

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793018, Meghalaya

AAO, General Administration:

Tel: (0364) - 2538012

F. No. NEIGR/39/2008/Pt

e- TENDER/BID DOCUMENT

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Dated: 12.07.2019

SUB: ONLINE OPEN TENDER ARE INVITED BY THE DIRECTOR, NEIGRIHMS, SHILLONG FROM ELIGIBLE BIDDER FOR SELECTION OF; 1. MANPOWER SERVICES IN HOSPITAL (SHCHEDULE "A"). 2. NURSING SERVICES IN HOSPITAL (SHCHEDULE "B"). 3. MANPOWER SERVICES IN ADMINISTRATIVE BLOCK AND NURSING COLLEGE, ETC (SHCHEDULE "C") IN NORTH EASTERN INDIRA GANDHI REGIONAL INSTITUTE OF HEALTH & MEDICAL SCIENCES, MAWDIANGDIANG, SHILLONG, FOR A PERIOD OF THREE YEARS OR TILL THE FINALIZATION OF THE NEXT TENDER, WHICHEVER IS LATER, AS PER ENCLOSED SPECIFICATION AND RELATED TERMS AND CONDITIONS.

Bid document Downloading Start Date	14:00 hours of 12.07.2019
Pre bid Conference and Clarification Session	16:00 hours of 26.07.2019
Last Date and Time for Submission of Bid Document Online	14:00 hours of 08.08.2019
Last date and Time of Receipt of Earnest Money Deposit (hard copy)	14:00 hours of 08.08.2019
Date and time of Opening of Commercial Bids	14:00 hours of 09.08.2019
Cost of Earnest Money Deposit (EMD)	As per Schedule
Tentative Schedule after completion of Technical Commercial Evaluation Subject to inputs from respective Committee/Authority	60 days from the date of opening of Techno –commercial bid
Tentative Schedule for awarding of Contract including Institutional Requirement, justification of cost and on approval of the competent Authority	60 days from the date of opening of Techno –commercial bid

Bidder/Tenderers can download the tender /bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidder /Tenderers are required to submit their bid online by uploading all the relevant documents through www.eprocure.gov.in

The document can also be downloaded from the Institute's website at www.neigrihms.gov.in For further details regarding tender amendment /addendum /date extension please visit website www.eprocure.gov.in (Tele/Fax: (0364) 2538032).

SECTION I: NOTICE INVITING TENDER

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong -793018

Online tenders, in two-bid system, are invited by Director, NEIGRIHMS, Shillong from eligible bidder for provision of, **1.** Manpower Services in Hospital (Schedule “A”), **2.** Nursing Services in Hospital (Schedule “B”) & **3.** Manpower Services in Administrative Block and Nursing College etc, (Schedule “C”) in the Institute for a period of Three years or till the finalization of the next tender, whichever is later, as per enclosed specification and related terms and conditions. The work may be allotted to more than one agency as desired by the Authority.

1. Bidders /Tenderers would be required to register on the Central Public Procurement Portal at www.eprocure.gov.in, using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a User ID and Password by the system through which they can submit their bids online.
2. Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
3. Bidders/Tenderers can download the bid document from Central Public Procurement Portal website at www.eprocure.gov.in Bidders/Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through www.eprocure.gov.in
4. Tender document can also be downloaded from the Institute’s website at www.neigrihms.gov.in For further details regarding Amendment/Addendum/Extension please visit website: www.eprocure.gov.in and www.neigrihms.gov.in
5. No tender fee is required for downloaded documents.
6. Earnest Money Deposit (EMD):
 - 1. For Schedule “A” Manpower Services in Hospital is Rs. 30, 24, 000/-**
 - 2. For Schedule “B” Nursing Services in Hospital is Rs. 10, 80, 000/-**
 - 3. For Schedule “C” Manpower Services in Administrative Block and Nursing College etc, is Rs 4, 62, 000/-**

Total amount of (EMD) **Rs. 45, 66, 000/-** (Rupees Forty Five Lakhs Sixty Six Thousand) only in the form of Call deposit, Banker’s Cheque, Fixed deposit or Demand draft, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong or Bank Guarantee of any Scheduled Bank, shall be scanned and submitted online, along with the Techno-Commercial BID ‘A’ (**Annexure - II**), within the period of tender online submission date and time and the original (hard copy) should be submitted to Stores & Procurement Section, Director’s Block, Mawdiangdiang, NEIGRIHMS, Shillong -793018 within the stipulated date and time.

