

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	14-05-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	14-05-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Tripura
विभाग का नाम/Department Name	Health And Family Welfare Department Tripura
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Directorate Of Health Services, Agartala
वस्तु श्रेणी /Item Category	Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard , Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	50 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	2500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

SDMO
Longthorai Valley Sub-Divisional Hospital, Chailengta, Dhalai Tripura
(Dr. Paul Neikunga Darlong)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:[1776925141.pdf](#)

Scope Of Work For the Service:[1776925236.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
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29-04-2026 13:00:00

Office Chamber of the SDMO, Longthorai Valley Sub-Divisional Hospital,
Chailengta, Dhalai Tripura**Security Manpower Service (Version 2.0) - Healthcare; Unarmed Security Guard (9)****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Healthcare
Category of Profile	Unarmed Security Guard
Category of Skills	Unskilled
Gender	No Preference
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	3 - 6 years
Additional Requirements for the Security Personnel	Aadhar Card
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Tripura
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Radha Kishore Debbarma	799273,Near by Court	9	<ul style="list-style-type: none"> • Tenure/ Duration of Employment (in months) : 24 • Basic Pay (Minimum daily wage) : 434 • Provident Fund (INR per day) : 52 • EDLI (INR per day) : 2 • ESI (INR per day) : 14 • EPF Admin charge (INR per day) : 2 • Bonus (INR per day) : 36 • Optional Allowance 1 (in Rupees) : 0 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0 • Number of working days in a month : 30

Security Manpower Service (Version 2.0) - Healthcare; Security Supervisor (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Healthcare
Category of Profile	Security Supervisor
Category of Skills	Semi skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	3 - 6 years
Additional Requirements for the Security Personnel	Aadhar Card
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes

विवरण/ Specification	मूल्य/ Values
Name of states/ UT for geographical presence is required	Tripura
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Radha Kishore Debbarma	799273,Near by Court	3	<ul style="list-style-type: none"> • Tenure/ Duration of Employment (in months) : 24 • Basic Pay (Minimum daily wage) : 463 • Provident Fund (INR per day) : 56 • EDLI (INR per day) : 2 • ESI (INR per day) : 15 • EPF Admin charge (INR per day) : 2 • Bonus (INR per day) : 38 • Optional Allowance 1 (in Rupees) : 0 • Optional Allowance 2 (in Rupees) : 0 • Optional Allowance 3 (in Rupees) : 0 • Number of working days in a month : 30

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

SCOPE OF WORK (SOW)

1. Preamble

This Scope of Work (SoW) governs the outsourcing of unarmed, uniformed private security personnel on a purely contractual basis. The contract shall be executed through the Government e-Marketplace (GeM) and is subject to:

- GeM General Terms & Conditions (GTC)
- GeM Service Level Agreement (SLA) for Security Manpower Services
- These Additional Terms & Conditions (including State of Tripura specific requirements)
- In case of any conflict, the order of precedence shall be: **ATC > GeM SLA > GeM GTC.**

2. Objective

To provide round-the-clock security, access control, crowd management, fire prevention, asset protection, and safety services at various hospital/institute premises across Tripura, including protection of patients, staff, visitors, doctors, and Government property.

3. Deployment & Category of Personnel (Tentative per Location)

Sl. No.	Category of Worker	Classification (as per Tripura Labour Dept.)	Minimum Number per Location
1	Unarmed Security Guard	Un-skilled	09

2	Security Supervisor	Semi-skilled	03
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Note: The total requirement may increase or decrease based on administrative necessity without any claim for compensation. The Agency shall provide immediate replacement for any absent personnel.

