



GRAM: आयुष – AYUSH

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## क्षेत्रीय आयुर्वेद नेत्र रोग अनुसंधान संस्थान

(केन्द्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद्, आयुष मंत्रालय, भारत सरकार)

INS-106, सेक्टर-25, इन्दिरा नगर, लखनऊ-226016

### REGIONAL AYURVEDA RESEARCH INSTITUTE FOR EYE DISEASES

(Central Council for Research in Ayurvedic Sciences, Ministry of AYUSH, Govt. of India)

INS-106, Sector-25, Indira Nagar, Lucknow-226016

Email: - [nvari.lko@gmail.com](mailto:nvari.lko@gmail.com)

File NO.2-19/2016-R.A.R.I.E.D/LKO/

Date: 22-11-2017

### Tender Document

Inviting tenders for selection of Agencies to outsourcing manpower of Hindi Assistant, Data Entry Operator, Attendant, Housekeeping personnel, Security Guard at Regional Ayurveda Research Institute for Eye Diseases, INS-106, Sector-25, Indira Nagar, Lucknow-226016.

#### **About the Institute:**

Regional Ayurveda Research Institute for Eye Diseases Lucknow is a unit of Central Council for Research in Ayurvedic Sciences (CCRAS), under Ministry of AYUSH Govt. of India. This is a Research Institute with Outpatient Department, Laboratory, Panchakarma units etc. also covers various centrally sponsored programmes like Ayurveda Mobile Health Care programme under Scheduled Caste Sub-Plan and Swasthya Rakshan Programme.

#### **Details of Institute:**

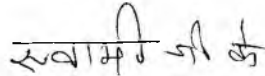
Institute is having Outpatient department. Laboratory is well equipped to serve the patients at OPD level. Panchakarma unit is distinguished with separate section for male and female serving the patients.

1. Sealed tenders are invited from reputed, registered and licensed agencies who can take on the work for House-Keeping Services and other specified manpower for a period of one year.
2. The Agency should have experience for providing House-Keeping and other manpower Services in reputed organizations preferably in Govt./Public Sector/ Private Sector for at least three years.
3. Tender document can be downloaded from the council's website "www.ccras.mic.in".

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4. Tender documents consists of the following:-  
Annexure – A: Scope of Work  
Technical Bid includes (Annexure B, C, D, E):  
Annexure – B: Declaration by the Tendered about Structure & Organization  
Annexure – C: undertaking – years of experience  
Annexure – D: preformed of declaration  
Annexure – E: Checklist of Information to be provided along with the quotation  
Financial Bid : Annexure F
5. Sealed Tenders with separate Technical and Financial bids have to be filled in the specified Performa written in Bold “**Tender for Housekeeping & other manpower services**” and addressed to the Assistant Director In-charge, Regional Ayurveda Research Institute for Eye Diseases (RARIED), INS-106, Sector-25, Indira Nagar, Lucknow-226016 should reach latest by **05.00 PM on 04-01-2018**.
6. The total Tender value is 30,00,000.00( Thirty Lakh Only) along with the technical bid an EMD of Rs.60,0000/- (Rupees Sixty Thousand only) to be deposited in the form of Demand Draft in favour of Regional Ayurveda Research Institute for Eye Diseases, Lucknow. The tenders without EMD will be rejected. ;
7. The Technical Bids shall be opened **at 11:00. AM on 08-01-2018** in the presence of such tenderers or their authorized representatives who may wish to be present.
8. The tenders whose technical bids are accepted will be informed about the date of the opening of financial bid.
9. Tenders received after the closing date and time shall not be considered.