7. In the event of the date being declared as a closed holiday for purchaser’s office, the date for opening of bids online will be the following working day at the appointed times.
8. Bidders/Tenderers need to scan and upload the required documents like Goods and Service Tax (GST) registration, PAN Number/Card, valid document regarding the Existence and Registration of the firm along with the Techno-Commercial BID ‘A’ (**Annexure - I**)
9. The technical bids will be opened online by a committee of members duly constituted for the purpose at the time and date as specified in the tender document. All statements, documents, certificates, proof of EMD /Affidavits, brochures, specifications, etc uploaded by the bidders will be verified and downloaded for technical evaluation and the result of technical bid evaluation will be displayed on www.eprocure.gov.in which can be seen by all bidders who participated in the tender.
10. The bidders should download the **BoQ.xls** (Bill of Quantities) and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same **BOQ in .xls format**. NEIGRIHMS /Central Public Procurement Portal (www.eprocure.gov.in) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
11. The Financial bid (price bid) i.e. Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee of members and the result will be displayed on the www.eprocure.gov.in which can be seen by all bidders who participated in the tender.
12. No work will be allotted to Non-tribal bidder, contractors, Suppliers, stockists, bonded warehouse, private carriage contractors, cooperative societies etc except under a valid trading license issued by the Khasi Hills Autonomous District Council, Shillong.

Conditions for granting or refusing a license under Sub Section (1) b, c, & d of Section 3 of the United Khasi –Jaintia Hills District (Trading by Non –Tribals) Regulation, 1954:

In granting or refusing a license under this regulation, the Licensing Officer or any other Officer when duly authorized by the Executive Committee shall take into consideration the following matters according to the circumstances of each case, namely;

 - (a) Whether the applicant holds any other license for any other trade under this Regulation.
 - (b) Whether there is any tribal who carries on the same trade or is willing to carry on such trade for which the application of license is made.
 - (c) Whether the grant of a license to the applicant would promote the interest of the tribal residents in the District, economically or otherwise.

- (d) Whether the applicant is a permanent resident of the District.
- (e) Whether the application has been recommended by the Village Headman after being duly approved by the Local Durbar.
- (f) On production of a satisfactory Police verification report
13. The firm has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/- that there is no Vigilance/CBI/FEMA case pending against the firm/supplier.
 14. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment.
 15. The tendered rates and the validity of bids shall be for a minimum period of 3 (Three) years from the date, as the tender are finalized /awarded.
 16. Settlement of disputes – Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decision will be binding on all concerned.
 17. Bidders should enclose attested copy of Professional tax/GST Registration, PAN Number/Card, valid document regarding the existence and registration of the firm along with the Techno-Commercial BID ‘A’ (**Annexure – I**).
 18. Bidders to undertake to execute the rate contract agreement within 30 (Thirty)days from the issue of the letter of award, failing which EMD deposit may be forfeited forthwith and name of the said bidder may be removed from the list of registered agencies at NEIGRIHMS, Shillong.
 19. If the firm gives a statement in respect of any information, and subsequently it is establish to be a false statement either before or after award of contract, then the firm/agencies bids documents will not be considered as successful tenderer in respect of the Notice inviting tender and the security deposited shall be forfeited, moreover, if any liability excess for finalization of contract, then the said amount to be recovered out of the performance guarantee if any.
 20. The bidders/ representatives who are present in the opening shall sign in evidencing their attendance. The Price/Financial bids of the bidders shall be open only if the techno bids is responsive. The decision of the committee shall be final and shall not be opened for discussion. The rejected tender would be return to the tenderer on completion of tender process and after award of contract.
 21. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, Director, NEIGRIHMS may at his discretion, extend the date and time for submission of bids.
 22. The tender /bid is to be submitted online by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and the purchaser, shall be written in the English language, unless otherwise specified in the tender enquiry. However, the language of any printed literature furnished by the tenderer in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail. The tender submitted online by the tenderer and all subsequent correspondence and documents relating to the tender exchanged between the tenderer and the purchaser, may also be written in the Hindi language, provided that the same are accompanied by English translation, in which case, for purpose of interpretation of the tender etc, the English translations shall prevail.
 23. Interested eligible bidders, if so desire, may obtain further information from the General Administration Section, Office of the Director, NEIGRIHMS, Mawdiangdiang, Shillong – 793018, Meghalaya.
 24. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the tender and also to reject any or all bids without assigning any reason thereof and he is not bound to accept the lower rate.
 25. After the work has been allotted to the responsive bidder/agency, it is the responsibility of the said bidder/agency to clear all the GST, Government levies etc. timely, before raising any bills to the Institute. Copies of the Challan of GST etc are mandatory for submission to the Institute.
 26. The successful Agency will ensure the timely submission of bill every month. However, bills received late after one month, the agency have to pay the penalty. For instance, bill of April should submit in the month of May, if the bill of April submitted in the month of June, then a penalty @ 10% is to be deducted from the total bill of the agency and it will be the same for the subsequent bills.
 27. It is encouraged that the successful agency should ideally continue with the services of the present outsource staff in their present post and if any replacement is to be carried out the same is to be intimated to the authority of the Institute.