4. Qualification & Eligibility of Personnel (as per GeM SLA & PSARA 2005)

Category	Minimum Qualification	Experience	Physical & Other Standards
Unarmed Security Guard (Male/Female)	10th Pass	3 years	Physically fit, PSARA compliant, knowledge of Hindi/English/Local language
Security Supervisor	12th Pass	5 years	Knowledge of security, fire safety, supervision, command control
Ex-Serviceman Guard	10th Pass	3 years (Retired NCO or equivalent)	Valid PSARA condensed course, preference to be given

General Eligibility Conditions (All Personnel):

- Citizen of India
- Age: 18 to 50 years
- Police-verified character & antecedents (certificate to be submitted)
- No criminal conviction or dismissal from armed forces/police
- Valid training certificate under PSARA 2005
- Medical fitness certificate (free from contagious/infectious diseases)
- Photo identity card (as prescribed) to be worn conspicuously

5. Duties & Responsibilities of Deployed Personnel

Without limitation, the deployed personnel shall:

5.1 Access Control & Guarding

- Physically guard entry/exit points, conduct frisking/checking of visitors
- Screen/direct visitors and maintain visitor register
- Control access of persons/vehicles in and out of the premises

- Check gate passes for material movement

5.2 Patrolling & Surveillance

- Conduct round-the-clock patrolling of common areas, wards, administrative blocks, and surroundings
- Prevent entry of stray animals (cows, dogs, etc.)
- Ensure boom barriers and access control systems are operational

5.3 Emergency & Crisis Management

- Assist in emergency evacuation of buildings
- Participate in fire drills and handle firefighting equipment (basic)
- Rescue persons stranded in lifts
- Handle disaster management during accidents, bomb threats, or medical emergencies
- Liaise with local police and lodge FIRs in case of crime/violence

5.4 Record Keeping & Reporting

- Maintain movement registers (inward/outward of men, material, vehicles)
- Report any observed legal violation to supervisor
- Maintain confidentiality of all information (oath required)
- Render necessary assistance to police during investigations

5.5 Additional Responsibilities

- Carry notebook, writing instrument, torch, and baton during duty
- Wear proper uniform with agency embossed name plate and photo ID card
- Be courteous and disciplined in conduct

6. Wages, VDA & Statutory Compliance

6.1 Minimum Wages (as per Tripura Labour Dept. Notification effective 01-10-2025)

Category	Basic Minimum Wage (per month)	Previous VDA	Present VDA	Total Minimum Wage (per month)
Semi-skilled	₹10,721.00	₹1,200.67	₹107.90	₹12,030.00
Un-skilled	₹10,032.00	₹1,148.77	₹100.96	₹11,282.00

6.2 Wage Calculation Rules

- **Daily rate:** Monthly rate ÷ 26 (fifty paise or above rounded to next rupee)
- **Overtime:** Double the ordinary rate of wages
- **Equal wages:** Same rates for men and women for same work

6.3 Statutory Compliance (Mandatory)

The Agency shall comply with all applicable Acts:

Act	Applicability	Key Requirement
Minimum Wages Act, 1948	All employees	Payment not less than notified rates
Contract Labour (R&A) Act, 1970	Principal Employer & Contractor	Registration, license, welfare amenities
EPF & MP Act, 1952	20+ employees	12% (employee) + 13% (employer) of basic+DA
ESI Act, 1948	10+ employees, wage ≤ ₹21,000	0.75% (employee) + 3.25% (employer)
Payment of Bonus Act, 1965	10+ employees, wage ≤ ₹21,000	Minimum 8.33% of annual wages
PSARA 2005	All security agencies	Valid license, training, physical standards

6.4 EPF & ESI Contribution

- Employer share of EPF (13%) and ESI (3.25%) shall be reimbursed by Buyer
- Employee share shall be recovered from gross wages by Agency
- Proof of deposit (both shares) to be submitted by 15th of succeeding month

6.5 Bonus

- Minimum 8.33% of annual wages (or one month's basic wage subject to ₹7,000 minimum)
- Payable only to employees completing required working days

7. Payment, Billing & Reimbursement

7.1 Wage Payment to Personnel

- Monthly wages shall be paid **between 1st and 5th of every month** (irrespective of Buyer's payment delay)
- Payment only through **bank transfer** (proof to be submitted)
- No deduction except statutory (EPF/ESI/leave absence)

7.2 Monthly Bill Submission by Agency (to Buyer)

The Agency shall submit the following with each bill:

1. Invoice (3 copies)
2. GeM Contract Order
3. Attendance sheet (name-wise, duty-wise)
4. Bank statement showing salary disbursement to personnel
5. EPF challan (employer + employee share)
6. ESI challan (employer + employee share)
7. GST return (GSTR-1) and payment proof
8. Service feedback/certification from Executing Authority

7.3 Payment by Buyer

- Payment within 10 days of receipt of complete, valid invoice
- TDS shall be deducted as applicable
- No advance payment
- Delayed bill submission beyond 15 days from month-end: Agency bears interest/penalty liability

7.4 Service Charges & Financial Bid Restriction

- Service charges to be quoted **separately** (not clubbed with wages)
- Minimum service charge: **3.85%** (as per MoF OM)
- Maximum service charge: **7%** (including transaction charges)
- Any bid quoting below statutory minimum wages + VDA + EPF + ESI + bonus + GST shall be **summarily rejected**

Illustrative Minimum Quotation (Unarmed Un-skilled Private Security Guard & Unarmed Semi-skilled Private Security Supervisor per month as per Labour Dept. SOP):

A. Un-skilled Security Guard

Component	Calculation Basis	Amount (₹)
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Gross Wages (Basic + VDA)	As per Notification (Unskilled)	11,282.00
Employer EPF @ 12% + EDLI @ 0.5% + EPF administrative charges @ 0.5%	13% of ₹11,282	1,466.66
Employer ESI @ 3.25%	3.25% of ₹11,282	366.67
Bonus @ 8.33%	8.33% of ₹11,282	939.79
Total Statutory Burden	(EPF + ESI + Bonus)	2,773.12
Total cost per employee	Gross Wages + Statutory Burden	14,055.12
Service Charge @ 3.85%	3.85% of Gross Wages	434.36
Subtotal	Total cost + Service Charge	14,489.48
GST @ 18%	18% of Subtotal	2,608.11
Total Minimum Quotation (including GST)	Subtotal + GST	₹17,097.59

Rounded Total (as per standard practice): ₹17,098 per un-skilled guard per month

B. Semi-skilled Security Supervisor

Component	Calculation Basis	Amount (₹)
Gross Wages (Basic + VDA)	As per Notification (Semi-skilled)	12,030.00
Employer EPF @ 12% + EDLI @ 0.5% + EPF administrative charges @ 0.5%	13% of ₹12,030	1,563.90
Employer ESI @ 3.25%	3.25% of ₹12,030	390.98
Bonus @ 8.33%	8.33% of ₹12,030	1,002.10
Total Statutory Burden	(EPF + ESI + Bonus)	2,956.98
Total cost per employee	Gross Wages + Statutory Burden	14,986.98
Service Charge @ 3.85%	3.85% of Gross Wages	463.16
Subtotal	Total cost + Service Charge	15,450.14
GST @ 18%	18% of Subtotal	2,781.03

Total Minimum Quotation (including GST)	Subtotal + GST	₹18,231.17
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Rounded Total (as per standard practice): ₹18,231 per semi-skilled supervisor per month

C. Comparison Table (All Three Categories @ 3.85% Service Charge)

Category	Gross Wages (₹)	Statutory Burden (₹)	Service Charge @3.85% (₹)	GST @18% (₹)	Total Monthly Quotation (₹)
Un-skilled Guard	11,282	2,773	434	2,608	17,098
Semi-skilled Supervisor	12,030	2,957	463	2,781	18,231

D. Important Notes for Bidders (Updated)

1. Minimum Service Charge: As per MoF OM No. F.6/1/2023-PPD dated 6th January 2023, the minimum service charge for manpower outsourcing services is 3.85% (which includes 3% profit + 0.85% transaction charges).
2. Maximum Service Charge: Shall not exceed 7% (including transaction charges) without proper justification on file.
3. Any bid quoting below the above calculated totals (₹17,098 for un-skilled and ₹18,231 for semi-skilled) shall be summarily rejected as it would imply either:
 - o Wages below minimum wage, or
 - o Statutory contributions below mandated rates, or
 - o Service charge below 3.85%
4. Rounding: Fifty paise or above rounded off to the next rupee as per Notification.
5. VDA Revision: VDA is revised twice a year (1st April and 1st October). The above calculation is based on the notification effective 01-10-2025. Any revision shall be adjusted accordingly.

