

Auction Notice

General Detail

- Office/Zone** : Ministry of Health and Family Welfare
-Department of Health and Family Welfare
-North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences (NEIGRIHMS)
- Seller/Auctioneer Name** : Harendra Dey-Auctioneer
- Reference No.** : GAD-ESTA0LEAS/7/2025-GAD
- Category** : Commercial
- Auction Brief** : Operation, supervision, management and running of photocopy, photo printing kiosk with stationery store and e-services facilities for 12 (hours) x 6 (days) at various locations of NEIGRIHMS, Mawdiangdiang, Shillong
- Auction Detail** : Bidding for Service provider, are invited by the Director, NEIGRIHMS, Shillong for “**Operation, supervision, management and running of photocopy, photo printing kiosk with stationery store and e-services facilities for 12 (hours) x 6 (days) at various locations of NEIGRIHMS, Mawdiangdiang, Shillong**” for awarding to the techno-commercially compliant e-bidder meeting all required parameters, on the basis of H1 license fee per month for a period of five years or till the finalization of next contract, which ever earlier, renewal annually based on satisfactory performance.

Sl no.	Category	Location	Timing	Area allotted in Sq feet	
1	Hospital	Ground Floor OPD (near MS office)	8:00am to 8:00 pm	(8 x 9) sqft	
2.	MBBS Boys Hostel	Ground Floor	8:00am to 8:00 pm	(8 x 8) sqft	
3.	MBBS Girls Hostel	Ground Floor	8:00am to 8:00 pm	(8 x 8) sqft	
4.	Undergraduate Hostel UG 1 (Boys)	Lower Ground Floor	8:00am to 8:00 pm	(6x 10) sqft	
5.	Undergraduate Hostel UG 4 (Girls)	Lower Ground Floor	8:00am to 8:00 pm	(6 x 10) sqft	

Project Location - Pin Code :

#	Pin Code	City	District	State
1	793018	East Khasi Hills	East Khasi Hills	MEGHALAYA

Bid Submission Rule

Bidding Access : Open

Item wise Time : Yes

Reserve Price : Applicable

Set PQ Validation : Yes

PQ Submission Start Date and Time : 01/05/2026 14:00

PQ Submission End Date and Time : 28/05/2026 14:00

PQ Assessment End Date and Time : 04/06/2026 14:00

EMD/Post Event Deposit

Allow EMD : Yes

Requires Item wise EMD : Yes

EMD Mode : Offline

EMD Payment Start Date} : 04/06/2026 14:00

EMD Payment End Date : 12/06/2026 14:30

Auction Timing rule

Auction Start Date & Time : 08/06/2026 10:00

Auction End Date & Time : 16/06/2026 14:00

Auto Extension : Not Applicable

Bidding Template : Commercial



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 793 018 (Meghalaya)

Website: www.neigrihms.gov.in /E-mail: storeneigrihms@gmail.com

Tele /Fax: (0364) 2538032

AUCTION NOTICE

SECTION-I: GENERAL INSTRUCTION TO TENDERERS

Bidding for Service provider, are invited by the Director, NEIGRIHMS, Shillong for "**Operation, supervision, management and running of photocopy, photo printing kiosk with stationery store and e-services facilities for 12 (hours) x 6 (days) at various locations of NEIGRIHMS, Mawdiangdiang, Shillong**" for awarding to the techno-commercially compliant e-bidder meeting all required parameters, on the basis of H1 license fee per month for a period of five years or till the finalization of next contract, which ever earlier, renewal annually based on satisfactory performance.