Sd/-
Deputy Director (Admn)
NEIGRIHMS, Shillong

SECTION II: GENERAL CONDITIONS OF TENDER

1. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category, as **Annexure III**.
2. The contract will remain enforce for a period of three years from the date of award. The Authorities of the NEIGRIHMS reserves the right to extend the said agreement on the same terms and condition till the finalization of next tender. On acceptance of the Award , the agency concerned shall furnish the security deposit amounting to: (1) For Schedule “A” Manpower Services in Hospital is Rs. 75,60,000/-, (2) For Schedule “B” Nursing Services in Hospital is Rs. 27,00,000/- & (3) For Schedule “C” Manpower Services in Administrative Block and Nursing College etc, is Rs. 11,55,000/-, Total Amount of Rs. 1,14,15,000/- (Rupees One Crore Fourteen Lakhs Fifteen Thousand) only in the form of Bank Guarantee valid for a period of three (3) years plus sixty days in favour of the “Deputy Director (Admn), NEIGRIHMS, payable at Shillong.
3. The persons deployed by the Agency should not have any adverse entry/remarks in Police records/and / or they should not have any criminal cases pending against them. The Agency should make adequate enquiries as well as should verify by police about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and all certificates to this effect be submitted to the NEIGRIHMS. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Institute reserves the right to examine the medical fitness of deployed person if, required by the institutional medical expert for the institutional satisfaction. The Service Provider shall withdraw such employees who are not found suitable by NEIGRIHMS for any reasons, immediately, on receipt of such information.
4. The service provider shall deploy manpower as per requirement by NEIGRIHMS at any time. The manpower deployed by the service provider shall be the employee of the service provider. It shall be the duty of the service provider to pay their remuneration every month and see the welfare of the person deployed. There would not be the Master and Servant relationship between the service providers and NEIGRIHMS. The manpower engaged by the service provider being the deployed person of the agency for and on whose behalf shall be working can't claim any relief against NEIGRIHMS. Further, the deployed person of the service provider, should not be qualified for absorption, in the event of post for which he is serving is sanctioned post declared, without clearing recruitment process.
5. The service provider's deployed in the office of the NEIGRIHMS shall not claim any benefit, compensation, absorption or regularization of their services in the establishment of NEIGRIHMS either under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970. The service provider should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the service provider (agency) and shall submits the said undertaking to the NEIGRIHMS. In the event of any litigation on the status of the deployed person, the NEIGRIHMS shall not be a necessary parties, however, in any event, either the deployed persons or the order of the Court, the NEIGRIHMS is made necessary parties in dispute to adjudicate the matter, the service provider has to reimburse the expenditure that would be borne by NEIGRIHMS.
6. The service provider's personnel shall not divulge or disclose any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the service provider.
7. The service provider's deployed person should be polite, cordial, positive thinking and efficient, while handling the assigned work and their actions shall prompt and promote goodwill and image of NEIGRIHMS to the society. The service provider shall be responsible for any act of indiscipline action on the part of persons deployed.
8. The minimum age of persons deputed should be 18 years and should not attain the age of 60 years, if suitable. Further, they shall not interfere with the duties of the employees of the NEIGRIHMS.
9. NEIGRIHMS shall direct the service provider to remove the person deployed from the site of work, who may be either incompetent, indiscipline, negligent in his duties or for his / her / their misconduct and the service provider shall forthwith acted upon on such direction, it may be verbal by over phone and such replacement should be attended, immediately.
10. The service provider has to provide Photo Identity Cards to the persons deployed on inserting the branch of deployment for carrying out the work. These cards are to be constantly displayed & their lost to be reported immediately to the Institution in-charge.
11. The service provider shall ensure that the person deployed are discipline and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work.

12. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
13. (a) Working hours would be normally 8½ hours per day, including half hour lunch break in between. However, in exigencies of work, the agencies manpower may be required to perform additional activities and the personnel may be called on gazette holidays, if required. Additional amount may be billed as per the rates approved duly certified by the officer for the same.
(b) An Outsource Staff is entitled to 8 (eight) days paid Casual Leave in a year. During the leave avail by an attendant in Hospital a substitute is necessary on such days. Wages of the substitute may be reimbursed from the Institute on submission of the bills. (To avail the Casual Leave for **1 {One}** day, the incumbent should completed 1½ month of continuous service and so on).
14. (a) The Agency shall comply with all relevant laws and statutory requirements covered under various Labour Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970, EPF, ESI etc. The Agency shall not pay the wages of its personnel below the rate of Minimum wages fixed by the Ministry of Labour, Government of India and shall also enhance the wages as and when revise / issue by the concerned Ministry with the approval of the concerned Authority.
(b) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations (as amended) as applicable from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and the NEIGRIHMS shall not be responsible for any liability for the said expenditure whatsoever on the persons deployed by the agency on account of obligation. The agency should provide particulars of EPF, ESI of its persons deployed in the NEIGRIHMS and produce receipted copies of challan indicating deposits of EPF & ESI against each employee and to furnish any other documents information relating to payment of salary etc. as and whenever called for by the NEIGRIHMS.
15. The service provider will submit the bills to the Institute every month for necessary payment. Late submission of bill, the Agency have to Pay Penalty as per **Clause 25 of Section I**.
16. The monthly bills in triplicate are invariably to be accompanied by:
 - (a) Copy of attendance records maintained at the section/department.
 - (b) Proof of payment of Wages/Salary directly to the credit of Bank account of each staff in a proper format, mentioning name, Wage/Salary, ESI and EPF remittances, ESI and PF-Account No, Total deduction and Net Salary/Wage.
 - (c) An affidavit for discharging all statutory liabilities related to ESI, EPF & GST and under the provision of Labour Laws is also required to be furnished.
 - (d) Challans as proof of deposit of all statutory liabilities like PF, ESI and GST.
17. Payment will be released after necessary verification and deduction of taxes deductible at source under the laws of the land in force.
18. The contractor shall not wait till the clearance of monthly bills (during entire contract period) from NEIGRIHMS to disburse wages, make remittances of statutory liabilities like EPF, ESI, GST, but shall ensure availability of funds for one month to make such payments to his employees.
19. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance were as per bill preferred by the service provider.
20. No bill will be paid to the service agency for the days of absence of any of their manpower.
21. The service provider will provide the required manpower for a shorter period, in case of any exigencies; as per the requirement of NEIGRIHMS.
22. The service provider ensures that he shall provide and/ or substitute, well in advance, if there is any probability that the manpower not performing / attending the task due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
23. The service provider or his authorized person shall be available at all times. The message sent by phone/e-mail/Fax/Special Messenger from NEIGRIHMS to the service provider shall be acknowledged immediately, on receipt; on the same day. The Service Provider shall strictly observe the instructions issued by the NEIGRIHMS from time to time.
24. It is the responsibility of the service provider to ensure safety of its own belongings and NEIGRIHMS shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or valuable, whatsoever.
25. That the agency on performing the service on utilizing the goods supplied by the NEIGRIHMS should ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by them and shall be responsible for acts of commission and omission on the part of his staff. If NEIGRIHMS suffers any loss or damage on account of negligence, wastage of materials without cause or theft on the part of the deployed person/agents of the said agency, then the agency shall be liable to reimburse to the NEIGRIHMS for the lost to be sustained. The agency shall keep the NEIGRIHMS fully indemnified against any such loss or damage.

