from bill on pro-rated basis.

• Control Room infrastructure with calling facility, furniture and sitting facility will be provided by AIIMS Patna.

3.2. LANGUAGE

The EOI Proposal and all associated correspondence and documents shall be in English language. Supporting documents and printed literature furnished by the prospective strategic partner with the EOI proposal should also be in English.

3.3. SUBMISSION OF EOI PROPOSAL

Responses in hard copy are to be submitted, duly sealed and signed, before **03:00 PM on 24.06.2022** at the address as mentioned elsewhere in the document.

3.4. RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS

AIIMS, Patna reserves the right to accept or reject any bid and annul the bidding process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for AIIMS, Patna' action.

AIIMS, Patna reserves the right to enter into agreement with as many bidders as it deems fit. Offers / Bids received after due date and time shall be summarily rejected. In case the date of opening happens to be a holiday, the EOI will be received and opened on the next day at same time. EOI can be downloaded from the websites www.aiimspatna.edu.in and submitted with fees as mentioned elsewhere in the document.

4. ELIGIBILITY CRITERIA

The Bidder need to fulfil the following minimum eligibility criteria: -

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc. as per law, with a valid PSARA license issued in the name of the bidder, for the state of Bihar.
2. The Bidder should have at least 3 years' experience of providing integrated security services i.e. deployment of trained security manpower, SITC & Operation of 200 cameras, to Central/State Govt. Agencies including PSU/Autonomous Organizations and also having executed minimum value of ₹ 30.00 Crore of contract of providing security services last three years (i.e. 2018-19, 2019-20 and 2020-21). (The bidder has to submit the audit report of the relevant financial year with technical bid (Note- Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be duly certified by the statutory auditor. (Amount Exclusive of GST will be considered for evaluation).
3. Average security personals deployed by the bidder in the last three years (from April 2018 to Mar 2021) should not be less than 250.
4. The bidder should have experience of completion of security services in the last three financial years (from 01st April 2018 till 31st March 2021) in a single Government Medical College/ Government Hospital of National Importance, with Control room operation
 - i. One similar work of value not less than Rs10. Crore.

Or,

- ii. Two similar works each of value not less than Rs. 7Crore.

Or,

III. Three similar works each of value not less than Rs. 5 Crore.

Note:

- A. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
 - B. Completed work shall mean work under one contract with extension/s during the period April 2018 to March 2021.
 - C. The contracts associated with Housekeeping, Facility Management, Sanitary etc. which are not connected with the security and surveillance will be beside the scope of the work.
5. Bidder has to attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be duly certified by the statutory auditor. (Amount Exclusive of GST will be considered for evaluation) Details of annual turnover and the Ratio of profit after tax to Turnover should also be furnished as per format given in this tender (Annexure - A), duly certified by a practicing CA.
6. The bidder should be licensed as a Service Provider under the Contract Labour (Regulation & Abolition) Act, 1970 for any Security contract. Documentary evidence in respect of above should be submitted along with the bid.

OR

The bidder must furnish an undertaking in the bid that the bidder shall apply, within 30 days from the date of award of Contract, to the appropriate Labour authority for Labour License to provide the Services and obtain a License within a reasonable time and submit a copy of the same to AIIMS Patna.

7. The Bidder preferably must have an independent office set up in Patna, to facilitate round the clock contact throughout the entire duration of the contract prior to date of publication of the tender. Bidder must indicate complete details of office facilities available at Patna) in the techno- commercial bid (Copy of the rent agreement and shop and establishment license valid as on date of floating of the tender to be shared in the technical bid).

OR

In case the Bidder is not having an office currently in Patna it must give an undertaking to start an office in Patna within 15 days from the date of contract to facilitate round the clock supervision throughout the entire duration of the contract.

8. The bidder should essentially have valid License under, Private Security Agency (Regulation) Rules, 2005 issued by the controlling authority under Government of Bihar as on date of Publication of this tender. Those agencies who have applied for issue of new licenses on or after date of publication of this tender will not be considered.
9. The bidder must essentially have its own Security Training Academy duly approved / registered with NSDC, PMKVY etc, in the name of the bidder, to impart training as per PSARA guidelines.
10. The bidder must not have incurred loss in any of the last three financial years 2018-19, 2019-20 & 2020-21. Necessary certificate duly certified from the Statutory Auditor to be enclosed.
11. The net worth of the company as on 31st March 2021 should be positive. Necessary certificate duly certified from the Statutory Auditor to be enclosed.
12. The average of the ratio of Profit after tax (PAT) to the turnover of the bidder for the last three financial years (2018-19, 2019-20 & 2020-21) should not be less than 1.5%.
13. The bidder should possess Solvency certificate/financially sound certificate of amount ₹1.00 Crore and validity period of the Solvency Certificate shall be 12 (twelve) months from the date of issue of certificate by the Bank. The Solvency Certificate without date, seal and signature of the issuing authority shall be rejected.
14. Bidder must not have been debarred/ blacklisted currently or on any previous occasion by any of the Central/State Departments /Institutions/Local Bodies/Municipalities/ PSU /Public Sector Banks/Public Limited Company/ Government Medical College/Government Hospitals/Autonomous bodies. An affidavit on Rs 100/- Non-Judicial stamp paper duly notarized shall be enclosed with the technical bid to that effect.
15. An affidavit duly certified by a notary that there are no ongoing criminal case/vigilance enquiry/labour disputes against the Firm/ Partners/Proprietor/Society /Director of the company, and he /she has never been convicted or punished by any Hon'ble court of law.
16. The bidder should be registered with the following Government Bodies/Institutions and should have –
 - a) Pan Card Number under the Income Tax Act
 - b) EPFO Registration Certificate
 - c) ESIC Registration Certificate
 - d) GSTN Registration Certificate of the State of Punjab.
 - e) Registered under Shops & Establishments Act.