This calculation represents the absolute minimum legally permissible quotation for security manpower services in Tripura under the current notifications. Bidders quoting at or above these figures are compliant; any quotation below is non-compliant and liable for rejection.

8. Uniform, Identity & Equipment

Within **15 days of contract commencement**, the Agency shall provide each personnel:

Item	Quantity
Shirt	2
Trouser	2
Cap	1
Belt	1
Boot (pair)	1
Socks (pair)	2
Line yard	1
Whistle	1
Torch	1
Baton (lathi)	1
Winter wear / Raincoat	As applicable

- Photo identity card (as per PSARA) with agency distinguisher
- Whistle attached to cord, kept in left pocket
- Shoes with eyelet and laces
- Notebook and writing instrument always carried

Penalty for non-supply of uniform: ₹50,400 or actual cost, whichever is higher.

9. Licenses & Registrations (Mandatory for Agency)

The Agency must possess and maintain the following before contract commencement:

License/Registration	Authority	Validity
PSARA License (Tripura or operating state)	State Govt.	Entire contract period
Labour License under Contract Labour Act	District Labour Officer	Within 7 days of contract
EPF Code	EPFO	Independent, valid
ESI Code	ESIC	Independent, valid
GST Registration	Central/State GST	Up to date

Trade License	Govt. of Tripura/India/any State	Valid
GeM Registration	GeM	Valid

10. Registers, Returns & Inspection

10.1 Registers to be Maintained (by Agency)

- Muster roll (Form XIII)
- Wage register (Form XIV)
- Overtime register
- Employment cards (Form XV)
- Service certificates (Form XVI)
- Register of persons managing the agency (PSARA)
- Daily deployment register (countersigned by Buyer's official)

10.2 Returns to be Submitted

Return	To Whom	Timeline
Half-yearly return (Contract Labour Act)	Licensing Officer (District Labour Officer)	Within 30 days of half-year end (1st Jan to 1st July)
Quarterly report (workers list + wages paid)	Principal Employer	Every quarter
Monthly EPF/ESI challan copies	Buyer	By 15th of succeeding month
Annual PF return	Buyer	At contract end

10.3 Inspection

All registers shall be open for inspection by:

- Buyer / Executing Authority
- Labour Enforcement Authorities
- Government Inspectors

11. Performance Security & Bank Guarantee

Instrument	Percentage	Validity	Release Condition
Performance Bank Guarantee (PBG)	5% of contract value	Till contract completion + claim period	After certification of no dues
Security Deposit	3% of annual contract value (excl. GST)	Till contract completion including extensions	After no dues + annual PF return + GST deposit receipts

Forfeiture: Security Deposit shall be forfeited if contract is terminated due to unsatisfactory services.

12. Penalties & Service Level Agreement (SLA)

SI No.	Default	Baseline	Penalty
1	Delay in deployment	Within 2 weeks of PO	1% of contract value (2 weeks); 2% (3 weeks); Termination (4 weeks)
2	Misconduct/violent behavior	Zero instance	Replacement + ₹500-₹5,000 fine
3	No photo ID / improper uniform	Zero instance	₹500-₹2,500
4	Sleeping/drinking on duty	Zero instance	Immediate removal + ₹5,000 fine
5	Absence without substitute	Zero instance	Deduction as per Code on Wages
6	Delay in wage payment to personnel	By 5th of every month	₹500/day (up to 7 days); ₹1,000/day (thereafter)
7	Delay in EPF/ESI deposit	By 15th of succeeding month	₹1,000 per default
8	Expiry of PSARA license	Valid throughout	Immediate termination
9	Unsatisfactory work	As per Buyer's assessment	₹500 per default

10	Cumulative penalty exceeding 10% of contract value	—	Contract liable to be cancelled
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13. Liability & Indemnity

- The Agency is the **sole "Employer"** of deployed personnel. Buyer has no employer-employee relationship.
- Agency shall **indemnify** the Principal Employer against all claims under labour laws, including:
 - Workmen's Compensation (injury/death of personnel)
 - Medical emergencies
 - Wage disputes
 - EPF/ESI non-compliance penalties
- In case of **theft/loss of Government property** due to security lapse, equivalent recovery shall be made from the Agency.
- Agency shall indemnify Buyer if **input tax credit on GST** is denied due to Agency's non-compliance.