Sl no.	Category	Location	Timing	Area allotted in Sq feet	Minimum Reserve Price per month (excluding GST on reserve charge basis)	EMD Amount
1	Hospital	Ground Floor OPD (near MS office)	8:00am to 8:00 pm	(8 x 9) sqft	Rs. 1500/-	Rs. 4500/-
2.	MBBS Boys Hostel	Ground Floor	8:00am to 8:00 pm	(8 x 8) sqft	Rs. 1400/-	Rs. 4500/-
3.	MBBS Girls Hostel	Ground Floor	8:00am to 8:00 pm	(8 x 8) sqft	Rs. 1400/-	Rs. 4500/-
4.	Undergraduate Hostel UG 1 (Boys)	Lower Ground Floor	8:00am to 8:00 pm	(6x 10) sqft	Rs. 1300/-	Rs. 4500/-
5.	Undergraduate Hostel UG 4 (Girls)	Lower Ground Floor	8:00am to 8:00 pm	(6 x 10) sqft	Rs. 1300/-	Rs. 4500/-

- Bids are invited by Director, NEIGRIHMS, Shillong for "Operation, supervision, management and running of photocopy, photo printing kiosk with stationery store and e-services facilities for 12 (hours) x 6 (days) at various locations of NEIGRIHMS, Mawdiangdiang, Shillong", for a period of five years or till the finalization of next contract, which ever earlier, renewal annually based on satisfactory performance, as per enclosed specification and related terms and conditions.
- Earnest Money Deposit (EMD) of as above, in the form of Call deposit or Fixed deposit or Demand draft or Bank Guarantee or as permissible as per GFR 2017 drawn in favour of NEIGRIHMS EMD SECURITY DEPOSITS Account No. 30270200000027 IFSC Code BARB0MAWDIA Bank Name BANK OF BARODA Branch address MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA, is to be enclosed online valid for 165 days or extendable till finalization of the bidding whichever is later and submitted to the Tender Inviting Authority within the closing date and time of bidding. EMD of all unsuccessful bidders shall be refunded and a successful bidder has to submit performance guarantee (3 % of the total contract value), valid for a period of

60 days beyond the contract period .No bidder will be allowed to withdraw after submission of the bids within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited. Earnest Money Deposit (EMD) exemption is allowed to bidder having MSME certificate as per GFR, 2017 provisions revised rule 170(i).

3. Successful Bidders, in case of Non –tribal, shall have to apply, obtained and submit a valid trading license, issued by the Khasi Hills Autonomous District Council, Shillong, within 90 days of issuing of award /orders. An undertaking for the same has to be submitted by the bidder, on award of contract. Failure for submission of the Trading licence within the stipulated period will necessitate cancellation of the award.
4. The successful bidder must agree to all the terms and conditions mentioned in the tender document, in this connection including service, penalty etc.
5. The successful bidder must sign the contract agreement within 21 (twenty-one) days from the issue of the letter of award, failing which EMD/security deposit may be forfeited. The successful bidder shall have to enter into an agreement with NEIGRIHMS and the cost incurred in this connection shall be borne by the successful bidder.
6. In case the successful bidder furnishes false information their tenders/bids will be rejected and their Security Deposit/ EMD will stand forfeited.
7. The period of this contract is for a period of five years or till the finalization of next contract, which ever earlier, renewal annually based on satisfactory performance.
8. The awarding shall be on the techno-commercially compliant bidder meeting all required parameters, on the basis of H1 license fee per month, for a period of five years or till the finalization of next contract, which ever earlier.**H1 will be decided as per each category independently and a bidder has to quote separately for each category clearly super scribing the category head in each case.The H1 Licence fee will remain the same for the initial 2 (two) years period. Thereafter, the licence fee will be subsequently increase by 5% every year for the remaining 3 (three) years contract period or any extension thereof.**
9. All conditions as per Service level agreement of GeM Photocopy Services, percentage model except that awarding shall be on the complaint e-bidder on the basis of highest license fee per month.
10. In the event of termination or expiry of the agreement, the bidder/ Service provider shall hand over the entire premises and equipments/properties etc. of the NEIGRIHMS in his custody to the latter within five working days .
11. That the intended bidder shall ensure that no bid has been submitted by the tenderer/bidder on behalf of other successful bidder or the tenderer/bidder is not a partner or director of a firm/company that has participated in the said tender. If subsequently on acceptance of tender it is found that the successful bidder is also one of the beneficiaries of the intended firm that had participated in the said tender, award of contract would be stand terminated forthwith alongside the security deposits also be stand forfeited.
12. At any time prior to the date of submission of bid, the Director, NEIGRIHMS may, for any reason, whether at his own initiative 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. The Director, NEIGRIHMS, may at his discretion, extend the date and time for submission of bids. The tendered rates and the validity of bids shall be for a minimum period of 180 days from the date, as the tender are finalized/ awarded. All supporting documents for Technical qualification must be valid within the bid validity period.
13. NEIGRIHMS reserves all right to make any changes in terms and conditions of the e-tender and also to reject any or all bids without assigning any reason thereof.
14. 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. The jurisdiction in respect of settlement of disputes in Stores & Civil contracts shall be as per the Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts (Amendment) Ordinance 2018, wherein the provision for pre –institution mediation, has been made mandatory in respective cases by the parties to the disputes. The mediation shall be under the authorities constituted under Legal Service Authority Act, 1987. Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Shillong.

