

TERMS AND CONDITION FOR PARKING AND SECURITY SERVICES
THQ HOSPITAL,BUREWALA

1. **Time: the contract is for a period of one month and extended on monthly basis, till the joining of outsourcing firm by project management unit (pmu).**
2. **The firm will provide 10 X-ARMY men for round -o- clock security of hospital.however parking will be managed by firm by their own personals**
3. Free parking will be provided to all the hospital staff
4. The basic amount of auction is 60,000.auction start from 60,000 and the contract is awarded to the firm, who will offer maximum amount of parking and security services.
5. The final amount plus 10 % income tax will be deposited by the firm

SCOPE OF SERVICES

All the required equipments will be provided by the department except weapons.

The contractor shall have to provide round-the-clock security and parking services at THQ hospital Burewala.

Sr #	Persons	Timing
1	6	1 st shift
2	4	2 nd shift

Major items of services under this contract are as follows:

5.1. Security

- i. Develop a security and visitor management plan with the hospital management
- ii. Ensure visitor and patient discipline
- iii. Ensure protection of the patients, personnel & property of the hospital
- iv. Prevent the entry of medical representatives in the premises of the hospital.
- v. Prevent trespass with/without arms
- vi. Perform watch and ward functions including night patrol on the various points
- vii. Prevent the entry of stray dogs, cattle and anti-social elements, unauthorized persons and unauthorized vehicle inside the health facility.

- viii. In case of any incident such as theft, robbery, fight, accident inside health facility, it is the responsibility of contractor to coordinate/assist with designated hospital focal person in lodging of FIR, legal proceeding etc.
- ix. Contractor will also maintain log of all such activities and share it regularly with hospital administration by means of written reports, and direct verbal notification as warranted

5.2. Parking

- i. Develop a parking and visitor management plan with the hospital management
- ii. Provision of Parking Facilities and Maintenance (detailed TORs on parking below).
- iii. Regulate parking area by providing parking attendants to work in parking area located in the government health facility.
- iv. Undertake basic development of the parking facilities including the parking barriers (where required), signage and demarcation of parking areas. Contractor shall use existing parking facilities ,where available, and develop new where necessary.
- v. Collect a fixed parking fee from all the vehicles parked in the parking facilities. Contractor shall maintain proper electronic record of all receipts and shall use electronic ticketing devices..

6. TERMS OF REFERENCE:

6.1. Security:

The Contractor shall provide, render and ensure Security Services as assigned by the Authority on **round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays**. The Contractor shall be required to perform all necessary security services and duties as, including but not limited to, outlined in this Scope of Work and Terms of Reference. Unless directed by Authority the requirements of this shall **continue uninterrupted despite strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters** (natural, deliberate, or accidental).

6.1.1. Operations Responsibilities:

- 6.1.1.1. Control unauthorized access to Hospital territory.
- 6.1.1.2. Check entry and exit of the personnel, if required screen / inspect visitors/staff and their baggage, conduct body check (with the metal detector)

to identify and take away sharp instruments, flammable stuff. Perform suppression and removal of invaders, demonstrators and unauthorized entrants. Contractor shall deploy walk-through gates at entry points.

- 6.1.1.3. Recognize and respond to security threats or breaches.
- 6.1.1.4. Recognize and respond to emergency situations and safety hazards such as fire, power outages, terrorist attacks, accidents, short circuits.
- 6.1.1.5. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire- fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities.
- 6.1.1.6. Safeguard the property against theft, damage and misuse. Damage shall include setting up of banners, posters, advertisements, graffiti etc. without Authority's permission in the hospital territory.
- 6.1.1.7. The Contractor shall patrol the hospital area (outside surroundings and inside corridors) as required by this contract or as directed by the Authority to prevent trespassing, vandalism, sabotage, theft etc.
- 6.1.1.8. The Security Company shall be responsible to ensure the safety and security of hospital's assets moveable and immovable including any items stored in hospital's warehouse.
- 6.1.1.9. Monitor and provide information about public events or other activities in the geographic area that may impact hospital Operations.
- 6.1.1.10. Maintain daily log of all security violations and report occurrences to the Authority as quickly as possible considering the nature of the violation.
- 6.1.1.11. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the premises.
- 6.1.1.12. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
- 6.1.1.13. In emergency situations, security staff/supervisor/Senior Security Supervisors deployed shall also participate as per their role defined in the Security plan, of the Hospital. Security personnel should be sensitized for their role in such situations.
- 6.1.1.14. The Contractor shall be responsible for the confidentiality of the information. The Contractor shall take and must have mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to the security plans, in relation to this Agreement or the Security Services. Neither the Contractor nor any of

the employees/agents shall discuss nor disclose verbally or in writing any information regarding any of the internal security operations with any uninvolved persons or agencies without prior written approval from the Authority.