14. Police Verification & Antecedents

- Agency shall obtain police verification of all deployed personnel from local police authority **before deployment**.
- An undertaking and verification reports shall be submitted to the Buyer.
- Buyer reserves the right to have any personnel removed for unsatisfactory conduct.

15. Price Variation & Rate Firmness

- Quoted rates shall remain firm during the **initial contract period (1 year)**.
- Rate enhancement allowed **only** for statutory revisions:
 - Minimum wages (including VDA) as per Labour Dept. notification
 - GST rate changes
 - Their cascading effect on EPF/ESI/bonus
- **No escalation** on service charges or administrative charges.
- Any unjustified rate increase request may lead to contract cancellation.

16. Contract Period & Extension

Period	Duration	Conditions
Initial	1 year from date of Purchase Order	—

Extension (optional)	Additional 12 months	Satisfactory performance + mutual consent + same rates, terms & conditions
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17. Termination

The contract may be terminated **without notice** if the Agency:

- Violates any applicable labour law
- Fails to pay wages to personnel on time
- Provides unsatisfactory services (as decided by Executing Authority)
- Commits breach of any material term
- Cumulative penalty exceeds 10% of contract value
- PSARA license expires or is cancelled
- Deployment delayed beyond 4 weeks from PO date

Upon termination, any loss incurred shall be recoverable from Security Deposit/PBG.

18. Jurisdiction

Any legal dispute shall fall under the exclusive jurisdiction of the **Hon'ble High Court of Tripura, Agartala.**

19. Declaration by Bidder (Mandatory)

The bidder shall submit a declaration on its letterhead stating: **(As Annexure-B)**

"We have read, understood, and accepted all General Terms & Conditions, GeM SLA, and these Additional Terms & Conditions without any reservation or deviation. We agree to comply with all applicable statutory requirements including Minimum Wages Act, EPF Act, ESI Act, Bonus Act, Contract Labour Act, and PSARA 2005 as specified in this SoW."

20. List of Mandatory Documents to be Uploaded on GeM (Technical Bid)

Sl. No.	Document required for Technical Qualification
1	Self-attested EPF Registration

2	Self-attested ESI Registration
3	Self-attested GST Registration (up to date)
4	GeM Registration Certificate
5	Valid Trade License (Govt. of Tripura)
6	Self-attested PAN Card
7	Valid Labour License (covering ≥ 50 security manpower per day)
8	Firm/Company/Society/LLP/Proprietorship registration proof
9	CA-certified turnover certificate (min. ₹50 lakh/year for last 3 years) with UDIN
10	Work completion certificates (last 3 years) from Govt. Dept/PSU (Work orders alone not accepted)
11	In-state office proof + service support phone number + escalation matrix (Tripura)
12	ISO Certificate on similar work
13	Valid PSARA License of Home Department, Government of Tripura
14	Notarized Affidavit on ₹200 e-Stamp paper 1 st Judicial Magistrate (as per Annexure-A)
15	Declaration on letterhead accepting all terms without deviation (Annexure-B)
16	Undertaking to provide security services (Annexure-C)
17	Undertaking of Criminal liability (Annexure-D)
18	Details of turnover, experience, running contracts (Annexure D.1-D.4)
19	Performance report from concerned organization (Annexure-E)
20	Blacklisting/Debarred status undertaking (Annexure-F)

5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

7. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of

contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

8. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

SDMO, Longthorai Valley Sub-Divisional Hospital, Chailengta, Dhalai Tripura
payable at
Longthorai Valley

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of

this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---