For any clarification and further details please contact @ Telephone No: 0364 -2538032 or communication on GeM.

SECTION II-SCOPE & CONDITIONS OF CONTRACT

1. The contract consist of necessary arrangement of all materials/goods/items/ e-services of the Photocopy kiosk to the customer, repair and maintenance of goods/materials etc., including provision of all materials/ equipment. This will also include transportation, cost of material and labour. The bidder shall make his own arrangement for safe storage of materials etc.
2. The Photocopy kiosk should be open for 12 (twenty-four) hours and on all 6 (six) days a week except on Sunday, else the firm /successful bidder shall have to pay a penalty as imposed by the Institute.
3. The Tenderer/Bidders are advised to visit the proposed areas for the kiosk outlet before participating in the tender.
4. The prospective bidder shall ensure that no bid has been submitted by the tenderer/bidder on behalf of other agency or the tenderer/bidder is not a partner or director of a firm/ company that has participated in the said tender. If subsequently on acceptance of tender, it is found that the successful bidder is also one of the beneficiaries of the intended firm that had participated in the said tender, award of contract would be stand terminated forthwith alongside the security deposits also be stand forfeited.
5. The stores available at the Photocopy kiosk should not exceed the MRP declared by the Manufacturer.
6. The Photocopy kiosk will be subjected to inspection by NEIGRIHMS and other authorized officials from time to time.
7. The successful bidder for his own interest should set up its own cubicle and should carry out the minor repairing, maintenance, establishment of kiosk like furniture/ fixtures, stationeries, if required connectivity of telephone for proper communication and that will have to be met by the successful bidder/party concerned. NEIGRIHMS shall allow the successful bidder for painting and whitewashing without modifications of the existing premises, subject to the approval of the authority of NEIGRIHMS. The successful bidder must also install the electricity meter, if not installed previously.
8. NEIGRIHMS does not assure/ guarantee the bidders of sale/service volumes. The bidders, prior to quoting rates, must make their own market study to estimate the sale/service volumes for the purpose of assessing the financial viability of their proposal. Conditional bids in this regard would be summarily rejected.
9. NEIGRIHMS reserves the right, in future, at any point in time to create additional facilities for the growing requirement of the NEIGRIHMS.
10. The successful bidder shall be responsible for making available adequately qualified staff in sufficient numbers for ensuring proper management and delivery of services.
11. The successful bidder will always ensure the availability of all items/services rendered by it under its own declaration of sales & services at Annexure II. In case of non- availability of any item, the firm will make arrangement immediately to procure the requisite item and provide the same.
12. The firm/successful bidder should mandatorily accept Digital Payment in the form of Debit/Credit /Prepaid Card /E –Wallet /UPI /APS /USSD facility or any other digital mode and receipt of the same should be provided to the customers.
13. NEIGRIHMS will reject the proposal for award if it determines that the bidder recommended for award was engaged in corrupt or fraudulent practices in competing for this contract.
14. The successful bidder will ensure that, the rejection of the Tender without any reason will not be caused for any liability to the affected bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such decision.
15. Performance security is liable to be forfeited if selected bidder:
 - Fails to adhere to the terms and conditions of the contract.
 - Supplies any sub-standard items.
 - Continuous Non-availability of items/ services.
16. The successful bidder should also abide by the rules and regulations of the local/Government authorities and provisions of the applicable laws. The bidder will have to manage the photocopy kiosk and will not sublet the same to a third party failing which the contract will be deemed to be terminated.
17. The successful bidder shall not store empty packing cases or any other material on the open spaces around the premises or any other place from where such material may be visible from outside. The area in front of the said premises shall not be encroached upon and used or allowed to be encroached upon or used for any purpose other than public passage.
18. Indemnity: The bidder shall indemnify the NEIGRIHMS against all actions, suits, claims and demands brought or made against it in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of his contract and against any loss or damage to the hospital in consequence to

