

All India Institute of Medical Sciences

Veerbhadra Marg, Pashulok,
Rishikesh-249203



Tender document for Manpower Services (Technical & Non Technical)

AIIMS, Rishikesh

Ref. No.	:	24/Manpower/339/2018-Rish(Admn)
Publishing Date	:	23-04-2018 at 9.00 AM
Pre-Bid Meeting	:	09-05-2018 at 3.00 PM
Bid Submission Start Date	:	14-05-2018 at 9.00 AM
Last Date of Bid Submission	:	29-05-2018 at 3.00 PM
Bid Opening	:	30-05-2018 at 3.30 PM

Tender documents may be downloaded from institute's web site www.aiimsrishikesh.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

TENDER NOTICE
Manpower Services (Technical & Non Technical)
AIIMS, Rishikesh, Virbhadra Marg, Rishikesh, Dehradun
Dated: 23-04-2018

1.E-tenders in Two Bids (Technical & Financial) are invited on behalf of the Director, All India Institute of Medical Sciences, Rishikesh from reputed, competent and experienced agencies, for providing **Manpower Services (Technical and Non-Technical) for a period of one year** at AIIMS Rishikesh.

2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0135-2462915.

4. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

6. Hard Copy of **original** technical bid along with earnest money deposit and tender fee etc. must be delivered to AIIMS, Rishikesh on or before last date/time of Bid Submission as mentioned above. The bid without EMD and tender fee will be summarily rejected.

7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

8. Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS, Rishikesh website: www.aiimsrishikesh.edu.in. And other Central Government Procurement Websites (*subject to its access of AIIMS Rishikesh*).The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalisation of the tender.

9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.

10. The pre bid conference would be held on **09-05-2018 at 03.00 PM** in the office of Tender Opening Room, AIIMS, Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head.

Administrative Officer
AIIMS, Rishikesh

E-tender Enquiry No. F.No 24/Manpower/339/2018-RISH (ADMN)
ALL INDIA INSTITUTE OF MEDICAL SCIENCES

RISHIKESH
(Forwarding Letter/Undertaking)
(SCHEDULE-'A')

File No.	24/Manpower/339/2018/Rish(Admin)
Subject	For providing manpower (technical and non-technical) for one year at AIIMS, Rishikesh
Name of the party in whose favour the Tender form has been issued	All India Institute of Medical Sciences, Rishikesh

The Director,
All India Institute of Medical Sciences,
Rishikesh - 249201

(SEAL OF THE OFFICER)

Dear Sir,

1. I/We hereby submit our documents against the above tender for outsourcing of jobs for one year at AIIMS, Rishikesh 249201.
2. I/We now enclosing herewith the FDR/CD/Term Deposit Receipt _____ dated _____ for Rs. ----- drawn in favour of "AIIMS, Rishikesh" towards EMD/Bid Security. (Tender not accompanied with EMD/Bid Security along with Techno Commercial Bid (Part-I) shall be summarily rejected).
3. I/We have gone through all terms and conditions of this tender before submitted the same and agreed to all the terms and conditions, stipulated by the AIIMS, Rishikesh in this connection.
4. I/We have noted that over written entries shall be deleted unless cut & re-written entries are duly initialed.
5. Tender is duly signed (No thumb impression should be affixed) by the proprietor/authorized signatory.
6. I/We undertake to sign the contract/agreement, if required, within 7 days from the issue of the letter of acceptance/offer, failing which our/my security money deposited maybe forfeited and our/my name may be removed from the list of contractors at the AIIMS, Rishikesh-249201.

Note:

- All terms and conditions such as statutory liabilities, taxes etc, have been indicated in the quotations failing which it will be presumed that the rates are inclusive of all taxes and other terms and conditions are also as per your requirements.
- The forwarding letter/schedule-A duly signed, as required, form part of the tender shall be submitted alongwith tender documents failing, which the tender shall be rejected.

Yours Sincerely,

**Signature with rubber stamp
of Tenderer with full Address**

1. WITNESS WITH FULL ADDRESS & PHONE NO.

2. WITNESS WITH FULL ADDRESS & PHONE NO.

3. WITNESS WITH FULL ADDRESS & PHONE NO.

Tender for Manpower (Technical & Non Technical)**TERMS & CONDITIONS OF CONTRACT**

(Annexure to Agreement)

A. Scope of Work:

The Agency shall provide supply of manpower (technical & non-technical) at AIIMS Rishikesh by deploying adequately trained (skilled, semi skilled and non-skilled) and well disciplined Job executor having fair command over Hindi & English in respect of various posts, as mentioned in financial bid. Brief description of the scope of work, job responsibility, qualification and experience are as per eligibility prescribed in Recruitment Rules of AIIMS, New Delhi and can be viewed in its website. The contract is likely to commence from the date of award of work.

