



9) Contractor are to quote their rates on monthly basis,per head,per day which shall be inclusive of all taxes/ EPF,Service Charge etc. and the rate will not be enhanced at any time once contract is awarded.

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- 10) The contractor has to solve problem, if any at their own level with the workers including legal problems and see that all the procedure /rule are being followed.
- 11) The contractor cannot transfer any part of contract or total contract to any other agency or contractor during the period of contract.
- 12) (a) Dispute ,if any, between institute and contractor is to be solved by mutual discussion, if not possible then, it is to be solved based on Arbitration Conciliation Act 1996
- 13) If a contractor does not intend to provide his service at any time then he has to inform this office 90(ninety) days in advance .In this case, the work period is not executed, the earnest money and security money will be forfeited.
- 14) The Contractor is liable to work an extra period of one fourth of period of work awarded if asked to do so at same rate. In case of further extension, the contractor will be consulted.
- 15) This Office, without assigning any reason, can cancel the work/tender process at any time and any stage.
- 16) The Security Guards should have the working knowledge of Manipuri, English and Hindi.
- 17) The security Guard should be ex-servicemen or should have the document to show that he had served the nation in army or any other at least 10 years and these documents should be produced at the time of tender finalization.
- 18) The service at SAI should be twenty four hours.
- 19) The successful bidder shall deposit Rs40,000/- as earnest money, which shall be refunded after satisfactory completion of contract
- 20) SAI will be at liberty to deploy the security staff at strategic points as and when necessary.
- 21) The security services will be responsible for theft or any unlawful activity or security lapse at any stage/time during the contract period.
- 22) The successful bidder will have to execute a bond with the SAI on non-judicial stamp paper of value of Rs.100/-

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**TO BE FILLED BY THE TENDERER**

I .....(Name) gone through the terms and conditions for the security contract and all of them are acceptable to me.

Signature.....  
(Full Name/ Address with seal) and Phone  
No, email ID if any

Sd/-  
Director  
(Tender issuing authority)

**TERMS AND CONDITION OF THE CONTRACT**

1. The security personnel provided shall be the employees of the contractor and all statutory liabilities will be paid by the contractor such as ESI,PF ,women's Compensation Act,etc. The list of staff going to be deployed shall be made available to the Department and if any change is required on part of the Department fresh list of staff shall be made available by the agency after each and every change.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirement covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970)EPF etc. With regard to the Security Personnel engaged by him for works. It will be responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour department.
3. As far as EPF is concerned, it shall be the duty of the contractor to get PF code number allotted by RPFC against which the PF subscription deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the employees engaged for the Department works, is required to be submitted to the Department. In any eventually, if the contractor failed to remit employee'/ employer's contribution towards PF subscription etc. with the stipulated time Department is entitled to recover the equal amount from any money due or accrue to the contractor under this agreement or any other contract with RPFC, with advice to RPFC (Regional Provident Fund Commissioner, duly furnishing particulars of personnel engaged for the Department.
4. The antecedents of security staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the department and department shall ensure that the contractor complies with the provisions.
5. The contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Department. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The contractor has to give an undertaking (on the format) ,duly countersigned by the concerned official of the Department, regarding payment of wages as per rules and laws in force, before receiving the 2<sup>nd</sup> payment onwards.
6. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

7. Adequate supervision will be provided to ensure correct performance of the said security services in accordance with the prevailing assignment instruction agreed upon between the two parties. In order to exercise effective control supervision over the staff