any action or suit being brought against the bidder for anything done or committed to be done in the execution of this contract. The bidder will abide by the job, safety measures prevalent in India and will free the authority of NEIGRIHMS from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's negligence. The successful bidder will pay all indemnities arising from such incidents without any extra cost to NEIGRIHMS and will not hold the NEIGRIHMS responsible or obligated. NEIGRIHMS may at its discretion and entirely at the cost of the bidder defend such suit, either jointly with the bidder or single in case the latter chooses to defend the case.

19. The responsibility of maintaining the cleanliness and hygienic condition of the Photocopy kiosk will be with the successful bidder, at their own cost, and adequate & appropriate disposal of waste as per relevant rules.
20. The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, careful, skilled, experienced in their trades, dutiful, sober, well-behaved and rules compliant.
21. All the workers shall in variably carry their ID Cards (to be provided by the bidder at its own costs) and shall be produced to the security personnel and other Institutes authorities, whenever asked for.
22. The bearers for servicing in outlet will have to be provided uniforms by the licensee during the working hours at its own cost and they will be unfailingly required to wear in neat and tidy manner uniforms during working hours.
23. The bidder shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
24. The successful bidder shall keep NEIGRIHMS premises in good condition and shall not cause any damage thereto. If any damage is caused to the premises by the successful bidder or worker/employees deployed for operating the pharmacy, the same shall be rectified by the successful bidder at his own cost either by rectifying the damage or by paying cash compensation as may be determined by NEIGRIHMS.
25. The bidder shall use the premises ONLY for which it has been allotted by the Institute under the contract. The use of the premises for other purposes will lead to the suspension/termination of contract with immediate effect.
26. The licensee shall not use the premises for residential purposes or for any other purposes (including vending of any item other than those for which permission has been given). The bidder shall always use the premises in a prudent and careful manner as if it were his own.
27. The successful bidder shall have to vacate and handover peacefully the possession of the space given for running the photocopy kiosk at various earmarked locations of the Institute, on expiry of the contract period within a period of one (01) month. In any event, if the successful bidder intentionally and deliberately refuses to vacate and handover the possession of the premises on time, then the successful bidder shall have to pay penalty @ INR 1000.00 (*Rupees One Thousand only*) per day till the time the successful bidder occupies the pharmacy area in Public Utility Block in addition to any other expenses/dues that will be incurred to vacate the premises apart from the performance security being forfeited.
28. In case there is any litigation for the default of bidder and NEIGRIHMS become a necessary party in the court, the expenses to be incurred for the same will be borne by the bidder.
29. Disputes & Arbitration: If any dispute or difference of any kind whatsoever, which is not specifically stipulated in the General Condition of Contract/Special Condition of Contract and any differences caused between the parties in connection with or arising out of the contract, irrespective of whether during the currency of contract period or upon completion and/ or on termination, abandonment, or breach of the contract, shall be referred to and settled by sole arbitration by the qualified person appointed by the Director, NEIGRIHMS, as per applicable provisions of Arbitration & Conciliation Act, 1996. The decision of the Arbitrator will be final and binding on both the parties. However, if the matter is not settled through arbitration, the court in Shillong shall have the jurisdiction to decide upon any dispute arising out of or in respect of the contract.
30. On violation of any terms and condition of contract, the administration reserves the right to terminate the contract without assigning any reason on one (01) month notice.
31. In the event of failure on the part of the successful bidder to provide adequate service, then, necessary action will be taken by NEIGRIHMS. If there is any complaint against the successful bidder, the successful bidder shall be given an opportunity to furnish an explanation within 7 (seven) days. If the explanation is not satisfactory, the appropriate authority reserves the right to impose a penalty in addition to termination of contract and the decision of the Director, NEIGRIHMS, Shillong, shall be final and binding on the successful bidder.
32. Penalty Clause: In case of unsatisfactory performance with regard to operation, running and supervision of Photocopy kiosks as per subject name and description of work, schedule of work and terms and conditions of agreement pointed out during daily and periodical inspection by the concerned authority, the