The Job executor provided by the Agency will not claim to become the employees of AIIMS, RISHIKESH and there will be no Employee and Employer relationship between the Job executor engaged by the Agency for deployment at AIIMS, RISHIKESH.

The Agency shall ensure that the engaged Job executor, as per the description, not only performs within its requisite scope of work but also ensure maintenance, upkeep & safety of the Complex, Stores, Furniture etc. as well as harmonious and cordial relationships with the employees, visitors, patients, guests or any other persons within the complex / premises. The Agency will be held responsible to any illegal action by the deployed job executor.

Their deployment will be in general shift or round the clock in 3 shifts at the AIIMS. The Agency will provide to all deployed job executor Identity Cards and uniforms. The Agency will also ensure that engaged job executor should maintain vigil and remain alert on respective official performances.

B. Eligibility Criteria:

1. The Bidder may be a Proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc. as per law valid at least for 12 months from the date of award of work.

2. The Bidder shall have at least 5 (five) years experience of execution of similar nature of jobs and at least 02 (two) years experience in executing similar jobs in Govt department/ PSU/autonomies body.

Note: similar nature of job means that the agency should have experience in providing manpower services (technical and non-technical). Providing Security services and Housekeeping services will not be considered under similar work.

3. Conditional bids shall not be considered and will be out rightly rejected in very first instance.

4. Having successfully completed at least one work of similar magnitude as per below mentioned criteria during the last three years:-

- (i) One similar work of not less than Rs. 2,40,00,000/- (Rupees two crore forty lakh only) per annum or,
- (ii) Two similar works each amounting to not less than Rs. 1,50,00,000/- (Rupees One Crore fifty lakh only) per annum or,
- (iii) Three similar works each amounting to not less than Rs. 1,20,00,000/- (Rupees One Crore Twenty lakh only) per annum

(Above work should be in continuing for calculation of total value of above works)

Note: similar work means that the agency should have experience in providing manpower services (technical and non-technical). Providing Security services and Housekeeping services will not be considered under similar work.

5. Proof of financial turnover with a minimum of Rs 4,00,00,000/- (Rupees Four crores only) per year achieved, in all the last three years. (Balance Sheet duly audited by a Chartered Accountant should be annexed with Technical Bid)

Turnover provisions: - (i) The tenderers should submit along with the tender, a photo state copy of the last three years Annual Accounts with Audit certificate by Chartered Accountant, Income Tax returns and a copy of current valid income tax clearance certificate (IT CC), otherwise bidder will not be considered for administrative evaluation (in evaluation of Technical bid) and will be declared **disqualified** in technical evaluation.

(ii) In case of bidder falls under Section 44AD/44ADA/44AE of Income Tax shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India.

(iii) In case of supplier is an Indian Agent, the firm can submit copies of purchase orders issued in favour of firm (As the payment is made through LC directly to foreign manufacturer and equipment payment does not exist in the book of account of the supplier) in support to its turnover whatever amount is getting short.

(iv) There will be relaxation on turnover on *case to case* basis for **Start-up firms** registered by Government of India under Start-ups scheme as per orders of Ministry of Commerce, Government of India.

6. The bidder should have their registered office / branch in Rishikesh. If not, an office should be opened in Rishikesh within 30 (thirty) days of the award of work, where an empowered officer/designatory may be posted, who can take decision on any situation

7. There should be no case pending with the police against the Proprietor / Firm / Partner or the Company (Agency) & should not be black listed by any organization (Declaration on notarial stamp paper should be annexed.

8. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:

PF Registration:

ESI Registration:

Service Tax Registration:

Valid License issued by Regional Labour Commissioner, Govt. of India or should give an undertaking that the bidder would obtain it positively within 60 (sixty) days of the award of the work.

If the bidder fails to obtain the valid license within the stipulated period, for whatsoever reason, this Agreement shall automatically stand terminated and AIIMS, Rishikesh shall be at liberty to recover losses, if any, from the Security Deposit / EMD of the bidder.

9. Following documents attached along with the Technical Bid, should be duly attested by (Gazette Officers of the Government of India/ Officers of the State Governments) *failing which* the bid shall be liable to be rejected:

Column No. 4 : Copies of Labour Legislations viz. ESI, EPF, Gratuity Act

Column No. 7 : Copy of Return of Income Tax for the last three financial Years

Column No.9-12: Copy of PAN/GIR, VAT, Trade License, Service Tax Registration.

