




# Outsourcing Security Services in Children Hospital Faisalabad

Terms of Reference (Procurement is done in this department under Punjab Procurement Rules 2014)

**TERMS & CONDITIONS OF TENDER FOR SECURITY SERVICES**  
**CHILDREN HOSPITAL FAISALABAD FOR THE FINANCIAL YEAR 2022-23**

1. The firm must be registered / approved by the Govt. of Pakistan / Govt. of the Punjab).
2. Bids will be submitted in sealed package (single stage / two envelopes method) the sealed package will contain two sealed envelopes. One envelope will bear "Technical bid" other "Financial bid".
3. Bids must be submitted in double cover. The outer envelope will bear tender number and date of opening but not the name of the firm, which must appear on the inner envelope only.
4. All envelopes must be sealed properly. All technical proposals will be opened by the tender opening committee on declared time, place & date. The financial proposal will be opened by tender opening committee of responsive / technically successful bidders later, on declared time place & date. Non-responsive / technically rejected financial proposals will not be announced by the tender opening committee & returned to respective bidder unopened.
5. The contract will be awarded & initially for a period of one year which will start from the date of finalization of contract & extendable depending upon availability of funds and performance of the security agency.
6. Contract will be extendable for the period of three years subject to the satisfactory report of End user.
7. The contractor / agency will provide the security services for:-
  - a. Main Entrances & Boundary walls.
  - b. Emergency Block, OPD Block & Connecting Lobby.
8. Security services include to look after and protection of :-
  - i. The buildings and belongings to the above-mentioned components of the institution.
  - ii. Instruments / equipment's / machinery / furniture / linen, vehicles etc.
  - iii. Gate keeping and controlling of the attendants at main gates.
  - iv. Controlling of patients at the indoor department & gates/wards/OPD Block & gates.
  - v. Controlling of all the exit and entry points of the components.
9. The bidders will have to show/demonstrate their System of Security Training.

**CRITERIA FOR SECURITY GUARDS.**

10. Minimum height for security guards 5.8" (five feet eight inch). Ex-army person age limit is 55 years & trained civilian security guard is 45 years. (Copy of the certificate from the authorized institute imparting training will be provided for each security guard).
11. The contractor will provide 106 security guards (**80 Male Guard & 26 Female Guard**).  
The offer should include the following:
  - Rates for Ex-Army / Para Military Persons separately, with or without weapon for 08 Hours.
  - Rates for trained civilian Security Guard with weapon and without weapon for 8 hours & should not be involved in criminal litigation.
  - Rates of Female Guard for 08 Hours.
  - Security Guard should be medically fit and master in handling of respective weapon / 
  - Rates for Armed & Civilian Guards should be quoted separately.
12. Although the initial contract is for 106 persons, yet the number could be increased or decreased as per requirement of the institution.
13. The duration of duty of each guard will be 08 hours as decided by Hospital Committee. The security staff shall work under direct supervision / command of Competent authority The place of duty will be decided by the Competent authority of this institution.
14. The Competent authority shall have the prerogative of asking the contractor to replace an individual within twenty-four hours who is found slacking, ill-disciplined or otherwise not performing his duties to the satisfaction of this Institution.
15. Earnest money @ 2% CDR of the Estimated bid amount of tender in the form of CDR in favor of "Medical Superintendent, Children Hospital Faisalabad" must be attached with financial proposal, failing which tender will be considered non responsive, which will be returned to the unsuccessful bidder. For the successful bidder CDR/Demand draft will be released after the satisfactory completion of contract.
16. Contractor will provide uniform and weapons etc. to the security guards and fulfill all other administrative / security requirements of security guards, cropping up on day-to-day basis.
17. If the firm / security agency does not fulfill the terms & conditions of the contract: the authority will impose the fine from Rs.500/- to Rs.10,000/- from case to case. The contract can be terminated if the working of security agency is found unsatisfactory repeatedly.
18. The Medical Superintendent, reserves the right to accept or reject the tender without assigning any reason whatsoever.
19. In case of emergency or VIP visit, contractor will be bound to provide extra security guards.
20. Payment will be made on monthly basis. Certificate of last month salary payment to security guards will be provided to Competent authority by 10<sup>th</sup> of each month.
21. Certificate from a schedule bank that the firm/company is financially sound to carry out its business satisfactorily and financial status of business done in last two years with minimum amount Rupees 30 Million.
22. Proper postal / telegraphic addresses of the firm with landline / cell numbers will be provided. No offer shall be accepted without proper address & contact numbers of local office & Head Office
23. The unsigned / ambiguous offer & those submitted by black listed firm will not be accepted.