bidder/contractor will be penalized on each occasion/classification of deficiency as mentioned below would be final and binding on the bidder. The amount of fine shown in the table below would be imposed on each occasion against each deficiency in 24 hours.

Sl. No.	Classified Deficiency	Penalty to be imposed
1.	Work force not wearing appropriate & adequate uniform, name badge, photo identity card (should not mention NEIGRIHMS in any way and also not to put NEIGRIHMS logo).	INR 500.00 (Rupees Five hundred only) on each occasion.
2.	Employment of staff below 18 years	Termination of Contract
4.	Non – maintenance of cleanliness/improper disposal system of chemical waste/any damage to the building/any modification or alteration in the building by the successful bidder without permission from appropriate authority of NEIGRIHMS in writing.	INR 500.00 (Rupees Five hundred only) on each occasion.
5.	Selling of items above MRP rates	INR 1000.00 (Rupees One Thousand only) on each occasion.
6.	Subletting of Photocopy kiosk	Termination of Contract
7.	Selling other items which are not under the scope of services of the contract.	INR 2000.00 (Rupees Two Thousand only) on each occasion.
8.	Photocopy kiosk not kept open as per the stipulated time frame	INR 500.00 (Rupees Five hundred only) on each occasion.
9.	Failure of provision of Digital Payment.	INR 500.00 (Rupees Five hundred only) on each occasion.
11.	Failure to keep essential items, as listed in the bid document/Annexure II	INR 500.00 ((Rupees Five hundred only) on each occasion.
12.	Items supplied are of sub standard quality.	INR 1,000.00 (Rupees one thousand only) on each occasion.
13.	Any other deficiencies pointed out by the official not indicated in the penalty of this tender document.	Fine up to the discretion of NEIGRIHMS administration not less than INR 5000.00 (Rupees Five Thousand only) on each occasion or termination of the contract as per the discretion of NEIGRIHMS.

33. That a notice board (White board 6 feet x 4 feet –mentioning discount offered, as per categories of items /stores shall be displayed prominently by the bidder /contractor at a conspicuous position within the premises and a Complaint Box (3 feet x 4 feet labelled as 'Complaint Box'). The box should be locked, and the key is to be deposited with the Medical Superintendent Office.
34. NEIGRIHMS administration shall have the right to terminate the contract (which shall be final and binding on the parties), in case the successful bidder does not conform to the above conditions after being given due notice in respect thereof.
35. The successful bidder will have to pay the monthly electricity charges, as per actual consumption, as per Bills of the Engineering Section.
36. All Electrical consumables like bulbs, tubes etc. are to be replaced by the successful bidder in case they are damaged/non functional.
37. The successful bidder shall not be permitted to draw any electrical connections/extensions etc. without obtaining approval from the NEIGRIHMS in writing.
38. Water tax if any, shall have to be paid as and when imposed by the NEIGRIHMS.
39. There shall be no structural damage to the premises.
40. NEIGRIHMS cannot ensure 12 (hrs) x 6 (days) electricity power supply. The successful bidder must install their own UPS, if required, to run their storage facilities with due intimation to the NEIGRIHMS in writing.
41. Monthly H1 Licence fee as arrived during the tendering to be paid regularly by 7th of each successive month for the outlet space which is **fixed for a period of two years and thereafter 5% increase in the subsequent years. GST on Licence fee to be paid by the bidder on reverse charge basis.**
42. In case the bidder/contractor make/ makes any default in the payment of the tax or any other charges that may be due to the Administration for consequent three months, it will be cause for termination of contract and the Administration shall be at the liberty to recover such rent or other dues from the said amount of

Security Deposit, on forfeiting security deposits on termination of contract. The administration of NEIGRIHMS shall recover the damages if any and the balance if any shall be refunded and proceed to resume possession in the manner stipulated herein.