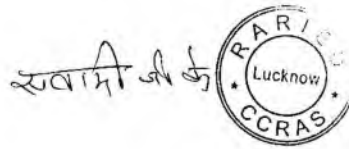
**Assistant Director In-charge**



## DETAILED GUIDELINES & INFORMATION

### **A. Eligibility Criteria:**

1. The Tenderer must have an average annual turnover of Rs.10000000.00 (One Crore Only) and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.
  - (a) Audited Balance Sheet of last three years i.e., 2014-2015, 2015-2016, 2016-2017. Audited Income and Expenditure statement of last three years i.e. 2014-2015, 2015-2016, 2016-2017. Income Tax Returns of the last three Assessment Years.
  - (b) Service Tax certificate
  - (c) Copies of Labour License issued under Contract Labour (R&A) Act by Licensing Officer of Central / State Governments
  - (d) ESI & PF Registration with payment details for last three years from 4/13 to 3/16
  - (e) PAN / TAN No.
  - (f) Company /Proprietorship /Partnership Registration Certificate.
  - (g) The bidder should submit details of proprietorship/Partnership/Company along with name and full address of proprietor/Partners/Directors.
2. The Tenderer should have sufficient employees as detailed in Annexure 'A' on its rolls or rolls of its associates, specifically trained for the work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of Housekeeping Services, other manpower, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the agency takes for its workers should also be attached with the technical bid.
3. Tenderers should submit "Satisfactory Service" Certificates from their previous Client / Employer(s) as supporting documents failing which the information will be treated as invalid.
4. The Assistant Director In-charge, RARIED, Lucknow reserves the right to relax/cancel any condition.



## B. INSTRUCTIONS FOR SUBMISSION OF TENDERS

1. The Tenderers are required to submit two separates bids i.e. Technical and financial, as per prescribed Performa. The two bid should be submitted in two separately sealed envelopes superscripted "**Technical bid for Hindi Assistant, Data entry operator, Attendant, Housekeeping man power services in RARIED, Lucknow**", both sealed envelopes should be put in a third sealed envelope superscripted "**Tender for Hindi Assistant, Data entry operator, Attendant, Housekeeping man power services at RARIED, Lucknow**". The bid(s) shall be valid for 180 days from the date of opening.
2. The declaration in the prescribed Performa (Annexure B) enclosed should be submitted along with the Technical Bid.
3. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed off by the authorized signatory. The bid shall contain no alterations, omissions or additions except to correct errors made by the bidder, and in such case all the corrections must be authorize/signed and dated by the person or persons signing the bid. No corrections, overwriting is permitted in price bid.
4. Tender incomplete in any form will be rejected outright. Conditional Tenders will also be rejected outright. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by RARIED, Lucknow.
5. The closing date and time for receipt of tenders will be 05.00 P.M. on **04-01-2018**. The Technical Bid shall be opened at 11:00 pm on **08-01-2018** at Regional Ayurveda Research Institute for Eye Diseases (RARIED), INS-106, Sector-25, Indira Nagar, Lucknow 226016 in the presence of the authorized representatives of the Tenderer, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the tenderers whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
6. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as 'Contractor'.
7. The successful Tenderer will have to deposit a Performance Security Deposit of 5% of the total contract value of one year by way of a DD/Banker cheque drawn in favour of Regional Ayurveda Research Institute for Eye Diseases (RARIED), Lucknow.
8. The successful Tenderer will have to deposit the Performance Security Deposit before commencement of the work from. Otherwise the contract will be cancelled.
9. The competent authority of RARIED, Lucknow reserves the right to withdraw/relax any of the terms and conditions mentioned above.
10. The competent authority of RARIED, Lucknow reserves the right to reject tenders in whole, or in part, without assigning any reasons thereof.

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### C. BID EVALUATION

1. The bidder should fulfill all the eligible criteria for qualification. Only such bidders who fulfill these criteria will be technically shortlisted for opening of the price bids.
2. The bidder will further be liable for disqualification if it has:
  - I. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
  - II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
  - III. If the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.

All bidders who qualify based on Technical Bid shall be informed and to attend the price bid opening on prescribed date and time.

#### Minimum Qualifying criteria for Technical Bid

S.No	Criteria	Eligibility
1.	<b>Total years of experience</b> in the field of Housekeeping and other manpower services	5 years experience
2.	<b>Total Annual turnover</b> in the Business of providing housekeeping and other man power services (determined from last year balance sheet)	Rs.30 Lakhs
3.	<b>Total number of manpower</b> (Determined from Form 9A EPF & 5-Return of Contribution to ESI) provided by the firm	50 persons
4.	<b>Work performance</b>	Satisfactory work performance certificate from previous organizations

#### FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

1. The financial bids of tenderers who fulfilled technical bids criteria are accepted.
2. The lowest financial bidder will be awarded as successful bidder.
3. If two or more bidders quote the same lowest rate, then they are allowed for negotiations among them to allow one person and remaining for withdraw. If not willing for negotiation all are given opportunity for on the spot sealed tender below the same lowest rate.