6.1.1.15. The client will install CCTV cameras and control center at facilities The contractors' staff shall be familiar and able to operate CCTV control center.

6.1.1.16. Any other duties/responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the contractor.

6.2. Parking Services:

The Contractor shall provide, render and ensure Parking Services as assigned by the Authority on **round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays**. The Contractor shall be required to perform all necessary security services and duties as outlined in this Scope of Work and Terms of Reference. Unless directed by Authority the requirements of this shall **continue uninterrupted** despite **strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters** (natural, deliberate, or accidental).

6.2.1. Operations and Maintenance:

6.2.1.1. The Service Provider will develop and modify, from time to time, a detailed operating plan for the Parking System. The Operating Plan will detail all aspects of operations including but not limited to branding, signage, geometric design (i.e. delineation of free parking, paid parking and no-parking areas), fee collection, enforcement, facility maintenance, and customer service procedures.

6.2.1.2. The Service Provider also will prepare detailed Parking Management Plans for all Block Faces and Parking Lots assigned to the Service Provider. The Operating Plan and Parking Management Plans, and any modifications to them, must be approved by hospital.

6.2.1.3. The Service Provider will incorporate suggestions from hospital on the Operating Plan and Parking Management Plans and operate the Parking System in accordance with the approved Operating Plan and Parking Management Plans.

- 6.2.1.4. Ensure that the flow of traffic is maintained without any hindrance and that the vehicles are not allowed to violate lane/slot displayed in the Parking Area.
- 6.2.1.5. Contractor will assign uniformed staff members with equipment to each facility to perform required services during the designated hours of operation and to open and close each parking facility at the times designated by the Hospital.
- 6.2.1.6. Contractor will be responsible for security staffing in the parking area and for all the vehicles parked in the parking facility.
- 6.2.1.7. Contractor will perform all essential security check with due diligence on all vehicles entering the parking facility.
- 6.2.1.8. Contractor will collect a fixed parking fee from all parked vehicles in the facilities except for hospital staff (hospital staff is provided free parking space). The rates for each vehicle type will be provided by the hospital administration, and shall not exceed the Govt. of Punjab approved rates.
- 6.2.1.9. Contractor will process each customer parking fee. Parking discounts will be applied to parking fees when applicable.
- 6.2.1.10. Contractor will establish procedures to safeguard all monies collected by Contractor's employees.
- 6.2.1.11. Contractor will note any hazardous conditions that might appear to warrant action and report these conditions first by telephone to the security team in place.
- 6.2.1.12. Contractor will be responsible for the cleaning of each of the assigned parking facilities regularly. This cleaning includes sweeping, removal of debris, and garbage.
- 6.2.1.13. Contractor will be responsible for lighting fixture defects and bulb replacement requirements in parking area.
- 6.2.1.14. The Contractor will provide and install necessary fixtures and furniture in the parking attendant's booth, including but not limited to, a computerized cash register, and security locks.
- 6.2.1.15. Contractor will provide complete bookkeeping for the parking operation including the submission of daily cash records and monthly statements to the Hospital.
- 6.2.1.16. Bear all expenses towards operation of the Parking System through the entire period and not claim any additional expenses.