43. In case of bidder/contractor commit/ commits any breach of this provision of this agreement or in the event of failure of bidder/contractor in payment of rent/license fee, the bidder/contractor would be served with 7 days (seven days) NOTICE to take remedial action. On expiry of the period of 7 days' notice, if the bidder/contractor fails to take remedial action, the Administration will have the liberty to issue 48 hours (forty-eight hours) NOTICE of termination. On expiry of 48 hours' notice period, the contract would be terminated. On such termination, the bidder's entire Security deposit available with the administration will be forfeited. The contract will be terminated at "Risk and Cost" of the bidder/Contractor under the provision of General Conditions of Contract.
44. That the successful bidder shall be responsible for any tax, duties etc that are payable which may be imposed by the Administration of the Central or State Government at any point of time, during the currency of the contract.

Any issue not specially covered by the above shall be referred to the Director, NEIGRIHMS, whose decision shall be final and binding.

SECTION –III: AUCTION REQUIREMENT

NEIGRIHMS is a super specialty medical institution for post graduate education, research and customer care services. NEIGRIHMS is located in Mawdiangdiang, Shillong-793018 and has a capacity of 594 beds at present. NEIGRIHMS desires to **“Select Eligible bidders /firms for operation, supervision, management and running of photocopy, photo printing kiosk with stationery store and e-services facilities for 12 (hours) x 6 (days) at various locations of NEIGRIHMS, Mawdiangdiang, Shillong for a period of five (05) years”.**

The Institute has premises as detailed on Page No.1 of this bid document and intends to allot it on H1 license basis, to the willing party having experience to operate such outlet under its ownership / proprietorship, to cater to the need of campus community.

Sl.No.	Eligibility Criteria	Modular Snacks Corner
1.	Work experience	The bidders/tenderer must have minimum one (01) year experience of operating a photocopy/ photo printing/ stationery/ e-services solutions in any 1 (one) of the last two financial years (i.e., 2023-24,2024-2025).
2.	Annual Turnover	Average Annual Financial Turnover of the bidder from kiosk should not be less than INR 10 lakhs (Rupees Ten lakhs only) in any 1 (one) of the last two financial years (i.e., 2023-24,2024-2025).
3.	Documents required for technical qualification. (Following documents needs to be submitted by the bidders along with their technical bid, failing which their bids will be considered technically nonresponsive)	<ul style="list-style-type: none"> a. Self-attested copy of PAN card under the Income Tax Act. b. The bidders/tenderer must have minimum 1 (one) year experience of operating a photocopy/ photo printing/ stationery/ e-services solutions with minimum turnover of 10 (Ten) lakhs in any one of the last two financial years (i.e. 2023-24, 2024-25). c. Self-attested scanned copy of Certificate of Turnover for the desired period- last two financial years (i.e., 2023-24,2024-2025) and amount in the related field/business issued by Chartered Accountant. d. Self-attested copy of UTR/Proof of Earnest Money Deposit Submission. e. Undertaking that there is no Vigilance/CBI/FEMA case pending against them. f. Undertaking that the bidder has not been deregistered/banned/blacklisted by any Govt. Authorities. g. Self-attested Copy of proof of identity and proof of residence of the person managing affairs of the firm and authorised person. (Copy of Passport, Aadhaar, Voter ID, Valid DL etc.), if any. h. Rate list of the Items/services proposed to be rendered by the prospective bidder as per Annexure II i. A Declaration/ disclosure and possible conflict of Interest for stores & procurement / Pharmacy cadre/Accounts/ Hospital Administration etc which may influence decision making, including tender committee members.

1. The e-bidder/ Service provider must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to engagement of persons under him.
2. The Service provider has to abide by all statutory rules and regulation of the Government of India and will be responsible for complying of all payment of minimum wages and other social security as per Government regulations , in force from time to time for the manpower engaged by the Service provider .
3. The Service provider will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the premises and will be responsible for any act commission & omission of such persons.
4. The Service provider should keep the outlet clean. If, at any point the out and its premises are found to be unclean, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. The service providers are required to ensure that the premises are pest free and should ensure proper and regular pest control measures to avoid any undesirable situations/ circumstances if any.