**Format for submitting financial bid and mechanism for payment:-**

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*(Handwritten signature)*



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- (i) Bidders will quote the rates taking into account the scope of work mentioned and rates should be quoted for the whole year as per format mentioned in Annexure F. For the purpose of comparison of financial bid, the total amount (inclusive of taxes, levies etc.) will be added and technically shortlisted bidder whose quote rates (inclusive of all taxes and levies etc.) for total period of validity of contract i.e. 1 year are lowest, will be selected.
- (ii) Fall Clause: The rates charged for the outsourced services by the bidder shall in no event exceed the lowest price of identical services being provided by the bidder to any persons/organizations including any Department of the Central Govt. or any Dept. Of a State Govt. or any statutory undertaking of the Central or State Govt., as the case may be during the currency of the contract except when the increase is due to statutory dues & levies.
- (iii) Tolerance Clause: The organization reserves the right to increase the quantum of work by 25% on pro-rata basis.
- (iv) Payment will be made every month subject to production of production of satisfactory performance report along with the bill.
- (v) No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or revised statutory provision. Although the minimum wages have to be adhered to, an additional Hospital/Institute risk allowance of 10% of the minimum wage must be given.
- (vi) In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.

#### **D. PERFORMANCE SECURITY**

1. The successful bidder will submit performance guarantee equivalent to 5% of the total contract value of one year in the form of bank guarantee/FDR from any scheduled bank. The performance security shall be furnished within twenty-one (21) days or earlier from the date of receipt of communication from the Hospital/Institute informing "Acceptance of bids".
2. The performance security shall remain valid for a period of 3 months beyond the date of completion of all contractual obligations of the contract.
3. Failure of the firm to submit the above-mentioned Performance Security shall constitute sufficient ground for the annulment of the contract and forfeiture of the Bid Security.

#### **E. REPORTING & PENALTIES FOR QUALITY ASSURANCE**

##### **1. Reports to be submitted by the vendor**

- (i) A daily report of staff on duty in all the shifts
- (ii) A daily report of the status of the equipment and its utilization
- (iii) A daily report of the washing undertaken
- (iv) A daily report of the chemicals and the consumables used
- (v) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose based on the designated Performa
- (vi) A monthly feedback report from the user areas as based on Key Performance Indicators (KPI).
- (vii) A centralized complaint reporting and redressal mechanism to be manned by the bidder. The redressal has to be certified by the complainant.
- (viii) Any other reporting mechanism as desired by the Hospital/Institute.

##### **2. Penalty Clauses**

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the Hospital/Institute reserves the right to impose the penalty as detailed below:

Offences	Penalties ( In Rupees)
Not found displaying photo	ID 20/- per instance.

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Worker not in proper Uniform	50/- per instance.
Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	100/- with removal of the offender
Duty performed by a worker for more than one shift in 24 hours	With Due permission from the Sanitary Officer, linked to Biometric attendance system, Not more than 5% of the total attendance. Penalty of 50/- per instance in case of non-compliance
Unsatisfactory performance Individual Complaint	100/- per instance
Adverse report by ad hoc Committee for inspection	500/- per instance
Complaints are not registered or not redressed	200/- per instance
Absence of personal protective gears	200/- per instance
For any other breach, violation or contravention of any terms and conditions	Rupees 500/- will be imposed per day
In case the services remain consistently unsatisfactory for a period of more than 2 weeks	penalty of 5% of the annual contract value will be imposed

a) 2% of cost of order/agreement (Annual cost to Hospital/Institute as quoted in tender) per week, up to 2 weeks delays for non-execution of contract after award of work.

b) After 2 weeks delay, the Hospital/Institute reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 bidder. The defaulting L-1 bidder may be debarred/blacklisted for a period of 4 years (i.e. 2 terms). The security deposited by the contractor shall also be forfeited.

c) During the interim period of award of work and taking over of contracted work by the successful bidder, the on-going system by earlier service provider will continue.

d) In case of default / cessation of work by the Service Provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market / L2 / L3 bidders and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.

f) The amount payable for the preceding month will only be released after certification of satisfactory performance. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security than the bidder will have to deposit the corresponding amount before release of further payments.

g) In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.

#### F. OTHER TERMS & CONDITIONS

1. The contractor shall obtain a license under Contract Labor (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the Hospital/Institute. No payments would be released till the contract license is submitted to the Hospital/Institute. Moreover, he shall abide by all the necessary provisions of various other Labor Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the Hospital/Institute is entitled to recover

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equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is required on part of Hospital/Institute a fresh list of personnel shall be made available by the contractor after each and every change.

2. It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, MW etc.) as applicable from time to time and no separate claims for the same shall be entertained by the organization.
3. The contractor shall mandatorily furnish proof of payment of all the legal entitlements to the workers besides wages on a monthly basis.
4. If on account of non-compliance with the provisions of any laws, Hospital/Institute is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Hospital/Institute all such payment and Hospital/Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Hospital/Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Hospital/Institute to the contractor. The contractor will sign an **Indemnity Bond** in favor of Hospital/Institute to this effect. No liability whatsoever shall attach to the Hospital/Institute on account of or any failure on the part of the service provider to observe these regulations.
5. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
6. The Hospital/Institute shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the Hospital/Institute at any time.
7. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the Hospital/Institute authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital/Institute.
8. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of Hospital/Institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the Hospital/Institute premises and near to it.
9. The Hospital/Institute will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
10. The contract can be terminated by the first party (Head of Hospital/Institute) by giving one month notice. The second party (the contractor) if so desire to terminate the contract will be required to give two months notice or till Hospital/Institute is able to make alternative arrangements, whichever is earlier.
11. The contractor shall not engage the personnel below the age of 18 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Hospital/Institute. Persons at higher risk should be vaccinated against Hepatitis 'B'.
12. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all

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compensation/damage/expenses/fines. The concerned contractor personnel shall attend the court as and when required.

13. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Hospital/Institute from the contractor.

14. The contract will be valid for a period of two years from the date of commencement which can be further extended on yearly basis subject to satisfactory performance.

15. The contractor shall not engage any sub contractor or transfer the contract to any other service provider.

16. The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on Hospital/Institute administration.

17. The contractor shall be responsible for all acts of omission/commission in the Hospital/Institute by their employees during the course of discharge of their duties at the Hospital/Institute. Hospital/Institute will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.

18. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in Hospital/Institute & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the Hospital/Institutes on medical examination of such employees, shall be borne and paid by the contractor.

19. The contractor will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Hospital/Institute premises is considered undesirable by the authorities.

20. The service provider's work shall be executed under the Sanitation Officers/Sanitation Inspector of the Hospital/Institute. The contractor shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services made at the centralized control room/desk and shall be directed to the supervisor and he must ensure speedy redressal.

21. The payment against bills shall be made every month by Hospital/Institute. The bill has to be accompanied by the exact data on personnel employed plus other charges. This has to be certified by authorized representative of Hospital/Institute on a daily basis. The service provider shall disburse the wages to its personnel deployed in the Hospital/Institute every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.

22. The contractor will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.

23. The contractor shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labor laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The contractor has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

24. As per agreement contract for outsourcing agencies etc the following documents, certificates, affidavits and verification etc are required to be endorsed/sent with the bills submitted for payment.

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**A. The bill has to be accompanied with**

(i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of Hospital/Institute on a daily basis.

(ii) Contractor shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at Hospital/Institute against this contract.

(iii) Particulars of the personnel engaged for the work are required to be submitted to Hospital/Institute.

(iv) The contractor has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be made submitted along with bills.

(v) Bills in detail may be drawn as per column given below:

- Basic, VDA, ESI, EPF,
- Service Charges
- Service Tax, Overtime (if any)
- Any other head under which payment sought

(vi) For individual SA/ supervisor etc due and net payable/paid monthly wages etc may be furnished as per enclosed Performa as per Annexure VII

B. Certificate/affidavit by service provider:

i The service provider has to submit adequate documentary proof of depositing of ESI, EPF and Service Tax in concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs. 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

**Force majeure**

Any failure of omission or commission to carry out the provision of this Agreement by the contractor shall not give rise to any claim by one party, one against the other, if such failure of omission or commission arises from an act of God; which shall include acts of natural calamities such as flood, earthquake, from civil strikes, riots, curfew, embargoes or from any political or other reason beyond the parties control including war(whether declared or not) civil war or stage of insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force majeure conditions.

**Waiver**

At any time any indulgence or concession granted by Hospital/Institute shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of Hospital/Institute to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of Hospital/Institute to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

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**Annexure A**

**SCOPE OF WORK/SERVICE PROVIDER'S RESPONSIBILITIES**

The Bidder shall provide competent manpower as per the requirement of the Institute from time to time. The number of required manpower, qualifications etc may be altered as per the change of norms of the Institute details of which can be as follows:

**Details of required manpower at RARIED, Lucknow.**

Sl. No	Name of the post	No.of posts	Qualification / experience	Role and Responsibilities
1.	Hindi Assistant	01	Essential: Bachelor Degree in any Discipline from a recognised University, Knowledge of Translation from Hindi to English & English to Hindi	Translation works of Hindi, Implementation of Hindi in Administration & Technical works. Computer work in Hindi. Other works allotted by In-charge/Assistant.
2.	Data Entry Operator	03	Essential: Bachelor Degree in any Discipline from a recognised University, Diploma/Certificate in Computer application of not less than 1 year. English typing speed of at least 30 w.p.m	Data entry Assistance in Administration and Technical works, maintain ace of systems, server etc.
3.	Attendant	03	Essential: At least 10 <sup>th</sup> pass or equivalent forms a recognised board.	To attend all the works allotted by the officers from time to time
4.	Security Guard	06	10th Pass with skill development course in housekeeping/sanitation or in house structured training programme or its equivalent	Security of institute and compass
5.	House Keeping	04	10th Pass with skill development course in housekeeping/sanitation or in house structured training programme or its equivalent	Cleaning and maintenance of the area allotted

**Note:** The personnel deployed will have to perform the above duties but not limited to those only. The detailed work to be performed will be assigned separately to each worker time to time. For Eg. Housekeeping normal duties "He/she is responsible for keeping the area spick and span, assigned to him/her. He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients. He/she will assist nursing staff in collection of urine and stools specimens. He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc. Any other task assigned by nursing staff, sanitary inspector and other higher officials". The duties and responsibilities may be enhanced as per the requirement of the Institute and /or as per the standard norms of the Government of India. **The category of any posts and number of posts may increase, decrease or abolished at any time.**

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**TECHNICAL BID**

**Annexure B:**

**Structure & Organization**

1. Name & Address of the bidder
2. Telephone No./Fax No.
3. Legal status of the bidder (attach copies of original document the legal status).
  - a. A Society registered under the Societies Registration Act, 1860.
  - b. A proprietary firm
  - c. A partnership firm
  - d. A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested photocopy and give relevant page numbers).

Organization/ Place of registration/license Registration / license No.

  1. ....
  2. ....
  3. ....
5. Names and Titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act on behalf of the organization.
7. Was the bidder ever required to suspend operation for a period of more than one month continuously after you commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the bidder or any constituent partner in case of partnership firm, even been Debarred /black listed for tendering in any organization at any time? If so, give details.
10. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
11. Has the bidder any valid VAT/Works Contract Tax registration with the Sales Tax department?
12. Total number of employees along with their designations engaged by the bidder for the sanitation and housekeeping services.
13. Any other information considered necessary but not included above.

Signature of Applicant

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Annexure C

**UNDERTAKING – YEARS OF EXPERIENCE**

Tender No. \_\_\_\_\_ Due for opening on: \_\_\_\_\_

Name of the Service \_\_\_\_\_

I/ We M/s \_\_\_\_\_ hereby declare that:

1. Our agency has been in business for a period of at least last 5 years in Sanitation & Housekeeping and other manpower services for which the relevant supporting documents are submitted.

**2. Minimum Qualifying criteria for Technical Bid**

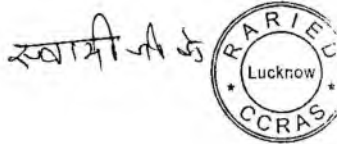
S.No	Criteria	Eligibility	Copies of Supportive documents with relevant page numbers
1.	<b>Total years of experience</b> in the field of Housekeeping and other manpower services	5 years experience	
2.	<b>Total Annual turnover</b> in the Business of providing housekeeping and other manpower services (determined from last year balance sheet)	Rs.30 Lakhs	
3.	<b>Total number of manpower</b> (Determined from Form 9A EPF & 5-Return of Contribution to ESI) provided by the firm	50 persons	
4.	<b>Work performance</b>	Satisfactory work performance certificate from previous organizations	

3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within 15 days of award of tender (A/T)/Letter of intent (LOI).
4. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Hospital/Institute at short notice (any increase in required manpower), if any such need arises during the tenure of the contract.
5. We fulfil all the statutory requirements of the relevant labour laws in India.

Signature of the Tenderer

Name & Address with stamp

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**Annexure D**

**PROFORMA OF DECLARATION**

1. Name Of the Contractor :
2. Full Address :

**UNDERTAKING**

I/ we \_\_\_\_\_ do hereby declare that we have carefully read all the conditions of the tender schedule of the Regional Ayurveda Research Institute for Eye Diseases, Lucknow for tenders quoted for the supply of out sourcing personnel's to Regional Ayurveda Research Institute for Eye Diseases, Lucknow for a period of one year from the date of acceptance of tender and shall be abide by all the conditions set in therein. the company is not/has not been black listed by Central/State Government/any PSUs/Private Sector with Non fraud and Non corrupt practices. I/ We also declare that the details furnished above are true and if found to be false I / We shall be liable to disqualification.

Signature of the Agency

Date :

Name:

Place: Lucknow

Seal:

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**Annexure E**

**Checklist of Information to be provided along with the quotation**

1.	Name of Tendering (Attach certificates of registration with a brief profile of the company)
2.	Name of Proprietor/Director of Company
3.	Full address of Registered Office with Telephone No. FAX and E-Mail.
4.	Full address of operating/ Branch Office with Telephone no. FAX and E-Mail.
5.	Banker of Company with full address with appropriate document.
6.	PAN/GIR No.
7.	Service Tax Registration No.
8.	E.P.F. Registration No.
9.	E.S.I. Registration No.
10.	Documents showing completing at least one service where it has provided persons in one organisation during last 2 years (desirable)
11.	DD for Rs. 60,000/- in favour of Regional Ayurveda Research Institute for Eye Diseases, Lucknow for EMD amount
12.	<b>As per Appendix 'D'</b> <ul style="list-style-type: none"><li>• Acceptance of Terms and Conditions.</li><li>• Signed declaration stating that the company is not/has not been black listed by Central/State Government/any PSUs/Private Sector.</li><li>• Signed declaration about Non fraud and Non corrupt practices.</li></ul>
13.	List of similar assignments and number of: Manpower provided' to Central Government Departments/ State Government / Statutory bodies / Autonomous bodies / PSUs / Private Sector during the last three years.
14.	Any other information to establish financial worth and technical competence.
15.	Candidates will provide the Adhar card no./ID card of company.

Signature of authorized person

Name:

Seal:

Date & Place: 22.11.2017 Lucknow

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**Annexure F**

**Format for Submission of Financial Bid**

Name and address of the tendering Service Provider Company:

Sl. No.	Manpower type	Wages per month Rs.	PF/ESI/Service Charges and Service taxes			Ser. Charges
			EPF 13.61%	ESI 4.75%	Ser. Tax	
1.	Hindi Assistant	20000/-	--	--	--	--
2.	Data Entry Operator	16000/-	2178/-	760/-	--	--
3.	Attendant	13000/-	1769/-	618/-	--	--
4.	Security Guard	12210/-	1662/-	580/-	--	--
5.	House Keeping	9568/-	1302/-	454/-	--	--

Rates are quoted in accordance with the Minimum Wages Act, 1948 of central govt. and other by-laws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc. applicable to date)

Name:

Seal:

Date & Place: 22.11.2017, Lucknow

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