C. Information and Conditions relating to Submission of Bids

1. The initial period of contract shall be for 12 months from the date of award of work subject to review of performance every three months & will be extendable for further 12 months or for few months at the discretion of AIIMS Rishikesh after expiry of contract.

2. The pre bid conference would be done on **09-05-2018 at 03.00 PM** in the office of Tender Opening Room, AIIMS, Rishikesh. All the participating firms are required to put their query in writing before the committee or by email on or before the stipulated date and time of Pre-bid. Any query after the pre-bid will not be accepted.

3. **BID PRICES:**

- (I) The bidder shall give the total composite price inclusive of all levies and taxes as per price schedule given in BOQ. The offer shall be firm and in Indian Rupees only. No foreign exchange will be made available by the institute.
- (II) The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- (III) Rates quoted will include all statutory obligations of the Service Provider under EPF, ESI, Minimum Wages Act, Contract Labour (R&A) Act, weekly-off/replacement charges, cost of uniform, Identity cards of personnel deployed by the Service Provider, all kind of taxes, service charges, etc. of the agency.

4. Financial bids of only those bidders who qualify the technical criteria will be opened, provided all other requirements are fulfilled.

5. A bid determined as substantially non-responsive will be rejected by the Institute and shall not subsequent to the bid opening be made responsive by the bidder by correction of the nonconformity.

6. **FINANCIAL EVALUATION**

- (I) The financial bid of only those bidders shall be opened who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may likely to be present. The Institute shall inform the date, place and time for opening of financial bid through our website.
- (ii) The Financial Bids of unsuccessful bidders would not be opened and destroyed.
- (iii) The rates must be quoted per job basis. Agency shall include in its price all taxes and other costs while quoting for the tender, Income Tax will be deducted at source from the bills as applicable. The Agency needs to furnish its PAN Number.
- (iv) Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is, the unit price shall prevail and the total price shall be corrected by the Institute. If there is a discrepancy between words and figures, the lesser amount shall be considered as valid. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- (v) The evaluation and comparison of responsive bids shall be done on the price offered inclusive all statutory payment of both side as indicated in the Price Schedule in **Annexure-“II”** of the Bid documents.
- (vi) The AIIMS Rishikesh does not bind it to accept the lowest bid or any bid and reserves the right of accepting the whole or any part of the bid or portion of the job offered; and the bidder shall provide the same at the rates quoted. The AIIMS Rishikesh reserves the right to reject any or all offers received in response to tender or cancel or withdraw the tender notice without assigning any reason, whatsoever.
- (vii) The Institute will issue separate cheques of EPF/ESI in favour of EPF/ESI authorities and handover it to the service provider who shall deposit the same to EPF/ESI authorities through challans.

7. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed

along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions.

8. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Technical Bid, Financial Bid unless authenticated by full signature of bidder.

9. The bidder shall pay Bid Security (EMD) of **Rs 15,00,000 (Rupees Fifteen lakh Only)** along with the Technical Bid by TD/FD/CD in favour of "AIIMS, Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc at any stage. The original EMD will be put in cover-I containing Technical bid.

10. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract within one week.

11. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) will have to deposit an amount equal to Rs. 10,00,000 (Rupees ten lakh only) towards Security Deposit by way of TD/FD/CD in favour of "AIIMS, Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and sign a contract Agreement.

12. The EMD deposited by successful bidder will be adjusted towards Security Deposit as demanded above, if demanded by the bidder. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work, his bid security (EMD) shall be forfeited unless time extension has been granted by AIIMS, Rishikesh.

13. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to sign the contract on this stipulated time or fails to comply with any of the terms & conditions of the contract.

14. The bid shall be valid and open for acceptance of the competent authority for a period of 45 days from the date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained.

15. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

16. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate of service charge after complying with the all the Acts / provisions stated / referred to for adherence in the tender. In case two or more agencies are found to have quoted the same rates, the Director, AIIMS, Rishikesh shall decide about the Agency to which the offer shall be granted based on the report of highest Turnover of the firm in last three years. This decision by such authority shall be final.

17. The Director, AIIMS, Rishikesh, have discretionary right to award on the same rate parallel contract to any of the willing agency(ies) found to have quoted the same rates, in case, the agency with lowest rate at any stage after award of contract fails to perform successfully/satisfactorily.