5. The Service provider shall bear at the expenses for running the outlet and the Institute shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.
6. The Service provider shall not be entitled to use the area allotted by the Institute for any other purpose or business other than the specified services. In the event of loss/theft/damage of property caused due to negligence of any of the manpower of the Service provider, the Institute shall be entitled to get compensation from the Service provider as decided by Director, NEIGRIHMS or his authorized representative.
7. NEIGRIHMS would not be liable for any compensation due to stoppage/change in scope of work due to local disturbance, change in policy or otherwise, obstruction of delay by any outside elements Service provider.
8. The Service provider shall not sell cigarette, bidi, pan, gutka, tobacco items, alcohol or any other prohibited items. If anyone is found indulging in these businesses, the Service provider shall be asked to leave the campus immediately and the Service provider shall be liable to lose the contract for breach of this condition.
9. The Service provider shall submit to NEIGRIHMS a list of all workers engaged to carry out the work, indication name, age, home address, qualification, etc and would also intimate as and when changes takes place. The Service provider shall not at any time engage any minor to carry out the work under the contract.
10. No subletting of work as a whole by the Service provider is permissible.
11. The Service provider and its manpower should not cause any disturbance, obstruction & hospital unrest in and around the hospital premises or within the said building at any time for any reason.
12. If there is damage to building or other Institute property because of willful or negligent act or poor maintenance, the Service provider shall repair the same to reflect the original aesthetics or else the Institute shall levy a service charge of 200% over the cost or such repair work.
13. The Service provider will be monitored by the Director, NEIGRIHMS or his authorized representative, at regular intervals.
14. The Service provider is required to dispose-off the wastage properly, as advised by the Institute from time to time.
15. The Service provider shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
16. MRP items should be sold at MRP or less and declaration should be submitted with bid.
17. The hospital campus is a "**No Smoking Zone**", hence sale and use of tobacco is prohibited.
18. **Usage of plastic bags is strictly PROHIBITED** and the same shall not be used under any circumstances, whatsoever. Instead use of Paper bags / plates / cups / etc. is encouraged.

SECTION - IV: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Operational:

The Service provider should provide all sales and services rendered by it up to the satisfaction of the customers comprising of Faculty, Students, Officers, staffs, patient, patient attendant, visitors etc. The sales and services should primarily be limited to photocopy, photo printing, stationery and e-services facilities as per the requirement of the contract and self declared items in annexure II in good quality.

2. Cleanliness:

The Service provider shall keep the area scrupulously clean and in a sanitary condition to the satisfaction of the administration. The Service provider shall not damage the fittings and fixtures in the area provided by the Institute. In case of damage, the Service provider shall be responsible for repair and replacement. It shall be the responsibility of the Service provider to engage adequate number of cleaners and manpower to provide them with adequate and necessary equipments/chemicals for keeping the area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the Service provider.

3. Manpower:

The Service provider shall engage adequate number of well trained manpower at his own expense for the proper discharge of the responsibility entrusted to him under the agreement and such manpower shall be persons with enough experience. They shall be provided with uniforms, aprons, headgears, etc by the Service provider at their own cost and they are to be maintained in neat and tidy condition. The manpower engaged by the Service provider shall be of good character and sound health.

4. Security and Safety:

NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the area store by the Service provider. The premises provided to the Service provider should only be used for the purpose as mentioned in the contract (i.e. photocopy, photo printing kiosk with stationery store and e-services facilities only). Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Service provider will not store any hazardous and/or inflammable/ combustible goods or substances or articles in or around the area.

5. Space and Accommodation:

Space will be provided by NEIGRIHMS, Shillong to the Service provider for a specified period of the contract. At the time of termination of the contract, the Service provider will have to hand over to NEIGRIHMS. On the expiry or earlier termination of this Agreement, the said area shall be vacated peacefully by the Service provider and handed over to the NEIGRIHMS, Shillong in the condition they had received. In case during the period of contract, the Service provider decides to terminate the contract, a notice for a period of not less than three months must be given to the NEIGRIHMS administration.