6.3. Security Staff Requirements:

- 6.3.1. Contractor will supply all the staff necessary to complete the duties of this contract. The staff may include female security staff (at entrance and exit and for patrols and emergency services in female wards) as per Authority's directions. The contractor will carry out the work in a professional manner and to the satisfaction of this authority and will perform all services with qualified staff.
- 6.3.2. The Contractor shall be responsible for furnishing all labor ammunitions, uniforms, flashlights, batteries, cellular phones / communication devices, chargers, metal detectors and other related equipment as per Annexure B.
- 6.3.3. Arms shall be in working condition at all the time. Armed Guards must be equipped with sufficient cartridges
- 6.3.4. All arms must be licensed in the name of the company.
- 6.3.5. Contractor will deploy armed security guards at the entrances and all sensitive areas of the hospital, where as only unarmed security guards will patrol inside the building of the hospital.
- 6.3.6. The Contractor will be responsible for seeing that regular supervision is maintained over all working personnel by taking action on and responding to performance concerns. It is his responsibility to see that all their activities are properly coordinated with the Hospital operations and modify assignments as required.
- 6.3.7. The Security Supervisor/Guards are required to display mature behavior, especially towards female staff, female visitors, patients and elderly persons. The Security Guards may also assist the handicapped patients/visitors in reaching their desired locations, and also provide assistance to the serious patients, senior citizens & children, in reaching casualty or other desired department/location.
- 6.3.8. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
- 6.3.9. An authorized representative of the Contractor shall ensure his/her presence at short notice when required by the Authority.
- 6.3.10. Contractor will provide staffing, as requested by the Hospital, for special events. These special events will require the Contractor to provide staffing outside of our normal working hours.
- 6.3.11. Contractor will conduct a thorough background check on parking attendants and supervisory personnel whose job duties include the handling of Hospital parking fees.
- 6.3.12. If the contractor uses vehicle for properly executing the contract, he shall be solely responsible for provision, security and maintaining of any such transportation. It shall have the Contractor's logo prominently displayed at all times. The vehicles

shall not enter the facility without notifying and availing permission from the hospital administration.

- 6.3.13. The Contractor shall be responsible for all acts done by the personnel engaged by it. The Contractor shall at all time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services.
- 6.3.14. The Contractor or its personnel shall not at any time do, cause or permit any nuisance at the site / do anything which shall cause unnecessary disturbances or inconvenience to the passengers.
- 6.3.15. The Contractor shall provide appropriate and necessary management and supervision for all of his employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in compliance with Authority's rules and regulations, and instructions.
- 6.3.16. The Contractor shall ensure that it does not engage or continue to engage any person with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Security Services.
- 6.3.17. The Contractor shall provide detailed Execution plan, Methodology within 2 weeks of signing of contract.
- 6.3.18. The Contractor shall ensure hiring, training and administration of motivated and professional employees that meet or exceed the Authority's expectations.
- 6.3.19. The Security Company shall use biometric system installed in the hospitals to ensure attendance of Security Guards in time. Besides the attendance would be verified by the in charge administrator of the hospital
- 6.3.20. The age limit of security guard shall be from 25 to 50 years, for female security guards age limit must be from 25 to 40 years.
- 6.3.21. Minimum desired standards of personnel shall be as below:
 - 6.3.21.1. Height of male security guards not less than 5'7", height of female security guards not less than 5'3"
 - 6.3.21.2. Medically fit
 - 6.3.21.3. Physically fit;
 - 6.3.21.4. Hospital may test their fitness as per established methods if found.
- 6.3.22. All Security Guards assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness. They

should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of the security work involved. They should not be suffering from any contagious/major diseases

- 6.3.23. All Contractors' staff on duty shall wear uniform. The Service Provider shall provide the client specified uniforms and weather-appropriate protective clothing to his staff necessary to support continuous performance of contract requirements.
- 6.3.24. The Service Provider's staff appearance will be influential in creating a good image of hospital. Their appearance shall set a good example. The Service Provider shall ensure that guard personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing, uniform, and equipment.
- 6.3.25. The Service Provider shall ensure that none of his personnel report in drunken state or consume drugs, prohibited substances, etc., while on duty.
- 6.3.26. Security personnel shall, at all times, be polite, courteous, respectful and responsive to visitors, Authority officers, other service providers etc.
- 6.3.27. The Service Provider shall ensure all guards are provided with the appropriate identification. The identification shall include display of valid security company ID, containing a picture of the officer, at all times while in the facility as part of their uniform requirements.
- 6.3.28. No security personnel shall leave premises assigned, unless properly relieved by the next security personnel. The security posts/places shall not be left unmanned at any time during the period of the contract.
- 6.3.29. If the assigned officer does not report on time the Contractor is required to send a replacement officer immediately, without jeopardizing the security
- 6.3.30. During non-operational hours, the Security Personnel will check all doors to ensure that they are locked, inspect all areas by turning on a minimum number of lights, check for open windows, running or dripping water.
- 6.3.31. The Security Personnel shall take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force. They shall comply with inspection rounds requirement
- 6.3.32. The contractor shall nominate a focal person (manager or head supervisor), to engage regularly with the hospital administration. The contractor shall ensure 24/7 availability of such focal person. Hospital administration will engage this focal person to resolve day-to-day queries.