18. The Agency has to pay all the statutory obligations except Service tax, from the consolidated fixed amount as mentioned in column 02 of financial bid. Rest amount will be paid to concern Job executor by means of A/c payee cheque. Service tax, agency service charges and consolidated fixed amount, all will be recouped after due satisfaction and paid by AIIMS, to the agency after producing relevant records.

19. AIIMS, Rishikesh reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

20. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.

21. This office, however, reserves right to terminate this initial contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm/ Agency.
22. Period to submission of bids, AIIMS Rishikesh may for any reason, Modify the bid documents. These amendment shall be binding on the tendered. These amendment shall be notified in the notice board kept outside the Tender office at AIIMS Rishikesh as well as on its website i.e. www.aiimsrishikesh.edu.

D. Other Terms and Conditions:

1. The job requirement as mention in above Tender documents are Tentative and actual number of requirement may be less. Initially few no. or few categories of job are required which will be demanded as per requirement. No claim can be made on the basis that mention no of job has not be taken from the agency. Payment will be made for the job actually outsourced.
2. Reservation: Reservation shall be applicable as per Ministry of Health & Family Welfare guidelines to AIIMS Rishikesh. As money paid against job is public money therefore welfare policies of government ought to be adhered to.
3. The Agency shall ensure fulfillment of qualifications (academic/professional), skills, experience, age limit and other engagement conditions as specified in Recruitment Rules of AIIMS, New Delhi. The Agency should verify & submit if any police records criminal cases are pending against persons supplied by them and should make adequate enquiries about their antecedents, character conduct and medical fitness. If asked the agency will provide more no. of demanded Job executor.
4. The full particulars of the Job executor to be deployed by the Agency including their names & addresses shall be furnished to the Administrative Officer, AIIMS, Rishikesh along with testimonials before they are actually deployed for the job.
5. The Agency shall not deploy or shall discontinue deploying the Job executor, if so desired by the Administrative Officer, at any time without assigning any reason whatsoever.
6. The Director, AIIMS, Rishikesh shall have the right, within reason, to have any person removed who is considered to be undesirable or otherwise and similarly agency reserves the right to change the staff with prior intimation to AIIMS, Rishikesh.
7. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
8. A local representative of Agency shall be In-charge of the Job executor and shall be responsible for the efficient rendering of the service under the contract. The local representative will ensure proper conduct by the deployed Job executor and prohibition of alcoholic / any form of tobacco consumption etc. They shall work under directives and guidance of the Administrative Officer and will be answerable to the Administrative Officer. This will, however, not diminish in any way, the Agency's responsibility under the contract to the AIIMS, Rishikesh. The local representative will also maintain the muster roll, the wages / payment register and other documents as provided in the Contract Labour Act.
9. The Agency shall provide necessary undertaking and documentary evidence in this regard.
10. A senior level representative of the Agency shall visit AIIMS, Rishikesh at least once-a-week and review the service performance of its Job executor. During the weekly visit, Agency's representative will also meet the Administrative Officer, AIIMS, Rishikesh, officer dealing with service under the contract for mutual feedback regarding the work performed by his Job executor and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed Job executor will be solely with the agency.
11. The AIIMS Rishikesh shall not be responsible for providing residential accommodation to any of the personnel of the service provider.