- f) ITR for last three financial year.
- g) Valid ISO certification for quality service i.e., ISO 9001:2008 or ISO 9001:2015. Bidder must submit the duly certified valid copy of ISO 9001:2008 or ISO 9001:2015.
- h) GST Return 1 filed for last 12 months from the date of publication of tender
- i) GSTR-3B (Monthly self-declaration) filed for last 12 months from the date of publication of tender.
- j) Copy of proof of depositing towards EPF, and ESIC for last 12 months from the date of publication of tender.

5. EVALUATION AND SELECTION METHOD

- AIIMS, Patna will shortlist firms based on the relevance and usefulness of experience for the proposed tender of Integrated Security Services at AIIMS, Patna.
- Shortlisted firm may be called for discussion & presentation .
- AIIMS, Patna reserves the right to reject or accept any EOI without assigning any reason thereof.
- Decision of AIIMS, Patna shall be final and it shall be under no obligation to explain or inform the reasons for engaging or not engaging any Firm. The Firm shall not have any right to represent or challenge the same.
- AIIMS, Patna reserve the rights to cancel this invitation in full or part without assigning any reasons.

6.1. SUBMISSION OF EOI PROPOSAL

The EOI shall be submitted in an envelope bearing the name of the EOI, the EOI no. A processing fee of Rs 2000 is to be deposited electronically by RTGS/NEFT in the account of AIIMS Patna at the below mentioned details.

BANK Details for Payment through NEFT/RTGS:

Bank Name – Bank of India,

IFS CODE: BKID0005793 Account No: 579310110002528

	Description	Schedule
i.	Place of submission of EOI document	Procurement Section, College Building All India Institute of Medical Sciences Patna Phulwarisharif, Patna-801507, Bihar
ii.	Closing date & time for receipt of EOI	3.00 PM, 24.06.2022
iii	Time and date of opening of bid	3.30 PM, 28.06.2022

Offers / Bids received after due date and time shall be summarily rejected. In case the date of opening happens to be a holiday, the EOI will be received and opened on the next working day at the same time.

7. OTHER TERMS & CONDITIONS

7.2. CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the Empanelment of Integrated Security Agency at AIIMS, Patna shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising AIIMS, Patna in relation to, or matters arising out of, or concerning the EOI process. AIIMS, Patna will treat all information, submitted as part of EOI Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. AIIMS, Patna may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and / or the AIIMS, Patna or as may be required by law or in connection with any legal process.

7.3. FAIRNESS AND GOOD FAITH

The Parties undertake to act in good faith with respect to each other's rights under this EOI and to adopt all reasonable measure to ensure the realization of the objectives of this EOI.

The Parties recognize that it is impractical in this EOI to provide for every contingency which may arise during the evaluation of the EOI and further preparation of tender,.

7.4. DISPUTE RESOLUTION AND JURISDICTION

If dispute or difference of any kind shall arise between the AIIMS, Patna and the bidder in connection with or relating to the EOI, the parties shall make every effort to resolve the same amicably by mutual consultants.

7.5. DISCLAIMER

The information contained in this EOI document or subsequently provided to prospective bidder whether verbally or in documentary form by or on behalf of AIIMS, Patna or any of their employees or advisors, is provided to the bidder on the terms and conditions set out in this EOI document and any other terms

and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by the AIIMS, Patna Representatives to any other party.

The purpose of this EOI document is to provide prospective strategic firms with information to assist in the formulation of Integrated Security Service tender

Each bidder should conduct its own due diligence, investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI document and obtain independent advice from appropriate sources. AIIMS, Patna or its Representatives make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI document and any other information supplied by or on behalf of AIIMS, Patna or its Representatives or otherwise arising in any way from the selection process.

AIIMS, Patna may at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI document from time to time, through uploading it on the website www.aiimspatna.edu.in

8. APPLICATION CHECKLIST

- a. Tender Fee/Cost of Rs 2000 is to be deposited electronically by RTGS/NEFT in the account of AIIMS Patna at the below mentioned details.

BANK Details for Payment through NEFT/RTGS:

Bank Name – Bank of India,

IFS CODE: BKID0005793 Account No: 579310110002528

- b. Duly filled in application as per format provided in Annexure-I
- c. Documentary evidence in respect of the eligibility criteria.
- d. Signed copy of this EOI, as proof of acceptance of Terms and Conditions.
- e. Declaration that the applicants have not been barred / block-listed by any central/ state government Department / Organization / PSUs.
- f. All pages of the EOI must be serially numbered, properly bound.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES PATNA**SECURITY ESTABLISHMENT**

EOI No.

Dated:

TENDER FORM FOR PROVIDING SECURITY SERVICES

S. No.	Details	
1.	Details of Tender Fee (RTGS/NEFT Details)	
2.	Due date for tender submission	
3.	Opening time and date of tender	
4.	Name, address of firm/Agency with Tel. No and fax No.	
5.	Registration No. of the firm/Agency	
6.	Name, Designation, address and Tel No. & fax No. of authorized person of firm/Agency to deal with.	
7.	Please specify as to whether tenderer is sole proprietor/Partnership firm. Name and address & E – mail and tel No.& Fax No. of directors' partners should be specified.	
8.	Copy of PAN card issued by Income Tax Dept. And copy of previous financial year's Income Tax Return	
9.	Provident Fund Code No. along with proof	
10.	ESI Code/Service. Tax. No along with proof	
11.	License number under Private Security Agency (Regulation) Act, 2005.	
12.	Registration no. of the firm/agency under contract Labour (R&A) Act, 1970	
13.	GST Registration	

(Signature of the bidder)

Name & Address

(With seal) Tel. No.