24. The contractor / firm will have to pay all Government taxes imposed by Govt. time to time.
25. If any employee of firm is found to involve in any loss, damage, theft to institution's property the firm will be held responsible for it and recovery will be affected by taking appropriate action against firm.
26. Firm will provide complete Bio-data of its employees / infrastructures etc. and will abide by the terms & conditions of contract. The Firm will submit acceptance of terms & conditions on judicial paper of Rs. 100/- only. There will be no subletting of contract.
27. History of litigation (if any). Provision of false certificate in this regard will get the bid rejected / contract cancelled.
28. In case of any dispute the case will be not be referred to any Court of law However, Case will be referred to arbitrary Committee Constituted by the Medical Superintendent, Children Hospital Faisalabad and the decision of the Committee will be considered final and binding on the Contractor, which cannot be challenged in any court of law.
29. Wages must be paid according to the notification No.SO (D-II) MW/2011 (P-V) dated: 30<sup>th</sup> June 2021 Punjab Minimum Wage Act, 2019 (XXVII 6f 2019) Minimum Wages act must be followed in true spirit and manner. Financial quotation will be evaluated as per above notification including all taxes, failure which leads to disqualification.
30. Method of filling financial bid: (i.e) minimum wages rate PST and any other taxes with detail.
31. Contract will be initially for three months as probation period & will be extended for nine months after satisfactory performance. The contract will extendable for further on the basis of previous one-year good performance.
32. Accommodation for security guards/persons will not be provided by the hospital.

**Note:** No Document will be received after submitting the tender at any Stage except clarification of submitted documents PPRA Rule 2014.

  
**MEDICAL SUPERINTENDENT**  
Children Hospital Faisalabad

**CONTRACT AGREEMENT**

1. The contract shall be for a period of one-year w.e.f. \_\_\_\_\_ and will be extendable after the approval of competent authority depending upon availability of funds and performance of the security agency with mutual consent of both parties.
2. The contractor will provide the security services for: -
  - a. Main Entrances & Boundary walls.
  - b. Emergency Block, OPD Block & Connecting Lobby.
3. Security services include to look after: -
  - a. Buildings and belongings to the above-mentioned components of the institution.
  - b. Instruments / equipment / machinery / furniture / linen, vehicles etc.
  - c. Gate keeping and controlling of the attendants at main gates.
  - d. Controlling of patients / attendants at the indoor department/ gates/wards/OPD Department & OPD Gates.
  - e. Controlling of all the exit and entry points of the components.
4. Minimum height for security guards 5.8” (five feet eight inch). Ex-army person age limit is 55 years & trained civilian security guard is 45 years. (Copy of the certificate from the authorized institute imparting training will be provided for each security guard to Competent authority.
5. The contractor will provide 106 security guards. The offer should include the following: -
  - a. Rates for Ex-Army / Para Military Persons separately, with or without weapon for 08 working hour’s
  - b. Rates for trained civilian Security Guard with Weapon & without weapon for 08 working hour’s & Should not be involved in criminal litigations
  - c. Rates of Female Guards for 08 working hour’s
  - d. Security guard should be medically fit, mentally alert and master in handling of respective weapon / equipment.
6. Although the initial contract is for 106 persons, yet the number could be increased or decreased as per requirement of the institution.
7. The duration of duty of each guard will be 08 (eight) hours.
8. The security staff shall work under direct supervision / command of Competent authority. The place of duty will be decided by the Competent authority of this institution.
9. The Competent authority shall have the prerogative of asking the contractor to replace an individual who is found slacking, ill disciplined or other wise not performing his duties to the satisfaction of Competent authority
10. Contractor will provide uniform / equipment and weapons etc and fulfill all other administrative / security requirements of security guards, cropping up on day to day basis.
11. If the firm / security agency does not fulfill the terms & conditions of the contract, the authority will impose the fine from Rs.500/- to Rs.10,000/- from case to case. The contract can be terminated if the working of security agency is found unsatisfactory repeatedly.
12. Any short fall in the contracted / negotiated strength of security guards will be taken seriously and will amount to cancellation of contract by the competent authority.
13. The Uniform, weapons/equipment must in good working condition.
14. In case of emergency or VIP visit, contractor will be responsible to provide extra security if demanded.
15. Payment will be made on monthly basis. Certificate/Undertaking of last month payment to security guards will be provided to Competent authority by 10<sup>th</sup> of each month, indicating that pay is distributed to all guards as per labor law of Govt. of Pakistan. Any fake certificate will render the contract cancelled by the competent authority.
16. All the legitimate taxes will be applicable to the contractor.
17. If any employee of firm is found to be involved in any loss, damage, theft to institution’s property the firm will be held responsible for it and recovery will be done by taking appropriate action against firm.
18. Firm will provide the complete Bio-data of its employees, infrastructures etc.
19. The firm will abide by the terms & conditions of contract.
20. Firm will submit acceptance of terms & conditions on judicial paper.
21. There will be no subletting of contract. Violation to it, the authority will terminate the contract immediately.
22. Recruitment / verification procedure though NADRA verification system.
23. Proper police / Special Police verification of all guards will be carried out, Certificates will be submitted to Competent authority who will carry out the surprise checks.
24. No guard will be employed without the scrutiny of Competent authority.
25. Firm will provide the weapons and equipment as demanded by Institution.
26. In case of any dispute the case will be not be referred to any Court of law However, Case will be referred to arbitrary Committee Constituted by the Medical Superintendent, Children Hospital Faisalabad and the decision of the Committee will be considered final and binding on the Contractor, which cannot be challenged in any court of law.