26. NEIGRIHMS will maintain an attendance register in respect of the staff deployed by the agency, which is to be signed by the deployed person in addition to their own registered for verification, on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
27. On receipt of complaint from any individual to the effect that the Agency is in failure to make payment to the person deployed by the said agency, the same will be recovered from the service provider out of the payment outstanding for making payment of wages earned by persons. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider.
28. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the NEIGRIHMS or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.
29. The successful bidder has to execute an agreement with NEIGRIHMS to provide qualified experienced manpower as per requirement. The agreement will be valid for a period of three years from the date of execution. The service charges/rates quoted by the agency shall be fixed for an initial period of three years and no request for any change/modification shall be entertained before expiry of the contract period. The contract is not renewable. The NEIGRIHMS has the right to extend the contract period, if in the opinion of Authority of NEIGRIHMS that the extension is required till the finalization of the next tender, and it would be responsibility to the service provider to provide satisfactory performance for the said period on the same term and conditions. The Agency has no right to sought for extension of time for providing, the services being suitable for his own interest.
30. The service provider shall not assign, transfer, pledge or sub contract for performance of services to a third party.
31. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc. and any amount due to the agency from the NEIGRIHMS shall be forfeited by the NEIGRIHMS.
32. That on the expiry of the agreement as mentioned above, the agency has to withdraw all its personnel. The agency should settle the accounts on paying all their admissible dues to the person deployed. In case of any dispute, on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency.
33. The service provider will ensure that at least 80% of the personnel so provided will have a continuous service of at least 10 months in the Institute. This is applicable for each category of personnel engaged by the Institute.
34. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director, NEIGRIHMS, Shillong, whose decision shall be binding on both the parties.

SECTION III: SPECIAL CONDITIONS OF TENDER

Sealed tenders are invited from reputed and experience manpower agencies, as per terms and conditions as stipulated in general conditions of contract as well as special condition of contract from interested service providers having requisite experience for a period of **3 (Three)** years.

The Estimated Cost Value of works annually as follows:-

- | | |
|--|--------------------|
| 1. Manpower Services in Hospital (Schedule "A") | - Rs. 15.12 Crores |
| 2. Nursing Services in Hospital (Schedule "B") | - Rs. 5.40 Crores |
| 3. Manpower Services in Administrative Block & Nursing College etc, (Schedule "C") | } Rs. 2.31 Crores |

1. Only those who fulfill the following minimum criteria need to submit their bids:

- (a).** The bidding agency should have an average annual financial turnover of Rs. 4.53 crores during the last **3 (Three)** years ending 31st March of the Financial Year (2015-16, 2016-17 & 2017-18) for **Manpower Services in Hospital (Schedule "A")**.

Similar contract of either of the following:-

- 3 similar work/contract of not less than 40% of the estimated cost /value of work
Or
- 2 similar work/contract of not less than 50% of the estimated cost /value of work
Or
- 1 similar work/contract of not less than 80% of the estimated cost /value of work

- (b).** The bidding agency should have an average annual financial turnover of Rs. 1.62 crores during the last **3 (Three)** years ending 31st March of the Financial Year (2015-16, 2016-17 & 2017-18) for **Nursing Services in Hospital (Schedule "B")**.

Similar contract of either of the following:-

- 3 similar work/contract of not less than 40% of the estimated cost /value of work
or
- 2 similar work/contract of not less than 50% of the estimated cost /value of work
or
- 1 similar work/contract of not less than 80% of the estimated cost /value of work

- (c).** The bidding agency should have an average annual financial turnover of Rs. 70 Lakhs during the last **3 (Three)** years ending 31st March of the Financial Year (2015-16, 2016-17 & 2017-18) for **Manpower Services in Administrative Block & Nursing College etc, (Schedule "C")**.

Similar contract of either of the following:-

- 3 similar work/contract of not less than 40% of the estimated cost /value of work
Or
- 2 similar work/contract of not less than 50% of the estimated cost /value of work
Or
- 1 similar work/contract of not less than 80% of the estimated cost /value of work

2. A service provider having any legal suit/criminal case pending against its proprietor, partners or any of its Directors or having been earlier convicted on grounds of moral turpitude or for violation of laws in force shall not be eligible to participate the bid. The service provider should have registration as approved service provider with the appropriate Government authorities and a copy of the registrations shall be attached with the bid.