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8. of the contractor deployed, the supervisory staff will move in their areas of responsibility.
9. All necessary report and other information will be supplied immediately as required and regular meeting will be held with the Department.
10. Contractor and its staff shall take proper and reasonable precaution to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Department and shall not knowledge lend to any person or company any of the effects of the department under its control.
11. The security staff shall not accept any gratitude or reward in any place.
12. The contractor shall have his own Establishment/set up/machanisim/Training institute to provide training aids or should have tied up with a training institute, with 2-3 Ex-servicemen/Ex –Para Military Forces/ Ex-Police for training purpose at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
13. Under the terms of their employment agreement with the contractor the security staff shall not do any professional or other work for reward or otherwise either directly or indirectly, expect for and on behalf of the Governor.
14. That in the event of any loss occasioned to the department ,as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Department ,the said loss can claim from the contractor up to the value of the loss. The decision of the Head of Department will be final and binding on the agency.
15. The contractor shall do and perform all such security services, act, matters and things connected with the administration, superintendence and conduct of all the arrangements as per the direction enumerated herein and in accordance with such direction, which the Department may issue from time to time and which has been mutually agreed upon between the two parties.
16. The Department shall have the right, within reason, to have any person removed that is considered to the undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the Department
17. The contractor shall be responsible to maintain all property and equipment of the department entrusted to it.
18. The contractor will not be held responsible for the damage/sabotage caused to the property of the Department due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
19. The contractor will deploy supervisors as per the need given by the department .The supervisor shall be required to work as per the instruction of Department.

20. The personnel engaged by the contractor shall be dressed in neat and clean uniform (including proper name badges), failing which invites a penalty of Rs.500/- each occasions and habitual offenders in this regard shall be removed from the department. The penalty on this account shall be deducted from the contractor's bills.

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21. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the staff/Patients/attendants and should project an image of utmost discipline. The

Department shall have right to have any person moved in case is not performing the job satisfactory or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.

22. The eight hours shift generally will be form 0600 hrs.to 1400 hrs.,1400 hrs to 2200 hrs. and 2200 hrs to 10,00 hrs .But the timings of the shift are changeable and shall be fixed by the department from time to time depending upon the requirement .Prolong duty hour (more than 8 hrs at a stretch) shall not be allowed. No payment shall be made by the department for double duty, if any.

23. The personnel will have to report to the department's security office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by the department.

24. The contractor shall abide by and comply with all the relevant laws and statutory requirement covered under various laws ,such as Labour Act, Minimum Wages Act, Contact Labour(Regulation and abolition)Act ,EPF,ESI and various other Act as applicable from time to time with regard to the personnel engaged by the contractor for the department.

25. The payment would be made at the end of the every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the department and the contractor /his representative /personnel authorized by him. No other claim on whatever account shall be entertained by the department.

26. Any damage or loss caused by contractor's persons to the department in whatever from would be recovered from the contractor.

27. The department will give basic training/familiarization of the security and door keeping service required to be done by the personnel to be deployed by the contractor under the contract for 2 to 3 days and this period will not be counted as shift manned by contractor's personnel for the purpose of payment under the contract.

28. (a) In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of guards/supervisors absent on that particular day shall be levied by the department and the same shall be deducted from the contractor's bills.

(b) in case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 27(a) shall be levied.

(c) In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/- for each incident shall be levied and the

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same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the Department system immediately

a. In case of contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirement of the contract, Department reserves the right to impose the penalty as detailed below:-

i) 20% of cost of order/agreement per week, upto four weeks delays.

ii) After four weeks delay Principle Employer reserves the right to cancel the contract and withhold the agreement and get this job be carried out preferably from the contractor(s) registered with DGR and then from open market or with other agencies if DGR registered agencies are not in a position to provide such contractor(s). The difference if any will be recovered from the defaulter contractor and also shall be black listed for a period of 4 years from participating in such type of tender and his earnest money/security may also be forfeited, if so warranted.

29. The contractor shall ensure that its personnel shall not at any time, without the consent of the Department in writing, divulge or make known any trust, accounts, matter or transaction undertaken or handled by the Department shall not disclose to any information about the affairs of Department. This clause does not apply to the information, which becomes public knowledge.

30. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.

31. The contractor shall deploy this personnel only after obtaining the Department approval duly submitting curriculum vitae(CV) of these personnel, the Department shall be informed at least one week in advance and contractor shall be required to obtain the Department's approval for all such changes along with their CVs.

### **32. Force Majeure**

If at any time during the currency of the contract, either party is subject to force majeure which can be termed as civil disturbance ,riots, strikes, tempest, act of God etc. Which may prevent

either party to discharge his obligation, the effected party shall promptly notify the other party about the happening of such an event, neither party shall be reason of such event be entitled to terminate the contract in respect of such performance of their

obligations .The obligation under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligation under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually

agreed to if any or seven days, whichever is more ,either party may at its option terminate the contract.