12. The Agency shall ensure that any replacement of the Job executor, as required by the Administrative Officer, AIIMS, Rishikesh for any reason specified or otherwise, shall be effected promptly without any additional cost to the AIIMS, Rishikesh. If the agency wishes to replace any of the Job executor, the same shall be done with prior concurrence of the Administrative Officer, AIIMS, Rishikesh at Agency's own cost.
13. The Agency shall provide Photo Identity Cards to its Job executor deployed at AIIMS, Rishikesh at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition and their loss should be reported immediately. Entry permit for the particular Bldg/Block, where the Job executor is actually deployed, shall be issued by Administrative Office, AIIMS. Incidentals for the respective categories of Job executor shall be borne / supplied by the Agency at its cost.
14. All the job Executors will perform their duty in proper dress & will maintain and smart turn out.
15. The Agency shall ensure that the Job executor deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Rishikesh/ MoH&FW/ Govt. of India/ any State or any Union Territory. The job executor shall not divulge to any unwanted person any details of office, operational process, and administrative matters etc. which are of serious and confidential nature that can attract legal action. The agency will strictly ensure that any sensitive/confidential nature of information related to the organization is not divulged or disclosed to any unwanted person by the job executor deployed by it.
16. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Administrative Officer, AIIMS, Rishikesh. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of Administrative Officer, AIIMS, Rishikesh or other competent authority.
17. The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to Job executor deployed by it at AIIMS, Rishikesh site or for any accident caused to them, the AIIMS, Rishikesh shall not be liable to bear any expense in this regard.
18. The Agency will pay his Job executor by means of a/c payee cheques latest by 7th of next month The Administrative Officer, AIIMS, Rishikesh shall recoup and pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month by the 10th day of the month along with attendance sheet, satisfactory performance certificate duly verified by the Administrative Officer, AIIMS, Rishikesh and other requisites. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department. The Agency shall also be responsible for the insurance of its Job executor. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications:-
 - (a) The Payment of Wages Act 1936
 - (b) The Employees Provident Fund & MP Act, 1952
 - (c) The Contract Labour (Regulation) Act, 1970
 - (d) The Payment of Bonus Act, 1965
 - (e) The Payment of Gratuity Act, 1972
 - (f) The Employees State Insurance Act, 1948
 - (g) The Employment of Children Act, 1938
 - (h) The Motor Vehicle Act, 1988
 - (i) Minimum Wages Act, 1948
 - (j) Total monthly remuneration will be calculated on the basis of actual deployment of job executors during the month.

19. Total monthly remuneration will be calculated on the basis of actual deployment of job executors during the month.
20. The agency shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leaves etc. to the staff engaged by him together with submission of form C under "The payment of Bonus Act, 1965". As far as EPF is concerned, the service provider will deposit the PF contribution with the Regional Provident Fund Commissioner, Dehradun in code provided by AIIMS, Rishikesh and submit the acknowledgement of payment so deposited to AIIMS Rishikesh. The agency will be duty bound, in accordance with the ESI Act and will get the ESI cards issued by the competent authority in respect of all employees deployed by him and furnish ESI numbers to AIIMS Rishikesh. The default shall attract a penalty at the rate of 2% per month on the monthly wages bill of the concerned month.
21. The agency shall issue EPF passbook and ESI cards within 60 days of the award of work to every job executor and shall apply the code number allotted by the local ESI/EPF authorities. In case of any violation a penalty of Rs. 500/- per day shall be imposed. Agency shall also submit regular EPF number of its employees before the submission of the first bill for reimbursement. The cost of pass books shall be borne by the agency.
22. In case of any delay in payment to the job executor and arbitrary deductions from their emoluments, the penalty, as under may be imposed upon the service provider:
 - 1st instance – 25% of service charge
 - 2nd instance – 50% of service charge
 - 3rd instance and onwards – Termination of contract on immediate noticeNon payment with penalty entail forfeit of security.
23. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Administrative Officer, AIIMS, Rishikesh and maintain liaison with the police. FIR will be lodged by the Administrative Officer, AIIMS, Rishikesh, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed accordingly.
24. The agency shall ensure that staff appointed by them is fully loyal-to and assist the Administrative Officer, AIIMS, Rishikesh during normal periods as well as during other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the AIIMS, Rishikesh.
25. In case of any loss that might be caused to the AIIMS, Rishikesh due to lapse on the part of the Job executor discharging their responsibilities will be borne by the Agency and in this connection, Administrative Officer, AIIMS, Rishikesh shall have the right to deduct appropriate amount from the bill or from the Performance Bank Guarantee submitted by the contracting agency to make good such loss to AIIMS, Rishikesh besides imposition of penalty. In case of frequent lapses on the part of the Job executor deployed by the agency, Director, AIIMS, Rishikesh shall have full right to terminate the contract and forfeit the security deposit or take any other action without assigning any reason whatsoever. Such penalties / termination shall be binding on the agency.
26. In the event of any Job executor being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
27. As and when Administrative Officer, AIIMS, Rishikesh requires additional Job executor strength on temporary or emergent basis, the Agency will depute such Job executor under the same terms and conditions. For the same, a notice of two days will be given by the Administrative Officer, AIIMS, Rishikesh. Similarly, if the Job executor deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the Administrative Officer, AIIMS, Rishikesh shall

deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.

28. In case any public complaint is received attributable to misconduct/misbehavior/drunken state of job executor and as verified by the competent authority, a penalty of Rs. 500/- for such incident shall be levied and the same shall be deducted from the monthly bill of the agency. Further, the concerned guilty person shall be withdrawn by the agency. Besides legal action as required under relevant rules/acts be also initiated against the guilty persons by the agency.
29. The job executor provided by the Agency shall not claim any benefit/compensation/absorption/regularization of service in AIIMS, Rishikesh. The AIIMS, Rishikesh does not recognize any employee and employer relationship with any of the job executors of the agency.
30. The Agency shall maintain the daily shift-wise attendance record of the Job executor deployed by it showing their arrival and departure time. The Agency shall submit to the Administrative Officer, AIIMS, Rishikesh an attested photocopy of the attendance record and enclose the same with the monthly bill.
31. In case of non compliance/non-performance of the services according to the terms of the contract, the Administrative Officer, AIIMS, Rishikesh shall be at liberty to make suitable deductions from the bill without *prejudice* to its right under other provisions of the Contract. It may be minimum 2% of monthly payment.
32. The Agency shall be solely liable for all payment/dues of the Job executor deployed by clearly specifying the deductions on account of EPF, ESI and other statutory obligations etc as demonstrated in line with the format attached as ANNEXURE-II. The Agency shall fully indemnify AIIMS, Rishikesh against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment /work in AIIMS, Rishikesh. Any complaint towards non-payment of wages, other liabilities, statutory obligations will lead to immediate termination of contract with penalty.
33. The Service Charges payable to the agency in providing the requisite Job executor will be claimed on percentage of the gross monthly wages payable to the Job executor. In this regard, gross monthly wages will be calculated on the basis of the actual deployment of Job executor during the month.
34. *Where the person supplied by the Agency is a related person of the responsible person of AIIMS, Rishikesh, he/she shall promptly disclose the fact by giving an undertaking on this behalf.*
35. **PENALTY FOR USE OF UNDUE INFLUENCE**
The contractor undertakes that he has not given, offered or promised to give, directly or indirectly any gift, consideration, reward, commission, fees brokerage or inducement to any person in service of the AIIMS or otherwise in procuring the contracts or forbearing to do or for having done or forborne to do or for having done or forborne to do any act in relation to the obtaining or execution of the contract or may other contract with the AIIMS for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the AIIMS. Any breach of the aforesaid undertaking by the Contractor or anyone employed by him or acting on his behalf (Whether with or without the knowledge of the Contractor) or the commission of any offence by the contractor or anyone employed by him or acting on his behalf, a defined in Chapter IX of the Indian Penal Code 1860 or the Prevention of Corruption Act, 1947 or any other Act enacted for the prevention of corruption, shall entitle the AIIMS to cancel the contract & forfeit the security.

36. **Period of the Contract**

The contract for hiring of personnel will be effective from the date as specified in the job award order.

37. The decision of the Director AIIMS, Rishikesh in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
38. **Dispute Resolution:** In case of any dispute or differences arising out or or relation to this contract will be resolved through joint discussion of the authorized representatives of the concerned paartie. However, if the disputes are not resolved by joint discussion, then the matter may be referred to the competent court of law by either party for adjudification.
39. **Jurisdiction of Law:** The laws of republic of India are applicable to this tender document. Courts in Dehradun/Rishikesh shall have exclusive jurisdiction in relation to any disputes arising out from this tender document.
40. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference. Notwithstanding anything contained under this contract, the Institute reserves the right to take immediate corrective action. In case of serious/ repeated/continuous breach of any term of contract by the service provider in addition to imposing any penalty including termination of its services an immediate notice on the risk and cost of the service provider. The institute may exercise this right as per its sole discretion if this situation demands after giving an opportunity of being heard to the service provider.
41. L1 Clause: L1 will be decided on the basis of **lowest percentage of per month service charges** quoted by the bidder separately in the .pdf format provided.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

Note- Please sign each page of document including terms & conditions & tender

ALL INDIA INSTITUTE OF MEDICAL SCIENCESRISHIKESHMANPOWER ESTABLISHMENT

F. No. 24/ /2017-RIS (Admn.)/

Dated:

TENDER FORM FOR PROVIDING MANPOWER

1. Cost of tender: :Rs. 1,180/- (Rs. One Thousand One Eighty)
2. Due date for tender submission : _____
3. Opening time and date of tender : _____
4. Name, address of firm/Agency : _____
With Tel. No.& fax No. _____
5. Registration No. of the firm/Agency : _____
6. Name, Designation, address and Tel : _____
No. & fax No. of authorized person _____
of firm/Agency to deal with. _____
7. Please specify as to whether tenderer: _____
is sole proprietor/Partnership firm. _____
Name and address and tel No. & fax _____
No. of directors partners should _____
Specified.
8. Copy of PAN card issued by Income : _____