- 3 It should have PAN number and GST registration. Proof in this regard may be attached with the bid. It should not have been blacklisted by any organization. It should be willing to take up the contract on the terms and conditions at **Annexure-I**.
4. The tenders should be submitted in two sealed covers.
- Envelope (A) the first sealed cover should be super scribed '**TECHNICAL BID**' and should contain
- (i) The proforma at **Annexure-II**, duly filled in.
 - (ii) Agency profile including previous experience of manpower supply to Government Departments etc.
 - (iii) Acceptance of terms and conditions at **Annexure-I**
 - (iv) Demand Draft for Earnest Money Deposit.
 - (v) Annual turnover certificate issued by registered CA firms for last three complete Financial Years.
 - (vi) All other required documents
- Envelope (B) The Second Sealed envelope super scribed '**PRICE BID**' should contain only rates for ALL categories on manpower provided by the agencies – Unskilled , semi-skilled , skilled and highly skilled which is to be quoted for 8 ½ (eight and half an hours) with a lunch break of (½) half an hour (**Annexure-III**).
5. **QUALITY OF MANPOWER:**
The Department shall provide the Bench Marks such as Educational Qualification, Professional Qualification, etc. in respect of the manpower to be deployed on outsourcing basis time to time.
6. **SETTLEMENT OF DISPUTE:**
In the matter of any disputes and differences between the parties regarding the terms and conditions of the provision of manpower, the matter shall be referred to an Arbitrator(s) as may be decided by the Director ,NEIGRIHMS, Shillong for arbitration under the Arbitration & Conciliation Act, 1996. The service provider shall not question the decision of the arbitrator(s) on ground that the Arbitrator(s) is/are Government servant(s). The decision of the Arbitrator(s) shall be final and binding on the parties. The venue of the Arbitration shall be at Shillong.
7. The service provider is required to provide personnel to be divided in the categories unskilled, semi-skilled, skilled and highly skilled, who would have to be multi-taskers.
8. NEIGRIHMS has every right to call for screening test for the personnel recommended by the service provider, and they will have to go through a screening test to be conducted by the NEIGRIHMS prior to deployment. Any personnel deployed after said test, subsequently; if it found that he is not suitable for the job allotted by officer of the Institution, under whom is deployed, It would be the responsibility of the service provider to replace deployed person, immediately. The service provider is not authorized to transfer the said deployed person to attach with another branch, of the Institute.
It is provided that in the event of screening test that conducted by the Institute, the deployed person would not be deemed to be qualified, in respect of appointment in a post in the Institute.
9. NEIGRIHMS at its sole discretion depending upon the workload may at any point of time extend or curtail the contract or make changes in the requirement of manpower. The bidder should ensure that there is no guarantee, for minimum manpower to be deployed and the figure is estimated, subject to change at any point of time. It is make clear that in the event of retention of said deployed person, continuously for the whole contract period will not confer any right to the deployed person to be appointed or absorbed in the Institute of NEIGRIHMS.
10. The personnel deployed shall have no claims whatsoever for employment in the NEIGRIHMS on the basis of this assignment, as agreed as per term of contract with agency.
11. Pro-rata amount will be deducted for the periods of absence of deployed personnel by the manpower agency, from the total amount payable to the service provider.
12. TDS and other taxes as applicable will be deducted from each bill.
13. The provision of manpower shall have to be made available on requisition in time, as per the exigency of work. Any undue delay in the matter will be considered as breach of contract, and it will be dealt with accordingly. In case of requisition, manpower is not provided within a period of two days, an amount of Rs.500/- per day per personnel will be deducted from the amount payable to the service provider.

14. NEIGRIHMS, Shillong reserves the right to reject/accept any/ all the tender(s) without assigning any reasons whatsoever.
15. Tender application without complete documents/information shall not be considered and will summarily be rejected.
17. Failure by the service provider/agency to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender in the NEIGRIHMS. On termination of the contract the security deposit shall be forfeited.
18. The tenderer should put his signature and affix his seal / stamp on each page of the tender document as an acknowledgement of having read and understood the terms and conditions contained herein. Annexure will also have to be sign and affix his seal/stamped by the firm or its authorized signatory.
19. The services provider(s) have to contribute to the EPF/ESI to the concerned authorities as per the existing statutory regulation as amended from time to time. The liability for the payment of the statutory dues shall be borne by the service provider as included in the bids, failing which this will be treated as breach of agreement leading to termination of contract. The service provider should invariably submit the statements showing the deposit of EPF/ESI contribution in respect of each outsourced personnel deployed in the Institute to the concerned authorities. The statements of remittances submitted by the service provider(s) along with their bills are to be duly authenticated by the concerned EPF/ESI authorities on monthly basis in each and every page of the statements. The receipted copies of challans submitted along with monthly bills in support of deposit/remittance of EPF/ESI should invariably be “NEIGRIHMS specific” to ensure the correctness of deposit /remittance.
20. List of manpower deployed by the organization, with the establishment, the details of the person deployed and categories of manpower in details should be furnished.