6. Director, NEIGRIHMS, shall have the right -

To stop the service rendered by the Service provider, if detected not of the requisite standard.

The Service provider shall allow the official of NEIGRIHMS to enter the area in order to inspect and execute, any structural additions and alterations or repairs to the said area premises, repairs to electric, water and sanitary installation, which maybe found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.

7. Jurisdiction:

Notwithstanding any other court or courts having jurisdiction to decide the questions(s) forming the subject matter of the reference if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Shillong and only the said courts shall have jurisdiction to entertain and try such action(s) and /or proceedings to the exclusion of all the other courts.

8. Waiver:

No failure or delay by NEIGRIHMS in enforcing any right to remedy of NEIGRIHMS in terms of contract or any obligation or liability of the e-bidder/ Service provider in terms thereof shall be deemed to be a waiver of such right, remedy obligation or liability, as the case may be, by NEIGRIHMS and notwithstanding such failure or delay, NEIGRIHMS shall be entitled at any time to enforce such right, remedy, obligation or liability, as the case may be.

AFFIDAVIT
(to be submitted along with technical e-bid)

I/We(Name) Contractor/Partner/Sole
proprietor (strike out word which is not applicable) of
(Firm).....do hereby declare and solemnly affirm to the fact
that the individual firm/companies are not blacklisted by the Union or State Government or any partner or
shareholder thereof are not directly connected with or has any subsisting inters in business of my/our firm.

I/We have disclosed the true information in respect of the Notice inviting tender and no part of it is false and nothing
has been concealed. I/ We further declare that if any declaration is found incorrect, the security deposits is liable to
be forfeited in addition to other penal action for the same.

DEPONENT

Address.....
.....

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my
knowledge and beliefs. No part of it is false and nothing has been concealed. I/ We further declare that if any
declaration is found incorrect, the security deposit is liable to be forfeited in addition to other penal action for the
same. I sign this affidavit on this the Day of.....at.....

Dated.....

DEPONENT

(Note: - To be furnished on non-judicial stamp paper duly attested by the Notary Public)

TO BE FILLED BY THE BIDDER**Items / Services which will be provided / served in the Shop / Outlet**

(The price quoted shall be inclusive of GST & other applicable taxes)

Xerox rates offered per sheet		
SL. No.	Particulars	Rate Offered
1.	A-4	
2.	A-3	
3.	B-4	
4.	Full Scape	
5.	Executive Bond	
6.	Transparency	
Binding Facility (please mention charges with type of binding)		
7.	Spiral Binding	
8.	Leather Sectional(Half)	
9.	Leather Cross(Half)	
10.	Rexene Sectional(Full)	
11.	Rexene Cross(Full)	
Colour Printing		
12.	One side	
13.	Two side/ duplex	
Typing Facility		
14.	Per page (Hindi)	
	Per page (English)	
Scanning		
15.	Per page	
	More than 10 pages	
Stationery items, E- Services & Any other item		
16.		
17.		
18.		

Note-

- Home delivery service is to be provided at no extra cost within the campus.
- All the material/equipment to be used should be of standard and reputed brands.
- Schemes allowed by companies to be passed on to the community.
- Not allowed to hold promotional events or stall for introducing new products outside the shop.
- Addl rows may be added in table above if required.

Date: _____

Signature of the Bidder: _____

Name of the Bidder: _____

Seal: _____

(PRESCRIBED FORMAT)

To,

The Director,
NEIGRIHMS,
Mawdiangdiang, Shillong-18

Subject: Undertaking for Submission of “ KHADC Trading Licence”

Sir,

Inviting reference to the above subject, I , the undersigned do hereby undertake to submit the Trading licence from KHADC within 90 (ninety) days of award of contract. In case, I fail to produce the said Trading licence within the stipulated period, my contract will be terminated without assigning any reason and at no cost to the Institute.

I , hereby enclose the necessary documents of proof of my application of the Trading Licence at KHADC, Shillong.

Thanking you.

Yours Faithfully,

Date:

Name of the Proprietor:-

Place:

Seal: