

**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**

AAO, General Administration:
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File No. NEIGR/39/2008/pt

Dated Shillong the 3rd June, 2011

Sub: Tender for **(a)** Manpower agency for outsourcing of services and **(b)** Provision of contract for .General Maintenance, housekeeping, cleaning, dusting, etc in the entire North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences, Shillong.

Sealed tender are invited on behalf of Director, NEIGRIHMS, Shillong-793018, from reputed Firm/Manpower Agencies, having experience rendering service in Government, Autonomous Institution or large Private Institution for outsourcing of services, indicated against the schedules attached to this Invitation for Bid/Tender, under two bid system in two separate sealed covers duly marked “Techno- Commercial: Bid/Tender-A” and “Price/Finance: Bid/ Tender- B”, placed in another sealed cover/envelope. Offers in sealed cover addressed to the Director, NEIGRIHMS, Mawdiangdiang, Shillong – 793018 with the words “Tender for providing manpower on outsourcing basis for NEIGRIHMS-Tender No: and File No:”,for **(a)** and “Tender for Provision of contract for .General Maintenance, housekeeping, cleaning, dusting ,etc in the NEIGRIHMS-Tender No: and File No:”,for **(b)** with date boldly super scribed on the top of the envelope and the offer sent by registered / speed post, which is to reach on the date schedule and in time or dropped in the Tender Box placed near the Account Section, Basement of Director's Block of the Institute. The Tender which is received due to postal delay Tenderer is solely responsible for the same and the said tender would summarily be rejected as not dropped in time.

Bid document/Tender Schedules can be had from the Assistant Administrative Officer(General Administration), I Floor, Director's Block, NEIGRIHMS, Shillong-793018 (Tel:0364-2538012), Meghalaya on all working days during the office hours till 28/06/2011, (before closing time) on payment of non-refundable tender Fee for Rs.1000/- (Rupees one thousand only) by hand or by Post Rs.1100/- (Rupees one thousand one hundred only) ,in the form of Demand Draft drawn on any nationalized Bank in favour of Financial Adviser, NEIGRIHMS, Shillong-793018, for each Tender. Institute would may make endeavor to dispatch the tender documents on receipt of the postal requisition expeditiously as possible, If there is postal delay in receipt of tender documents, the Institute is not responsible for the same. Bidder may refer to the Institutes website for detailed terms/ conditions, addendum or corrigendum relating to tenders.

The documents can also be downloaded from the Institute's website: www.neigrihms.nic.in . The tender document downloaded from the website will be accepted only on furnishing of non-refundable tender fee in the form of crossed demand draft/pay order for Rs.1000/- separately drawn on or any nationalized bank in favour of Financial Adviser, NEIGRIHMS, Shillong-793018, for each Tender and the tender cost should not be mingled

with EMD and both the instruments should be enclosed along with techno-commercial bid, otherwise, tender will not be considered. Tender document may be referred to for EMD details. If the tender document is downloaded from our website, while furnishing the tender, it should be super scribed legibly on the left corner of the sealed cover as “TENDER COPY IS DOWNLOADED FROM NEIGRIHMS WEBSITE”. The prospective Bidder may note that Pre-Bid meeting will be held on 21/06/2011, at 14:00 hrs in the office Chamber of the Assistant Administrative Officer (General Administration).All prospective Bidders may attend the Pre-Bid Meeting.

DATE OF COMMENCEMENT OF SALE OF BIDDING DOCUMENT	:	3 rd June, 2011
LAST DATE FOR SALE OF BIDDING DOCUMENT	:	28 th June, 2011
LAST DATE AND TIME FOR RECEIPT OF BIDS	:	28 th June, 2011 at 14:00 hrs
TIME AND DATE OF OPENING OF BIDS	:	28 th June, 2011 at 14:30 hrs
PRE-BID CONFERENCE AND CLARIFICATION SESSION	:	21 st June, 2011 at 14:00 hrs

In the event of the date being declared as a closed holiday and the Office, Institution is closed on the date of submission of bids, then the said bid would be accepted on the following working day at appointed times, and opening of bids will be as per schedule on the following working day in schedule time as per notice inviting tender in the presence of attending bidders or their authorized representatives, if any.

-Sd/-

Director, NEIGRIHMS

CC.

- a) Accounts Officer / IPC / Tender Committee members- For information and wide circulation please
- b) Deputy Director (Admn.): for information please & to direct the concerned section to upload on the Institute's website and send details by e-mail/fax to State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813 Email: sio-megh@nic.in
- c) State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813 E-mail: sio-megh@nic.in : For kindly upload details in the relevant section of website of Government of Meghalaya/ Government Tenders.

SECTION I: NOTICE

INVITING TENDER

NEIGRIHMS

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

1. Sealed tenders in two-bid system are invited by the Director, NEIGRIHMS, Shillong as per enclosed specification and terms & conditions from reputed and experienced bidders.
2. A complete set of bidding documents may be purchased by any interested eligible bidder on submission of written application and on payment of non – refundable fee as mentioned in the tender notice in the form of Crossed Demand Draft in favour of Financial Adviser, NEIGRIHMS, Shillong, payable at Shillong. Bidding document may be obtained during office hours on all working days either in person or by post.
3. Earnest Money Deposit (EMD) of Rs.50,000/- (Fifty thousand only) in each case, in the form of Call deposit, Fixed deposit or Demand draft in favour of Financial Adviser, NEIGRIHMS, Shillong, is to be enclosed with Techno-commercial BID ‘A’ (Un-priced Bid)
4. The bidders should take care that the rates and amounts are written in figure and words as well.
5. The tendered rates should be kept opened for a period of three year from the date, whenever, the tenders finalized.
6. Bidders should enclose attested copy of Service tax registration, PAN Number/Card, valid document regarding the existence and registration of the firm along with the with Techno-commercial BID ‘A’ (Unpriced Bid).
7. Please note that no counter proposal is acceptable and conditional tender / late tenders are liable to be summarily rejected.
8. A proof of ownership/partnership etc. shall be submitted along with verification of address, telephone & fax numbers.
9. No work will be allotted to Non-tribal bidder, Outsourcing Agency, Cooperative societies, etc., without valid trading license issued by competent authority including Khasi Hills Autonomous District Council, Shillong, where applicable. Hence, tenderers should ensure themselves of having valid trading licence, if the contract is awarded.
10. Firms having sufficient experience and trained manpower, for handling such official functions regularly and ready to provide manpower at short notice should participate in the bid.
11. Bidder have to undertake that they have gone through the terms and conditions of contract and if agreed with all the terms and conditions stipulated in the tender document to dropped their tender . In the event of non-execution/non-performing of the services required, etc. as per condition of contract, it would invite for penalty for non performance of which shall additionally be include the penalty as per bids that is to be submitted under sealed cover /sheets and said penalty may be considered on their face value, according to their bid.
12. Bidders to undertake to execute the rate contract agreement within 15 (fifteen)days from the issue of the letter of Award, failing which EMD deposit shall be forfeited forthwith and name of the said bidder may be removed from the list of registered agencies at NEIGRIHMS, Shillong.
13. Bidders have to note that over writing/white fluid entries shall be deleted unless it is slated and re-written and initialed by the tenderer. The over written shall not be allowed, however, after white fluid and re-written place to be ink singed by the tenderer with seal of the firms.
14. The bidder /agency has to give a voluntary statement by way of affidavit on stating that they have not been blacklisted in the past by any Institution, Government/Private and no case is pending against any contract and also to state that there is no vigilance/CBI case pending against the Firm/Agency. The affidavit is to be duly executed before the Notary

Public or magistrate First Class on a non-judicial stamp paper of Rs.10/-. The bidder should have to submit that affidavit in original alongwith tender document.

15. All Tender Papers is to be duly signed by the bidder on all the pages as a token acknowledgement of having accepted all terms and conditions.
16. If the firm gives a statement in respect of any information, and subsequently, it is establish that it is a false statement either before or after award of contract, then the firm/agencies bids documents will not be considered as successful tenderer in respect of the Notice inviting tender, in that event; the Earnest money as well as the security deposited shall be forfeited for misleading information to secure the tender. If the contract is awarded, and performed that excess for finalization of contract, in that event, the amount exceed to be recovered out of the performance guarantee, is scurrility deposits is not exhausting the liability. .
17. The bidders should have experience in the providing services for a period of at least two years having knowledge of works to be performed the work in the same nature for providing adequate knowledgeable manpower in both the categories.
18. Settlement of disputes – Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decision of the Director , NEIGRIHMS shall final and be binding on the bidder.
19. The bidders/ representatives who are present in the opening of tender shall sign on evidencing their attendance. The Price/Financial bids of the bidders shall be open only whose bids are found technically and commercially suitable. The decision of the committee shall be final and shall not be opened for discussion. The rejected tender would be return to the tenderer on completion of tender process and after award of contract.
20. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, either of his own 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 by postal service will be notified of the amendment in writing and the said amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, Director, NEIGRIHMS may at his discretion, extend the date and time for submission of bids. The Tenderer should ensure that amendment, if any, prior to submission of bid documents.
21. The bid and all correspondence and documents shall be in the English language.
22. The tender document is not transferable.
23. Interested eligible bidders, if so desire, may obtain further information from the office of the Assistant Administrative Officer (General Administration) NEIGRIHMS, Mawdiangdiang, Shillong – 793018, Meghalaya.
24. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the tender and also to reject any or all bids without assigning any reason thereof.

-Sd-/
Director
NEIGRIHMS, Shillong

SECTION II: GENERAL CONDITIONS OF TENDER (a)

1. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category, as Annexure III.
2. The contract will remain enforce for a period of three years from the date of award. The Authorities of the NEIGRIHMS reserves the right to extend the said agreement on the same terms and condition till the finalization of next tender. On acceptance of the Award , the agency concerned shall furnish security deposit equivalent to Rs.5,00,000/-(Rupees Five lakhs) only in which 50% Demand Draft and 50% by Bank Guarantee in favour of the “Financial Adviser, NEIGRIHMS, Shillong. A security deposit is refundable on successful completion of the contract.
3. The persons deployed by the Agency should not have any adverse entry/remarks in Police records/and / or there should not have any criminal cases pending against them. The Agency should make adequate enquiries as well as should verify by police about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and all certificates to this effect be submitted to the NEIGRIHMS. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Institute reserves the right to examine the medical fitness of deployed person if, required by the institutional medical expert for the institutional satisfaction. The Service Provider shall withdraw such employees who are not found suitable by NEIGRIHMS for any reasons, immediately, on receipt of such information.
4. The service provider shall deployed manpower as per requirement by NEIGRIHMS at any time. The manpower deployed by the service provider shall be the employee of the service provider. It shall be the duty of the service provider to pay their remuneration every month and see the welfare of the person deployed. There would not be the Master and Servant relationship between the service providers and NEIGRIHMS. The manpower engaged by the service provider being the deployed person of the agency for and on whose behalf shall be working can't claim any relief against NEIGRIHMS. Further, the deployed person of the service provider, should not be qualified for absorption, in the event of post for which he is serving is sanctioned post declared.
5. The service provider's deployed in the office of the NEIGRIHMS shall not claim any benefit, compensation, absorption or regularization of their services in the establishment of NEIGRIHMS either under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. The service provider should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the service provider (agency) and shall submits the said undertaking to the NEIGRIHMS. In the event of any litigation on the status of the deployed person, the NEIGRIHMS shall not be a necessary parties, however, in any event, either the deployed persons or the order of the Court, the NEIGRIHMS is made necessary parties in dispute to adjudicate the matter, the service provider has to reimburse the expenditure that would be borne by NEIGRIHMS.
6. The service provider's personnel shall not divulge or disclose any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the service provider.
7. The service provider's deployed person should be polite, cordial, positive thinking and efficient, while handling the assigned work and their actions shall prompt and

- promote goodwill and image of NEIGRIHMS to the society. The service provider shall be responsible for any act of indiscipline action on the part of persons deployed.
8. The minimum age of persons deputed should be 18 years and should not attain the age of 60 years, if suitable. Further, they shall not interfere with the duties of the employees of the NEIGRIHMS.
 9. NEIGRIHMS shall direct the service provider to remove the person deployed from the site of work, who may be either incompetent, undisciplined, negligent in his duties or for his / her / their misconduct and the service provider shall forthwith acted upon on such direction, it may be verbal by over phone and such replacement should be attend, immediately.
 10. The service provider has to provide Photo Identity Cards to the persons deployed on inserting the branch of deployment for carrying out the work. These cards are to be constantly displayed & their loss to be reported immediately to the Institution in-charge.
 11. The service provider shall ensure that the person deployed are discipline and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
 12. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
 13. Working hours would be normally 8½ hours per day, including half hour lunch break in between. However, in exigencies of work, the agencies manpower may be required to perform additional activities and the personnel may be called on gazette holidays, if required. Additional amount may be billed as per the rates approved duly certified by the officer for the same.
 14. (a) That the Agency shall not quote the rate of salary below the Minimum rates of wages so fixed by the Government of India, Ministry of Labour and Employment, Office of the Regional Labour Commissioner (Central), Guwahati payable to the workers in the **State of Meghalaya in Central Sphere vide Circular No.G/R.93 (1)/96-Cor.LS.II Dated: 22nd April, 2010.**
(b) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations (as amended) as applicable from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and the NEIGRIHMS shall not be responsible for any liability for the said expenditure whatsoever on the persons deployed by the agency on account of obligation. The agency should provide particulars of EPF, ESI of its persons deployed in the NEIGRIHMS and produce receipted copies of challan indicating deposits of EPF & ESI to the concerned authority whenever called for by the NEIGRIHMS.
 15. The service provider will submit the bill in triplicate, in respect of a particular month services rendered in the first week of the next month. The payment will be released after deduction of taxes deductible at source under the laws of the land, in force.
 16. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance were as per bill preferred by the service provider.
 17. No bill will be paid to the service agency for the days of absence of any of their manpower.
 18. The service provider will provide the required manpower for a shorter period, in case of any exigencies; as per the requirement of NEIGRIHMS.
 19. The service provider ensured that he shall provide and/ or substitute, well in advance, if there is any probability that the manpower not performing / attending the task due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
 20. The service provider or his authorized person shall be available at all times. The message sent by phone/e-mail/Fax/Special Messenger from NEIGRIHMS to the service provider shall be acknowledged immediately, on receipt; on the same day. The Service Provider shall strictly observe the instructions issued by the NEIGRIHMS from time to time.

21. It is the responsibility of the service provider to ensure safety of its own belongings and NEIGRIHMS shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or valuable, whatsoever.
22. That the agency on performing the service on utilizing the goods supplied by the NEIGRIHMS should ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by them and shall be responsible for acts of commission and omission on the part of his staff. If NEIGRIHMS suffers any loss or damage on account of negligence, wastage of materials without cause or theft on the part of the deployed person/agents of the said agency, then the agency shall be liable to reimburse to the NEIGRIHMS for the lost to be sustained. The agency shall keep the NEIGRIHMS fully indemnified against any such loss or damage.
23. NEIGRIHMS will maintain an attendance register in respect of the staff deployed by the agency, which is to sign by the deployed person in addition to their own registered for verification, on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
24. The successful bidder shall furnish a security deposit equivalent to Rs.5,00,000/- (Rupees Five lakhs) only each category of tender in which 50% by Demand draft and 50% by Bank Guarantee/ Demand Draft in favour of the "Financial Adviser, NEIGRIHMS, Shillong payable at Shillong.
25. On receipt of complaint from any individual to the effect that the Agency is in failure to make payment to the person deployed by the said agency, the same will be recovered from the service provider out of the payment outstanding for making payment of wages earned by persons. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider.
26. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the NEIGRIHMS or non compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.
27. The successful bidder has to execute an agreement with NEIGRIHMS to provide qualified experienced manpower as per requirement. The agreement will be valid for a period of three years from the date of execution. The service charges/rates quoted by the agency shall be fixed for an initial period of three years and no request for any change/modification shall be entertained before expiry of the contract period. The contract is not renewable. The NEIGRIHMS has the right to extend the contract period, if in the opinion of Authority of NEIGRIHMS that the extension is required till the finalization of the next tender, and it would be responsibility to the service provider to provide satisfactory performance for the said period on the same term and conditions. The Agency has no right to sought for extension of time for providing, the services being suitable for his own interest.
28. The service provider shall not assign, transfer, pledge or sub contract for performance of services to a third party.
29. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc and any amount due to the agency from the NEIGRIHMS shall be forfeited by the NEIGRIHMS.
30. That on the expiry of the agreement as mentioned above, the agency has to withdraw all its personnel. The agency should settle the accounts on paying all their admissible dues to the person deployed. In case of any dispute, on account of the termination of employment or non employment by the personnel of the agency, it shall be the entire responsibility of the agency.
31. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director, NEIGRIHMS, Shillong, whose decision shall be binding on both the parties.

SECTION III: SPECIAL CONDITIONS OF TENDER (a)

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

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

1. (a) Only registered and bona-fide service providers having adequate experience of at least two years in the relevant field of procession of such services experience having provided services of not less than 300 personnel deployed under similar Hospital or Medical/Educational/Industrial Institution either in Government/Private. While submitting the tender, the intending tenderers shall have to furnish to NEIGRIHMS - proof of experience, financial stability issued by the Banker in which the agency maintaining their accounts, True turnover, Proof of income return submitted upto date, Service Tax related documents for the last two years and documents pertaining to other statutory liability complied with.
(b) The bidders should have a minimum annual turnover of Rs.50, 00,000/- (Rupees Fifty lakhs) only during the last three financial years (2007-08, 2008-09 and 2009-10)
2. A service provider having any legal suit/criminal case pending against its proprietor, partners or any of its Directors or having been earlier convicted on grounds of moral turpitude or for violation of laws in force shall not be eligible to participate the bid. The service provider should have registration as approved service provider with the appropriate Government authorities and a copy of the registrations shall be attached with the bid.
3. It should have PAN number and Service Tax registration. Proof in this regard may be attached with the bid. It should not have been blacklisted by any organization. It should be willing to take up the contract on the terms and conditions at Annexure-I
4. The tenders should be submitted in two sealed covers.
Envelope (A) The first sealed cover should be super scribed "Technical Bid" and should contain
 - (i) The proforma at Annexure-II, duly filled in.
 - (ii) Agency profile including previous experience of manpower supply to Government Departments etc.
 - (iii) Acceptance of terms and conditions at Annexure-I
 - (iv) Demand Draft for Earnest Money Deposit.
 - (v) Annual turnover certificate issued by registered CA firms for last three complete financial Years.
 - (vi) All other required documentsEnvelope (B) The Second Sealed envelope super scribed '**PRICE BID**' should contain only rates for ALL categories on manpower provided by the agencies – Unskilled , semi-skilled , skilled and highly skilled which is to be quoted for 8 ½ (eight and half an hours) with a lunch break of (½) half an hour (Annexure-III).
5. **QUALITY OF MANPOWER:**
The Department shall provide the Bench Marks such as Educational Qualification, Professional Qualification, etc. in respect of the manpower to be deployed on outsourcing basis time to time.
6. **SETTLEMENT OF DISPUTE:**
In the matter of any disputes and differences between the parties regarding the terms and conditions of the provision of manpower, the matter shall be referred to an Arbitrator(s) as may be decided by the Director ,NEIGRIHMS, Shillong for

arbitration under the Arbitration & Conciliation Act, 1996. The service provider shall not question the decision of the arbitrator(s) on ground that the Arbitrator(s) is/are Government servant(s). The decision of the Arbitrator(s) shall be final and binding on the parties. The venue of the Arbitration shall be at Shillong.

7. The service provider is required to provide personnel to be divided in the categories Unskilled, semi-skilled, skilled and highly skilled, who would have to be multi-taskers.
8. NEIGRIHMS has every right to call for screening test for the personnel recommended by the service provider, and they will have to go through a screening test to be conducted by the NEIGRIHMS prior to deployment. Any personnel deployed after said test, subsequently; if it found that he is not suitable for the job allotted by officer of the Institution, under whom is deployed, It would be the responsibility of the service provider to replace deployed person, immediately. The service provider is not authorized to transfer the said deployed person to attach with another branch, of the Institute.

It is provided that in the event of screening test that conducted by the Institute, the deployed person would not be deemed to be qualified, in respect of appointment in a post in the Institute.
9. NEIGRIHMS at its sole discretion depending upon the workload may at any point of time extend or curtail the contract or make changes in the requirement of manpower. The bidder should ensure that there is no guarantee, for minimum manpower to be deployed and the figure is estimated, subject to change at any point of time. It is make clear that in the event of retention of said deployed person, continuously for the whole contract period will not confer any right to the deployed person to be appointed or absorbed in the Institute of NEIGRIHMS.
10. The personnel deployed shall have no claims whatsoever for employment in the NEIGRIHMS on the basis of this assignment, as agreed as per term of contract with agency.
11. Pro-rata amount will be deducted for the periods of absence of deployed personnel by the manpower agency, from the total amount payable to the service provider.
12. TDS and other taxes as applicable will be deducted from each bill.
13. The provision of manpower shall have to be made available on requisition in time, as per the exigency of work. Any undue delay in the matter will be considered as breach of contract, and it will be dealt with accordingly. In case of requisition, manpower is not provided within a period of two days, an amount of Rs.500/- per day per personnel will be deducted from the amount payable to the service provider.
14. NEIGRIHMS, Shillong reserves the right to reject/accept any/ all the tender(s) without assigning any reasons whatsoever.
15. Tender application without complete documents/information shall not be considered and will summarily be rejected.
17. Failure by the service provider/agency to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender in the NEIGRIHMS. On termination of the contract the security deposit shall be forfeited.
18. The tenderer should put his signature and affix his seal / stamp on each page of the tender document as an acknowledgement of having read and understood the terms

and conditions contained herein. Annexure will also have to be sign and affix his seal/stamped by the firm or its authorized signatory.

19. The services provider(s) have to contribute to the EPF/ESI to the concerned authorities as per the existing statutory regulation as amended from time to time. The liability for the payment of the statutory dues shall be borne by the service provider as included in the bids, failing which this will be treated as breach of agreement leading to termination of contract. The service provider should invariably submit the statements showing the deposit of EPF/ESI contribution in respect of each outsourced personnel deployed in the Institute to the concerned authorities. The statements of remittances submitted by the service provider(s) along with their bills are to be duly authenticated by the concerned EPF/ESI authorities on monthly basis in each and every page of the statements. The receipted copies of challans submitted along with monthly bills in support of deposit/remittance of EPF/ESI should invariably be “NEIGRIHMS specific” to ensure the correctness of deposit /remittance.
20. List of manpower deployed by the organization, with the establishment, the details of the person deployed and categories of manpower in details should be furnished.
21. For evaluation of bids in respect of the categories indicated in the tender the following Percentage / ratio of the category will be taken into consideration for arriving the lowest bidder for award of contract.

<u>Category</u>	<u>Applicable percentage</u>
1. Un-skilled -	65%
2. Semi-skilled-	7%
3. Skilled -	20%
4. Highly-skilled -	8%

TENDER – (a)

ANNEXURE-1
(For Techno-Commercial Bid 'A')

Qualifying Bid Document

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

Desirable :

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

- a) Satisfactory service certificate from the previous customers
- b) Certificate of registration with the Registrar of companies/Registrar of Firms (if applicable) Declaration.

Tender submitted shall remain valid for a period ofcalendar month from the date set for opening the tender. The tenderer shall not undertake during the said period, without the consent in writing of the owner to revoke or cancel his tender or vary the tender or any item thereof. In case the tender revoking or cancelling his tender, verifying any terms in regard thereof without the consent of the owner in writing , the tenders earnest money furnished alongwith the tender shall be forfeited.

I / we hereby certify that the information's furnished herein above are true to the best of my/ our knowledge. I / We understood the content of the tender documents and the information that furnished are correct nothing has been concealed. I / We undertake that in the event of found that there is deviation in the information furnished at any stage, the Earnest Money / Security Deposits shall be forfeited, forthwith, the institute having the right to blacklisted for participation to the notice inviting tender of NEIGRIHMS in future.

(Signature of authorized signatory)

TENDER – (a)**ANNEXURE-I I**
(For Techno-Commercial Bid ‘A’)

Sl.no.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date Due date :	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed.)	
6	PAN TAN Number (copy to be enclosed)	
7	Service Tax Registration Number (copy to be enclosed)	
8	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India (If yes/ no a certificate is to be attached in this regard.)	
9	Length of experience in the field	

Sl.no.	Particulars	To be filled in by the tenderer
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10	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency along with the no. of personnel not less than 300 personnel deployed under similar Hospital/ Medical/Educational Institution either Private/Government	
11	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
12	Whether agency profile is attached?	
13	List of other clients	

(Signature of authorized signatory)

TENDER (a)

ANNEXURE-III
(For Price Bid 'B')

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

Financial Bid- Manpower Outsourcing

SL. No.	Manpower for running the following services.	Qualification	Amount per person per month	Bidder/ Agency service charge	TA	EPF	ESI	Total Amount
1	Unskilled: Attendant to assist the nurses and including messenger services and in the technical areas like laboratory, blood bank, etc.	Minimum VIII pass / working experience in hospital for at least one year						
2	Semi-skilled: Sewer man, Waste Handler/Dak Dispatcher(holder of two wheeler license)	Technical Certificate/License of the requisite trade /minimum one year Experience in the respective category						

SL. No.	Manpower for running the following services.	Qualification	Amount per person per month	Bidder/ Agency service charge	TA	EPF	ESI	Total Amount
3	Skilled: Electrician, Plumber, Pump Operator/Lift Operator, Artist, Carpenter, AC Plant Operator, STP Operator, Enquiry Assistant, Cook, Assistant Warden, Sub Station Operator, Generator Operator, Incinerator Operator, Driver, Library Assistant, Lab. Assistant, ECG Assistant etc.	Recognized Graduate/Diploma of AICTE approved Institution / two years experience in the respective category.						
4	Highly Skilled: Lab. Technician, Computer / Record Clerk, Store keeper, Warden, Stenographer etc	Recognized Graduate/Diploma of AICTE approved Institution / three years experience in the respective category.						

* N.B.: - Bidders agency service charges should be equivalent to all applicable categories and should bid for all categories. Detailed salary structure, if any, shall also be submitted along with the Envelope of Price Bid.

Signature

Office seal

SECTION II: GENERAL CONDITIONS OF TENDER (b)

Provision of contract for .General Maintenance, housekeeping, cleaning, dusting, etc in the entire North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences, Shillong

The contract will remain enforce for a period of three years from the date of award. The Authorities of the NEIGRIHMS has reserves the right to extend the said agreement on the same terms and condition till the finalization of next tender. On acceptance of the Award , the agency concerned shall furnish security deposit equivalent to Rs.5,00,000/- (Rupees Five lakhs) only in which 50% Demand Draft and 50% by Bank Guarantee in favour of the “Financial Adviser, NEIGRIHMS, Shillong. A security deposit is refundable on successful completion of the contract.

1. The Agency should ensure the General Maintenance, housekeeping, cleaning and dusting, etc in the entire premises of the NEIGRIHMS, as to be decided by the authorities.
2. The successful bidder shall have to carried out the responsibility essentially consist of the following:
 - (i) The Work shall be carried out satisfactorily as per the directions of the competent authority of NEIGRIHMS, Shillong.
 - (ii) The competent authority of NEIGRIHMS, Shillong reserves the right to impose a monetary penalty exceeding 10% of the monthly contractual charges of the respective item, if it is notices and /or it is brought to the notice of the authorities for any unsatisfactory cleaning etc non wearing of uniforms and gumboot by the manpower deputed by the contractor/ agency.
 - (iii) The successful bidder/ contractor shall depute manpower and supervisor for cleaning dusting of the requisite toilets and corridors etc including staircases windows, floors, common areas (open space), ceiling. The Manpower as well as supervisor shall be consists of number of female for the job of cleaning etc. The normal working hours shall be 09.00 hrs to 17.30 hrs daily. In the case of essential services, like cleaning of toilets, bed pans etc in the wards shall be 24 hrs. The national holidays and other festival holidays shall be desired by the competent authority. There will be break for lunch from 13.00 hrs to 13.30 hrs or as desired by the competent authority. The contractor would ensure uninterrupted essential services that the cleaning etc. work is not hampered and initial sweeping and mopping of all area must be completed by 9:00 A.M. failing which monetary penalty of Rs 200/- shall be imposed and recovered from the contractors bill. The shall ensure that at all times NEIGRIHMS complex is cleaned by removing, cigarettes, tobacco, buds / bidi pieces and other waste material including plastic, incinerated, re-cycle able allied waste products etc lying in corridor, verandahs, staircases have been removed immediately. It is the duty and responsibility of the contractor to ensure that there is no water, sand, mud accumulation anywhere inside the premises of the building especially in the bathrooms/toilets.
 - (iv) The job of cleaning and lifting the general garbage and waste strewn in the premises of NEIGRIHMS, Shillong and dust that shall be accumulated in the garbage dump (dustbin) and another dustbin for malba within the boundary wall of NEIGRIHMS, Shillong shall be the responsibility of the contractor, to remove on his own cost by Dust Cart.

- (v) The contractor/ agency shall also be required to perform spraying / fumigation of disinfectant/ in the areas covered under NEIGRIHMS, Shillong . This activity would also be undertaken in the all Office rooms and Doctors chambers of the NEIGRIHMS, Shillong. This shall be done either after 16.00 hrs during working day or any during day light in holidays. Besides this, the contractor shall have to take special care to control of rodents..
- (vi) The contractor shall depute/deploy sufficient numbers of manpower in such a way that each toilet for Gents and Ladies remain attended separately from 08 hrs to 1730 hrs on all working days. Female manpower shall attend to only ladies Hostels and Ladies Toilets of the Institute premises.
- (vii) The area in the Hospital, Hostels, Administrative block and Nursing College as indicated in the plan (Annexure:IV) will include cleaning and washing of urinals, window panes, marble flooring, tiled walls, taps and cleaning with detergent powder and liquid phenyl daily. Arrangement will also be made to see that liquid soap and naphthalene balls are always available. In addition to that periodical cleaning of stained pottery items shall be maintained to keep the things in neat and tidy conditions, so that, it can be used, as and when required. Arrangement will also be made for application of room's freshener and providing ordinal sticks etc. The contractor/ agency shall be responsible for not up-keeping of the toilets and also for not keeping necessary staff to ensure that the common toilets used in proper manner. .
 - (a) It is the responsibility of the contractor to maintain the tidy condition of the Institute by Cleaning and dusting of entire Institute complex/corridors lifts, lobbies, staircases, wall dusting, removal of cobwebs, glass cleaning and mopping of floor etc. The contracted agency shall be responsible for keeping the area neat and clean to the satisfaction of the authorities of NEIGRIHMS. The contractor shall have to keep staff/ supervisor for keeping watch so as to maintain cleanliness of the complete area as well as all open areas of the Institute premises.
 - (a) (i) Dusting and cleaning of publications available in various sections of the NEIGRIHMS, Shillong .
 - (ii) Dusting of the staircases right from the entrance.
 - (iii) Removal of the cobweb from the whole NEIGRIHMS, Shillong complex.
 - (iv) Cleaning of door, windows, window pans and ventilator of lifts etc of the NEIGRIHMS, Shillong.
 - (v) Cleaning of fans switchboards and other electrical fittings of the whole NEIGRIHMS, Shillong.
 - vi) Shifting of all materials etc from one place to another.
 - (vii) Cleaning of drainage as well as jungle and all open space within the campus of the NEIGRIHMS.
 - (viii) Tenderer should provide adequate numbers of workmen, as it would be demanded; beside a supervisor for carrying out the work mentioned above. The tenderer shall also provide materials and equipments etc required for cleaning /dusting etc. NEIGRIHMS, Shillong shall issue specific instructions in this regard from time to time which will be binding on the success tenderer.
 - (ix). Since NEIGRIHMS, Shillong is open throughout the week, the persons employed should report at 08.00 hrs and work till 17.30 hrs on all days.)The contractor shall arrange required number of scrubbing machine with supporting devices of equivalent and heavy duty scrubbing machine with supporting devices

of for scrubbing of floors. These machines should be available on Saturday, Sundays and holidays and shall be operated on said days and if machines are not available on above mentioned days or not put in use, a penalty of Rs 500/- per day will be imposed and recovered from contractors monthly bills. The aforesaid penalty shall be in addition to the penalty stipulated in sub para 1(ii) above. The decision of the competent authority shall be final and binding on the contractors and which shall not be open to arbitration.

3. (b) The contractor shall also arrange for requisite number of hand trolleys for collecting garbage from the NEIGRIHMS, Shillong .

4.

(i) The contractor shall be wholly responsible for the conduct/integrity of supervisor / Manpower deputed by him.

(x) The contractor shall also be responsible for any act of omission or commission on the part of his manpower and supervisor and he will keep a regular watch on their character. Any damage done/caused to the existing structure/furniture /fittings by the workers of the contractors agency shall be got rectified by the contractor at his own risk and cost/costs.

(ii) In case of pecuniary and of material loss suffered by NEIGRIHMS, Shillong on account of negligence attributed to the contractor to his manpower, NEIGRIHMS, Shillong will have the right to forfeit the security deposit. In case the security deposit falls short or found to be insufficient to the loss thus incurred by the department, the balance shall be recovered from the contractual charges due to the contractor agency. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.

(iii) All the sweeping of general /non-hazardous waste shall be collected and transported to the Institute's dustbin where as all Bio-medical/hazardous waste shall be collected and transported to IHF (Polo) in the incinerator by the contractor at their own risk and cost.

(iv) The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages / claims of the contractor on this account shall be entertained.

(v) All the tools and plants, viz. Scrubbing machine, trolley, buckets, ladders etc. shall have to be arranged by the contractor himself. NEIGRIHMS, Shillong shall not entertain any extra claim on account of these tools and plants and material.

(vi) The contractor will supply sufficient sets of uniforms, badges and gum-boots to all manpower, who shall invariably wear the same while at work and also keep the uniform clean. If during working hours, any sweeper is found to be without uniform / badges, he / she will be marked absent and recovery as per condition will be made from the contractor's bills.

(vi) Under no circumstances shall the contractor appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the officer-in-charge.

(vii) The standard of sanitation will always be the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.

(viii) The Manpower and the supervisors shall be under the direct control of the Officer-in-charge or his / her authorized representatives for day-to-day maintenance operations.

(ix) Electricity will be supplied free of cost to the contractor for carry out the responsibility of cleaning drive, but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractors and nothing extra shall be paid on this account.

(x) NEIGRIHMS, Shillong is a restricted area, and movement of deployed persons in routes will be and restricted. The contractor shall have to apply for entry pass to the officer in charge well in advance for carrying out the work. The deployed person should ensure that the entry pass is in their possession, loss of such entry pass will not be entertained and they will debar from performing the job.

(xi) The contractor shall at his own cost, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered.

(xii) The agency during the currency of the contract, shall comply with all the prevalent rules and regulations in force relating to EPF Act, Minimum Wages Act etc. and shall also, comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case NEIGRIHMS, Shillong would compensate for the losses and damages of material / man power.

(xiii) The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, carborandum stones and with suitable detergents. No extra payment or cost shall be paid on this account.

(xiv) Necessary Transport & Payment for items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.

(xv) The contractor has to make his own arrangements for all the materials that may be required for the cleaning and maintenance work, like buckets, mugs, and intake water pipes. No extra payment or cost shall be paid on this account.

(xvi) The contractor shall supply to his worker all gadgets / articles required for safety purpose, such as gas masks, torch, safety best, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

(xvii) The material for daily use like vim powder, liquid soap, naphthalene balls, hydrochloric acid, odonil/naphthalene balls/ sticks, freshener, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, fixer, certified liquid soap, cloth duster, hand duster, toilet brush, plastic brooms, jala brush, platform brush, wiper, soft brooms, surf etc. shall be arranged by the contractor himself.

(xviii) The intending tenderer may visit NEIGRIHMS, Shillong to see the site before offering the rates in the tender. On reaching NEIGRIHMS, Shillong they may contact the Assistant Administrative Officer (General), for site visit of NEIGRIHMS, Shillong.

(xix) The contractor should mention the rates clearly in figures as well as in words. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.

(xx) The attendance of the worker will be taken by an officer / employee of NEIGRIHMS, Shillong.

(xxi) The rates approved by NEIGRIHMS, Shillong shall be valid throughout the period of contract and no extra payment shall be made towards escalation / hike during the currency of contract.

(xxii) Only superior quality hand gloves / rubber gloves shall be used by the workers for cleaning purposes.

(xxiii) The duster / brushes or other tools used for cleaning of lavatory and urinals shall not be used for cleaning of Wash basin, for which a separate duster or disposable tissue napkins shall be used. The cleaning of hard floor other than toilet areas such as gate staircase etc. shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

(xxiv) All the duster clothes shall be cleaned / washed with soap at least once in a day. These dusters can only be used for seven days..

(xxv) While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

(xxvi) The contractor has to ensure that their workers are present at their assigned areas of duty and that they are not wandering around or sitting idle in groups during the working hours.

(xxvii) The contract will be valid for a period of 36 months. However, in the event of violation of terms and condition and / or any breach of thereof and for any other reason in the opinion of the Institute management that that circumstances has given cause for contract is liable to be terminated, then the notice on giving one week will be served upon the said contractor for termination of contract, without assigning any reasons. The decision of NEIGRIHMS, Shillong in this regard shall be final and binding upon the contractor.

It is provided that the General Agreement, if any may be part and parcel of forming part of this Tender.

(xxviii) The inspection of toilets as well as the sanitary fittings shall have to be undertaken by Sanitary Superintendent twice a week and minor defects / repair in the sanitary fittings, if any noticed, shall have to be rectified / replaced by the contractor immediately. No extra payment shall be paid by NEIGRIHMS, Shillong on this account.

(xxx) Director, NEIGRIHMS reserves the right to reject to any tender in whole or in part without assigning any reason thereof. The decision of the competent authority in NEIGRIHMS, Shillong shall be final and binding on the contractor / agency.

SECTION III: SPECIAL CONDITIONS OF TENDER (b)

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

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

1. (a) Only registered and bona-fide service providers having adequate experience of at least two years in the relevant field of procession of such services experience under similar Hospital or Medical/Educational/Industrial Institution either in Government/Private. While submitting the tender, the intending tenderers shall have to furnish to NEIGRIHMS - proof of experience, financial stability issued by the Banker in which the agency maintaining their accounts, True turnover, Proof of income return submitted upto date, Service Tax related documents for the last two years and documents pertaining to other statutory liability complied with.

(b) The bidders should have a minimum annual turnover of Rs. 50, 00,000/- (Rupees Fifty lakh) only during the last three financial years (2007-08, 2008-09 and 2009-10).
2. A service provider having any legal suit/criminal case pending against its proprietor, partners or any of its Directors or having been earlier convicted on grounds of moral turpitude or for violation of laws in force shall not be eligible to participate the bid. The service provider should have registration as approved service provider with the appropriate Government authorities and a copy of the registrations shall be attached with the bid.
3. It should have PAN number and Service Tax registration. Proof in this regard may be attached with the bid. It should not have been blacklisted by any organization. It should be willing to take up the contract on the terms and conditions at Annexure-I.
4. The tenders should be submitted in two sealed covers.

Envelope (A) - The first sealed cover should be super scribed "Technical Bid" and should contain

- (i) The proforma at Annexure-II, duly filled in.
- (ii) Agency profile including previous experience of manpower supply to Government Departments etc.
- (iii) Acceptance of terms and conditions at Annexure-I
- (iv) Demand Draft for Earnest Money Deposit.
- (v) Annual turnover certificate.
- (vi) All other required documents

Envelope (B) - The Second Sealed envelope super scribed 'Price Bid' should contain only rates as required proforma at Annexure-III.

5. Settlement of Disputes:
In the matter of any disputes between the parties regarding the terms and conditions of the provision of manpower, the matter shall be referred to an Arbitrator(s) as may be decided by the Director ,NEIGRIHMS, Shillong for arbitration under the Arbitration & Conciliation Act, 1986. The service provider shall not question the decision of the arbitrator(s) on ground that the Arbitrator(s) is/are Government servant(s). The decision of the Arbitrator(s) shall be final and binding on the parties. The venue of the Arbitration shall be at Shillong.

6. NEIGRIHMS, Shillong has all the right to reject/accept any/ all the tender(s) without assigning any reasons whatsoever.
7. Tender application without complete documents/information shall not be considered. The agencies also require to prove their competence for undertaking the jobs of providing required services and shall, therefore, furnish their standing and goodwill through attested certificates/documentary proof from ministries/ semi government bodies/PSU's and corporate sector etc List of the present contract in the government department/ semi government bodies/ PSU's etc. should also be enclosed with the tender.
8. The agency shall also indicate their registration number and service tax number on the letter enclosing tenders. The tenderers are also required to attach a copy each of the valid income tax and work clearance certificate etc of having satisfactorily completed /executed the similar type of work in the past three years.
9. A specific mention must also be made in the tender to the effect that the terms and conditions mentioned above are acceptable to the agency in the full.
10. Tender(s) incomplete in any respect are liable to be rejected forthwith without assigning any reason therefore.
11. The NEIGRIHMS, Shillong, however reserves the right to review the performance every three months or whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract agency is found to be unsatisfactory. Decision of the competent authority shall be binding on the contractor agency.
12. The agency entrusted with the work shall have to carry out the contract at the rates approved by the NEIGRIHMS, Shillong, which shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract under any circumstances and on any account what so ever.
13. The Tenders received within the stipulated time and date of receipt of tenders will be opened at 14:00 hrs on the same day in the presence of tenderers or their authorized representatives.
14. The proposed contract for cleaning, and general maintenance , housekeeping, dusting etc of entire North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences, Shillong shall be governed and regulated by the terms and conditions enumerated in the following paragraph.
 - (a) The EMD of the successful tenderers will be released after the finalization of the contract. The EMD of the agency whose tender is accepted / approved will be released only after the agency concerned deposits the Security Deposit.
 - (b) The earnest money deposit shall stand forfeited if a bidder withdraws or amends the bid/tender, or impairs or derogates from the tender in any respect during the period of bid, or in case successful bidder fails to sign or accepts the contract within the stipulated period. No interest will be payable on this amount. The EMD shall also stand forfeited in the event of pre-mature withdrawal of the tender(s) by any of the tenderer(s).
 - (c) NEIGRIHMS, Shillong reserves the right to accept or reject any tender, in whole or in part thereof forthwith without assigning/ specifying any reason therefore.

15. It is hereby agreed that the Deployed person shall not be allowed to form association, identifying as NEIGRIHMS outsourcing employee association or any other form of association to ventilate for any grievances against the contractor pertained to the context of this contract.
16. Any issue, not specifically covered by the above shall be referred to the Director, NEIGRIHMS whose decision shall be final & binding.

TENDER – (b)

ANNEXURE-1
(For Techno-Commercial Bid 'A')

Qualifying Bid Document

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

Desirable:

- (i) Financial standing
 - (ii) Turnover details of last three years.
8. Address of the service provider with area of premises.
9. Whether owned/rented
10. Name of Banker
11. Whether the firm has any legal suit/criminal case pending against it for violation of EPF/ESI, minimum wages act or other laws (give details).
12. Has the company been cleared the service tax for the last two years
14. Confirm the following enclosures along with this format:-
 - a) Satisfactory service certificate from the previous customers
 - b) Certificate of registration with the Registrar of companies/Registrar of Firms (if applicable) Declaration

Tender submitted shall remain valid for a period ofcalendar month from the date set for opening the tender. The tenderer shall not undertake during the said period, without the consent in writing of the owner to revoke or cancel his tender or vary the tender or any item thereof. In case the tender revoking or cancelling his tender, verifying any terms in regard thereof without the consent of the owner in writing , the tenders earnest money furnished alongwith the tender shall be forfeited.

I / we hereby certify that the information's furnished herein above are true to the best of my/ our knowledge. I / We understood the content of the tender documents and the information that furnished are correct nothing has been concealed. I / We undertake that in the event of found that there is deviation in the information furnished at any stage, the Earnest Money / Security Deposits shall be forfeited, forthwith, the institute having the right to blacklisted for participation to the notice inviting tender of NEIGRIHMS in future.

(Signature of authorized signatory)

TENDER – (b)

ANNEXURE-I I

(For Techno-Commercial Bid 'A')

Sl.no.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date Due date	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed.)	
6	PAN/TAN Number (copy to be enclosed)	
7	Service Tax Registration Number (copy to be enclosed)	
8	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If yes/ no, a certificate is to be attached in this regard.)	
	Length of experience in the field	

Sl.no.	Particulars	To be filled in by the tenderer
10	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed under similar Hospital/ Medical/Educational Institution either Private/Government	
11	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
12	Whether agency profile is attached?	
13	List of other clients	

(Signature of authorized signatory)

TENDER (b)

ANNEXURE-III
(For Price Bid 'B')

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

Financial Bid- Manpower Outsourcing

Serial No.	Particulars	Agency charges per month	Remarks, if any
1.	Covered Area per Sq. Meter		
2.	Toilet area per Sq. Meter		
3.	Open space areas (Parking lots, roads, drainage, jungles etc)		
4.	Charges of collecting the Bio-medical waste from NEIGRIHMS to IHF (Polo)		
5.	Charges of collecting the general waste in and around the Institute		

N.B. – The particulars of the Area may be referred to Annexure – IV and any further details, it is requested to meet the Executive Engineer (Civil) in consultation with the Assistant Administrative Officer (GAD), NEIGRIHMS before 15 days from the date of closing the sale of Tender documents.

LIST OF COVERED AREAS IN SQUARE METER

Serial No.	Building	Floor Area(Sqm)
1.	GUEST HOUSE	1442
2.	SUBSTATION FOR A&B TYPE QUARTERS	100
3.	SUBSTATION FOR C&D TYPE QUARTERS	100
4.	OPD BLOCK	9874
5.	CASUALTY & DIAGNOSTIC BLOCK	23811
6.	GENERAL WARD BLOCK	10092
7.	ADMINISTRATIVE BLOCK	2207
8.	FACULTY BLOCK	1967
9.	DIRECTOR'S BUNGALOW & SER. QTR	879
10.	POLICE STATION	718
11.	POLICE STATION HOUSING	403
12.	POLICE BEAT BOX	8
13.	CIRCULAR WARD BLOCK	3545
14.	PAYWARD BLOCK	4671
15.	RMO HOSTEL	4715
16.	RESEARCH & BASIC SCIENCE BLOCK	6691
17.	TEACHING BLOCK	873
18.	LIBRARY BLOCK	4207
19.	SUBSTATION I	1183
20.	SUBSTATION II	342
21.	AC PLANT ROOM	388
22.	PUBLIC UTILITY BLOCK	1623
23.	NURSING COLLEGE AND HOSTEL	2909
24.	GIRLS HOSTEL	2774
25.	BOYS HOSTEL	2662
26.	AUDITORIUM	1307
27.	INDOOR STADIUM	3812
28.	SUBSTATION III	346