TENDER

ANNEXURE-I

(For Techno-Commercial Bid 'A')

Qualifying Bid Document

1. Name of the Service provider :
2. Address with Tele No, fax No., E-mail :
3. Contact person's Name :
4. Essential Details :
 - (i) Registration :
 - (ii) Service tax / GST :
 - (iii) Experience certificate :
 - (iv) Certificate to the effect that there is no litigation :
 - (v) Fifteen digits Service Tax / GST Code of the Firm :

Desirable:

- (i) Financial standing :
 - (ii) Turnover details of last three years. :
8. Details of Manpower (Category wise) :
Total Strength, qualification, Length of average Service
 9. Address of the service provider with area of premises. :
 10. Whether owned/rented :
 11. Name of Banker :
 12. Whether the firm has any legal suit/criminal case pending
For violation of EPF/ ESI, minimum wages act or
Any other laws (give details). :
 13. Has the Agency/ company cleared the Service Tax / GST? :
 14. Confirm the following enclosures along with this format:-
 - a) Satisfactory service certificate from the previous customers
 - b) Certificate of registration with the Registrar of companies/Registrar of Firms (if applicable) Declaration.

TENDER

ANNEXURE-II
(For Techno-Commercial Bid 'A')

Sl.no.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date Due date :	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed.)	
6	PAN TAN Number (copy to be enclosed)	
7	Service Tax / GST Registration Number (copy to be enclosed)	
8	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India (If yes/ no, a certificate is to be attached in this regard.)	
9	Length of experience in the field	
10	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency along with the no. of personnel deployed under similar Hospital/ Medical/Educational Institution	
11	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
12	Whether agency profile is attached?	
13	List of other clients	

(Signature of authorized signatory)

TENDER

ANNEXURE -III

(For Price Bid 'B')

Name of the Company along-with Address & Telephone No.:

Financial Bid- Manpower Outsourcing:

Format - Financial Bid (BOQ)- Manpower Outsourcing:

Sl. No	Category	Basic +VDA	EPF (Maximum wage ceiling of Rs. 15000/-) @ 13.15%	ESI @ 4.75%	Service Charge	Transportation charges	GST (If Applicable)	Total
1.	Un-skilled	13,440/-						
2.	Semi-Skilled /Unskilled Supervisory	15,180/-						
3.	Skilled	17,790/-						
4.	Clerical	17,790/-						
5.	Highly skilled	19,590/-						

* **N.B.:-** Bidders /Agency Service Charges should be equivalent to all applicable categories and should bid for all categories. Detailed salary structure, if any, shall also be submitted along with the techno –commercial bid, as percentage of Basic + VDA, against each category basis.

Signature

Office seal

Standard Operation Procedure

1. Open the room
2. Open the blind, Check cords/ louvers etc.
3. Remove garbage from garbage bins & change garbage bags.
4. Clean the room with feather brush and dustpan.
5. Dust items located on wall & high areas clockwise and anti clockwise around the room. Items include: - picture frame, light fixture, & glass pane & ledge.
6. Check for the cobwebs in and around the wall and pillars.
7. Dust the table beginning with top surfaces and working your way down to the base & legs.
8. Wipe down light switches & clean any smudges on surrounding wall areas.
9. If there is any stain on the wall please try to remove it if can be removed if not in from engineering for touch up.
10. Scrub floor with spiral and scrubbing machine.
11. Remove the water with wet vacuum.
12. Wash flask, tray, and glass.
13. Mop the room with disinfectant.
14. Take one last look to see everything is in order, clock is working etc.
15. Spray a whiff of freshener and close the room door.
16. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

N.B.: There shall be zero tolerance for dust and dirt in the Institute.
The Service Provider is required to maintain very high standards of sanitation.