Affix duly Attested P.P. size recent photograph of the prospective bidder

- Tax Deptt.and copy of previous _____
- Financial year's Income Tax Return _____
9. Provident Fund Code No. : _____
alongwith proof
10. ESI Code/Service. Tax. No : _____
alonwith proof
11. **Registration no. of the firm/agency under:** : _____
 - **Contract Labour (R&A) Act, 1970**
 - **Service Tax no. with its commisionarate**
13. Details of Bid Security Deposit
- (a) Amount : _____
- (b) FDR orTDR No. or Bank : _____
Guarantee in favour of AIIMS,
Rishikesh.
- (c) Date of Issue : _____
- (d) Name of Issuing authority : _____
14. Any other information : _____
15. Declaration by the bidder : _____

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

(Signature of the bidder)

Name & Address (With seal)

Tel. No.& Fax No

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

RISHIKESH

(In separate sealed Cover-I super scribed as “Technical Bid”)

1. Name & Address of the Tenderer Organization/Agency with phone number, email etc. <u>and</u> name, address and telephone/mobile number of contact office at Rishikesh.							
2. Experience in the work of providing Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, carried out and/or on hand for last five years along with a certificate from the organization where the job was carried out. (As per eligibility criteria No.4 and 5)					In following format		
S. No	Name of Organization with complete address and telephone numbers to whom services provided	From	To	Detail of Man Power Provided	Total Contract period (in Yr/month)	Total Contract Amount (In Rs.)	Reason for Termination
3. Set-up of your Agency, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service: (a) Is the establishment registered with the Government please give details with document/evidence. (b) Do you have Labour license. Please provide details and attach a copy. (c) Undertaking of the Agency confirming the availability of the adequate Job executor of requisite qualification and experience for deployment in AIIMS, RISHIKESH.							
4. Are you covered by the labour Legislations, such as, ESI, EPF, Gratuity Act etc.							
5. Please give EPF Regn No: ESI Code: Gratuity Act Regn. No:							
6. Are you governed by minimum wages rules of the Government							
7. Please attach copy of last Three year Return of Income Tax							
8. Please attach balance sheet of the company [duly certified by Chartered Accountant for last three (3) years]							
9. PAN No. (Please attach copy)							
10. GST No. (Please attach copy)							
11. Trade License No. (Please attach copy)							
12. Service Tax Registration No. (Please attach copy)							

13. Acceptance of terms & conditions attached (Yes/No). Please sign each page of Tender document as token of acceptance and submit as part of tender.	
14. Power of Attorney/authorization for signing the bid documents	
15. Please submit an undertaking, on notarial stamp paper of Rs. 100/- (Rupees one hundred only) (Performa in given) that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency) and firm / agency is never being black listed by any organization Indicate any convictions in the past against the Company/firm/partner.	
16. Please attach original FD/TD/CD Order of Rs.5,00,000.00 (Rupees five lakhs only) towards bid security (EMD) For Rs. 5,00,000/- DD/PO No. Date: Payable at:	Details of DD for Rs. 1,180/-(Rupees One Thousand One Hundred Eighty only) In case tender document is down loaded from website, please furnish following details. For Rs. 1,180/- DD: Date: Payable at:

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls:

1. DD/Pay Order No. _____
2. Terms & Conditions of the contract of Tender document (_____) each page must be signed and sealed.
3. Financial Bid (In separate cover II duly sealed by bidder)

Place:..... Date:.....	(Signature of Bidder with seal) Name: Address Phone No (O): Fax No. (O): E-mail:
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Sign of issuing Authority

(ON A STAMP PAPER OF RS. 100/-)

UNDERTAKING

To

The Director,

All India Institute of Medical Sciences,

Rishikesh,

Name of the firm/Agency _____ Name of the tender
_____ due date: _____

Sir,

1. I/we hereby agree to abide by all terms and conditions laid down in tender document
2. This is to certify that I/We before signing this bid have read and fully understood all terms and conditions and instructions contained therein and undertake myself/ourselves is abide by the said terms and conditions
3. I/We abide by the provisions of Minimum wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave, Relieving Charges, Uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Ministry of Labour or any other law enacted by the Govt. of India and accepted by the Government of Uttrakahand whichever is higher under the Minimum Wages Act, 1948 as amended by the Government from time to time and shall be fully responsible for any violation.

Signatures of the Bidder

(Name and Address of the Bidder)

Tel. No.& Fax No.