33. The contractor shall have his own Establishment/Setup/Mechanism, etc . at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
34. "NOTICE TO PROCEED" means the notice issued by the department to the contractor communicating the date on which the work/services under the contract are to be commenced.
35. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Department for the fulfillment of the term of the contract. Such persons shall designate one of them to act as leader with authority to sign. The Joint venture/Consortium/group/partnership shall not be altered without the approval of the department.
36. The contract period is twenty four months from the date of the commencement (as mentioned in Notice to Proceed).
37. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practice causing any loss of revenue to the department shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
38. In this event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities. Authorities ,the Department may, failing payment of the said money by the contractor ,make payment of such claim on behalf of the said Labour Authorities and any sums so paid shall be recoverable by the department from the contractor.
39. If any money shall, as the result of any instruction from the Labour authorities or claim or application made under any of the Labour Laws or Regulation, be directed to be paid by the Department ,such money shall be deemed to be payable by the contractor to the Department within seven days. The Department shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the performance security.
40. The contractor shall not engage any such sun contractor or transfer the contract to any other person in any manner.

41. The contractor shall indemnify and hold the Department harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
42. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970 and Delhi Work Contract Act (Wherever applicable)

43. The Contracting agency shall no employee any person below the age of 18ears and above the age of 55 yrs. Manpower so engaged shall be trained for providing security services and firefighting services before joining .During this training, contractor shall have to arrange for substitute for the staff undergoing training. Smaller Department can tie up with bigger Department in neighborhood for such trainings.
44. The contracting agency shall employ at least 33% manpower from the category of Ex-servicemen not above the age of 55 years. The contractor shall provide proof of Ex-Servicemen and Department shall get it verified on its own. Security staff other than Ex-servicemen shall be minimum 10<sup>th</sup> pass and training of five days duration for providing security and firefighting service.
45. The contractor shall ensure to provide at least one female security guard in cash shift in Emergency and Pediatrics /Gynecology wards of Hospitals.
46. The contractor shall get guard and supervisors screened for visual ,hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Hospital will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
47. Security staff engaged by the contractor shall not take part in any staff union and association activities.
48. The contractor shall bear all the expenses incurred on the following items I.e Provision of torches and cells,lathis/ballams and other implements to security staff, stationary for writing duty charts and registers at security check points and record keeping as per requirements.
49. Agency will provide walkie-talkie to each supervisor and to 20% of security guards to ensure effective timely communication between them.
50. The Department shall not be responsible for providing residential accommodation to any of the employee of the contractor.
51. The Department shall not be under any obligation for providing employment to any of the workers of the contractor after the expiry of the contract. The Department does not recognize any employee employers relationship with any of the workers of the contractor.
52. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, if shall be recovered by the department from the agency.

53. If any underpayment is discovered, the amount shall be duly paid to the agency by the Department.
54. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when even when ever required by the department etc.
55. The contractor will have to deposit the proof of depositing employee's contribution toward PF/ESI etc. Of each employee in every 3 months.

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56. The contractor shall disburse the wages to its staff deployed in the department every month through ECS or by cheque in the presence of representative of the department.
57. The contractor should have round the clock control room service in SAI, Imphal along with quick response team to deal with emergent situations.

#### **OBLIGATION OF THE CONTRACTOR**

58. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgement evidence filing of return every year and shall keep the employer fully indemnified against liability if tax, interest ,penalty etc. of the contractor in respect thereof which may arise.

#### **59. Dispute Resolution**

- (a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representative of the concerned parties.

However if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Competent Authority of SAI, Imphal.

- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relate on contract of the arbitration and payment to the contractor shall continue to be made in terms of the contract .Arbitration proceedings will be held at Imphal only.

#### **60. JURISDICTION OF COURT**

The courts at Imphal shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

**PROFORMA FOR PRICE QUOTATION**

Sl.no	Particulars	Rate per month quoted (Rs)	
		In Figure	In words
1	Ward and watch duty for SAI,NERC,Imphal and its Imphal units read with proforma Agreement Deed and Annexure-1,2&3		

Authorized Signature: .....  
 Name of the Private Security Agency: .....  
 Address .....  
 Phone No. ....  
 Seal .....

Date:

(To be enclosed with other documents for Activities being a successful Private Security Agency)