Signed/ Sealed by the Firm / Authorized Person	Signed/ Sealed by Procuring Agency
1 _____	1 _____

**Witness:**

1. \_\_\_\_\_
2. \_\_\_\_\_

**Witness:**

1. \_\_\_\_\_
2. \_\_\_\_\_

**UNDERTAKING**

M/S \_\_\_\_\_ is hereby the  
Undertakes to comply with the below mentioned as per Bidding Documents.

- a) Security guard will be of age group 20 to 55 years maximum.
- b) educational qualification of the security guards will be high school or 8<sup>th</sup> standard minimum.
- c) Security Guards will be medically fit category "A" standard specified by armed forces of Pakistan.
- d) General appearance of the security guards will be "Physically fit", mentally alert & Smartly turned out.
- e) Military retired / Civilian Trained security guards will be provided.
- f) The security guards will be Professionally skilled proficient in weapon handling, trained to perform sentry duties, familiar with the firefighting procedures, capable of handling electronic gad gets, such as CCTV, hand held metal detector, and vehicle inspection mirror trolley.
- g) Security guards will have a good moral character.
- h) Security guards will be free of habitual drunk ness or narcotics addiction or dependence.
- i) Security guards will have no disability which would prevent performance of duties.
- j) Security guards will be free of convictions including serious crime or crime involving.

Undertakes that all other terms & conditions given in the tender documents are acceptable

**FOR AND BEHALF OF**

M/S \_\_\_\_\_



**BID EVALUATION SHEET**  
**TECHNICAL ELIGIBILITY CRITERIA PERFORMA FOR**  
**SECURITY SERVICES**  
**CHILDREN HOSPITAL FAISALABAD**

Note: All documents attached must be attested

**Compulsory Parameter:**

1. Receipt of Purchase of Tender.
2. The bidders will attach 2% CDR with the financial bid and also attach the defaced photocopy of the CDR with the technical bid. Bid security less than 2% of the quoted value the tender will not be proceeded for contract.
3. Acceptance of terms and conditions, every page of tender documents duly signed and stamped by the authorized person otherwise, the bid will be rejected.
4. Price Reasonability Certificate on an affidavit on stamp paper of Rs.100/- submitting that The Prices quoted are not more than the prices charged from any agency (Government or private) in Pakistan and in case of any discrepancy the contractor shall have to refund the payment charged in excess. Whenever detected.
5. An affidavit on stamp paper of Rs.100/- submitting that the firm is never blacklisted on any grounds whatsoever & are not in litigation with any Govt. institution.
6. The bidder must be approved / Licensed / registered by the Punjab, Home Department / Interior Ministry as a Security Service provider.
7. The Bidder shall have valid registration with EOBI & PESSi.
8. NTN Certificate & GST / PST Certificate.
9. Registration with all Pakistan security agency Association (APSSA Certificate)
10. List of more than 100 weapons with valid Licenses and attested photo copies. (License of other provinces are not acceptable)
11. Firm is bound to provide list of Ex-Army Persons with fitness certificates.
12. The firm Should have head office/regional office in Faisalabad. Minimum 05 Years' Experience.
13. Metal Detector and Under Vehicle Inspection mirror are compulsory on entrance and responsibility of firm.

**Ordinary Parameters:**

Sr. #	Evaluation Parameters	Marks
1.	<b>Financial Position of Firm:</b>	<b>20</b>
	i. Tax return last three years	05
	ii. Bank Statement of Last One Year. Rs.20 million in Closing Balance till date.	05
	iii. Account Maintenance Bank Certificate.	05
	iv. Minimum Turn Over 30 million of last year till date.	05
2.	<b>Experience of Firm:</b>	<b>30</b>
	i. Client list/Contractor Security services experience in any Govt./Semi Govt. institution 10 Years out of which 05 Years in Hospitals of More than 250 beds.	05
	ii. Institution served up to 5 (Each institution One mark).	05
	iii. Institution served more than 5.	05
	iv. Performance Certificate.	05
	v. Head office of firm in Faisalabad.	05
	vi. Punjab Computerized and updated license in technical bid for each person of non-prohibited armor like: rifle, pistol, pump action, repeater Etc.	05
3.	<b>Personal Capabilities:</b> (List of Gurad male/female with age from 20-55 years 60% Ex-army and rest are trained from recognized/registered institution).	<b>40</b>
	i. Ex-army person service man minimum 100 person.	05
	ii. Ex-army person service man more than 200 person.	05
	iii. Trained Civilian security guards Minimum 50 persons (Max Age limit 45 Years).	05
	iv. Fitness certificate of minimum 100 persons of Cat-A	05
	v. Education detail of guards minimum matric	05
	vi. Recruitment verification procedure through NADRA verification	05
	vii. Five SSG Guards	05
	viii. Undertaking that Ex-persons of armed have not been court marshaled and convicted to any offence.	05
4.	<b>Security Plan for Hospital</b>	<b>10</b>
	Total Marks 100%	100
	Passing Marks	70
	Technical Comment	<b>PASS/FAIL</b>