All India Institute of Medical SciencesRishikesh

F.No. 24/Manpower/339/2018-(RIS) Admin

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day _____ (month) _____ (Year) between the Administrative Officer i.e. the Principal Employer on behalf of Director, AIIMS, Rishikesh, (hereinafter called “the Department” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part AND _____ (name and address of the service provider) through Shri _____, authorized representative (hereinafter called “the service provider” which expression shall unless excluded by or repugnant to the context, be deemed to include his successors, heirs executors, administrators, representatives and assigns) of the other part for providing manpower services to the AIIMS, Rishikesh for providing safety, monitoring and surveillance of the Department.

NOW THIS AGREEMENT WITNESSETH as follows:-.

1. In this Agreement works and expression shall have the same meanings as are respectively assigned to them in the terms and conditions of contract hereafter referred to
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.
 - a. Letter of acceptance of award of contract.
 - b. Terms and conditions.
 - c. Notice inviting tender
 - d. Scope of work
 - e. Addendums, if any; and
 - f. Any other documents forming part of the contract
3. In consideration of the payments to be made by the department to the service provider as hereinafter mentioned, the service provider hereby covenants with the department to execute and the manpower services w.e.f. _____ as per the provisions of this Agreement and the tender document.
4. The department hereby covenants to pay the service provider in consideration of the execution and completion of the works/services as per this agreement and tender document, the contract price of Rs. _____ (_____ Rupees in words) per month.
5. Being the sum sated in the letter of acceptance subject to such additions there to or deductions there from as may be made under the provision of the contract at the times in manner prescribed by the contract.
6. The executing officer for purpose of operation of this contract shall be as per intimation given to service provider within one week of award letter.

In witness whereof the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Service provider/ For and on behalf of the Director, AIIMS, Rishikesh
Service Provider

Signature of the authorized official

Signature of the authorized officer

Name of official

Name of the Officer

Stamp/Seal of the Service provider

Stamp/Seal of the Principal Employer

By the said

By the said

_____Name

_____ Name

On behalf of the service provider in
the presence of:

on behalf of the Principal Employer in
the presence of:

Witness-I_____

Witness-I_____

Name_____

Name _____

Address _____

Address _____

Telephone No. _____

Telephone No._____

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY**(Refer Clause 11.1.4 of the NIT)****(To be stamped in accordance with Stamps Act of India)**

1. This deed of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the “Bank”) of the one part and Director, All India Institute of Medical Sciences, Rishikesh”(hereinafter called the “**beneficiary**”) of the other part.
2. WHEREAS All India Institute of Medical Sciences, Rishikesh has awarded the contract for outsourcing of jobs contract for Rs. _____ (Rupees in figures and words) (hereinafter called the “Contract”) to M/s _____ (Name of the service provider) (hereinafter called the “service provider”).
3. AND WHEREAS THE service provider is bound by the said contract to submit to the **beneficiary** Performance Bank Guarantee for a total amount of Rs. _____ (Amount in figures and words).
4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as sated above.
5. After the service provider has signed the aforementioned contract with the **beneficiary**, the Bank is engaged to pay the **beneficiary**, any amount up to and inclusive of the aforementioned full amount upon written order from the **beneficiary** to indemnify the **beneficiary** for any liability of damages resulting from any defects or shortcomings of the Contract or the debts he may incurred to any parties involved in the Works under the contract mentioned above, whether these defects or shortcoming or debts are actual or estimated or expected. The Bank will deliver the money required by the **beneficiary** immediately on demand without delay without reference to the service provider and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Service provider. The Bank shall pay to the **beneficiary** any money so demanded notwithstanding any dispute/disputes raised by the service provider in any suit or proceedings pending before any court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of _____ month form the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
7. At any time during the period in which this Guarantee is still valid, if the **beneficiary** agrees to grant a time of extension to the service provider or if the service provider fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the **beneficiary** and at the cost of the service provider.
8. The guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the service provider.
9. The neglect or forbearance of the **beneficiary** in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the **beneficiary** for the payment hereof shall in no way relive the Bank of their liability under this deed.
10. The expressions “the **beneficiary**”, “the Bank” and “the Service provider” hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (month) _____ (year) being herewith duly authorized.

For and on behalf of the _____ Bank.

Signature of authorized Bank official

Name _____

Designation _____

I.D. No. _____

Stamp/Seal of the Bank

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-I

Signature _____

Name: _____

Address: _____

Witness-I

Signature _____

Name: _____

Address: _____

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- Please note the Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG Tender No. : formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key
- Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid Tender No. : summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120- 4001002.