

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES,
SHEIKHPURA PATNA-14
(Autonomous Body under Department of Health, Government of Bihar)

NOTICE INVITING E-TENDER
FOR HIRING MANPOWER ON OUTSOURCING
BASIS AT IGIMS,PATNA
UNIT-‘B’



Indira Gandhi Institute of Medical Sciences, Sheikhpura, Patna-800014, Bihar

PHONE-0612-2297099/2297631; Website: www.igims.org

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INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES,

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E-Tender Notice

E-Tender Notice No.- 05/2023-24/Manpower (Unit-B)/IGIMS/MS Cell

The Director, IGIMS, PATNA invites E-tender in Two Bid System (i.e. Technical and Financial Bid) from reputed, experienced and financially sound Manpower providing agencies for Unit-'B' through on line e-procurement portal www.eproc2.bihar.gov.in

Sl. No.	Brief Description of Services	Tender Fee (in Rs.)	Bid Processing Fee (in Rs.)	Bid Security (in Rs.)
1.	Hiring of Manpower on outsourcing basis for providing manpower for Unit-'B' at IGIMS, Patna for Two years and extendable up to another One year on satisfactory performance.	Rs. 5000/-	Rs. 2000/-	25 Lakhs for unit B in the form of DD/Pay order in favour of Director, IGIMS, Patna

Exemption: Govt. of India/State Government departments/Undertakings are exempted from EMD.

Bidders can download complete set of bidding document from e-procurement platform:

www.eproc2.bihar.gov.in. The e-tender notice and Tender documents is also available in our website: www.igims.org

Bidders have to submit the bids online only by uploading all the required documents through: www.eproc2.bihar.gov.in

Important Dates

Sl. No.	Critical Dates	Date (DD/MM/YYYY)	
a.	Tender Publishing date		www.eproc2.bihar.gov.in
b.	Document download start date		www.eproc2.bihar.gov.in
c.	Document download end date & submission of complete bid documents		on www.eproc2.bihar.gov.in
d.	Pre-Bid Meeting date		Director Board room, IGIMS
e.	Seek Clarification end date		
f.	Last date of receiving complete tender document hard copy through speed post/courier		
g.	Date/place of opening technical bid		Director Board room

Sd/-
Director
IGIMS, Sheikhpura, Patna

Clarification of bidding documents

A prospective bidder requiring any clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail addresses i.e. igimshospital123@gmail.com The purchaser will respond in writing (e-mail) to any request for clarification, provided that such request is received not later than seven (07) days prior to the deadline for submission of bids.

Amendments in Bidding Documents

At any time, the IGIMS, PATNA may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. IGIMS shall not be responsible to notify the amendments to individual bidders. All amendments by the IGIMS, till 5 (five) days before the deadline for submission of bids, shall be binding on the participatory bidders.

For any query related with this E-tender should be mailed to igimshospital123@gmail.com

E-TENDERING INSTRUCTIONS TO BIDDERS

The bidders are required to submit soft copies of their bids electronically on www.eproc2.bihar.gov.in Portal, using valid Digital Signature Certificates. The Instruction given below is meant to assist the bidders in registering on www.eproc2.bihar.gov.in Portal, prepare their bids in accordance with the requirements and submitting their bids online on the www.eproc2.bihar.gov.in Portal.

More Information useful for submitting online bids may be obtained through www.igims.org

Instructions for registration on e-procurement:

1. Tender Bidding Methodology: Two Stage Online Bidding.

2. Broad outline of activities from prospective Bidders:

1. Procure a Class III Digital Signature Certificate (DSC)
2. Register on the e-Procurement portal
3. Create Users on the above portal www.eproc2.bihar.gov.in
4. View Notice Inviting Tender (NIT) on the above portal
5. Download Official Copy of Tender Documents from the above portal after payment.
6. Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by IGIMS PATNA
7. Bid-Submission on the above portal.
8. Attend Public Online Tender Opening Event (TOE) on the above portal –Opening of Technical Part.
9. Post-TOE Clarification on the above portal (Optional) – Respond to IGIMS,PATNA’s Post-TOE queries.

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

The cost of tender document is non-refundable and it should be purchase through E-PAYMENT MODE R.T.G.S/NEFT in Director E- tendering IGIMS, Patna A/C no. 20352635180 Allahabad Bank, Branch I.G Institute of Medical Sciences Patna800014 with IFSC-ALLA0212284 and the scan copy of its receipt should be uploaded in e- procurement portal. Hard copy must be enclosed in technical bid sheet.

3. Digital Certificates:

For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA)

4. Registration:

To use the Electronic Tender portal www.eproc2.bihar.gov.in vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorized Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Registration Fee as applicable.

Note: After successful submission of Registration details and Annual Registration Fee, please contact to the Helpdesk of the portal to get your registration accepted/activated.

5. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
6. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. However it shall be sole responsibility of bidder that the uploaded documents remain legible.
7. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
8. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don’t change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

Bid submission-

Bid must be submitted through online as well as hard copy of all documents should be reached through speed post/Courier to office of Director, IGIMS, Sheikpura,Patna-800014.

The entire bid-submission would be online on the portal i.e. www.eproc2.bihar.gov.in

The bid for Unit-‘B’ would be sealed and duly super scribed as “**Bid for providing Manpower in Unit-‘B’**”, tender no., name of work, name of firm and date of opening of bid and shall contain two separate & distinct envelopes marked as ‘**ENVELOPE- 1’** & ‘**ENVELOPE-2’**’

➤ **ENVELOPE 1**

Shall be marked as “**Bid Security and Other Compliances for Unit-B**”, and shall include the following documents/enclosures:

- a) Covering Letter including Checklist.
- b) Bid Security in the form of a Pay Order/Demand Draft deposit receipt or from ascheduled bank as per the prescribed format at Annexure-‘XVI’
- c) Power of Attorney for signing of Bid & Service Contract
- d) A copy of the complete set of Tender Document (excluding Annexure-‘VI’) along with forwarding letter/ undertaking on letter head and addenda/ corrigendum, if any with each page initialed by the Authorized Signatory as a token of acceptance.
- e) All the documents as per the Check List at Annexure-‘II’)

➤ **ENVELOPE 2**

Shall be marked as “**Financial Bid for Unit B**” and shall consist of the Financial Bid for the respective unit. The Financial Bid should be as per format specified at Annexure-‘VI’ duly filled in figures and words for the specific Unit.

- **The Bid for Unit-‘B’ shall also be prepared in the above manner.**

To avoid any doubt, it is hereby clarified that in the event a Bidder wishes to Bid for both the Units, it shall follow the foregoing manner of submission of Bids for both units, separately & distinctly.

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
- (ii) Submission of information pertaining to Bid Security/ EMD.
- (iii) Submission of signed copy of Tender Documents/Addendums.

10. The TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required establishing compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.
11. The FINANCIAL PART shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copies of duly filled price schedule as Annexure are to be uploaded.
12. Offline Submissions: The bidder is requested to submit hard copy of all the documents as per **Annexure III** through speed post/Registered post/Courier to the office of Director, IGIMS, Sheikpura, Patna 800014 on or before the date & time of submission of bids specified in tender document, in a Sealed Envelope. The envelope shall bear (name of the work), the tender number and the words ‘DO NOT OPEN BEFORE’ (due date & time).
 - a. EMD-Bid Security in Original, in shape of DD/BG only in favour of Director,IGIMS, PATNA, valid for a period 180 days.
 - b. Documents to be Submitted Tender Acceptance Undertaking, Undertaking, Indemnity Bond, Affidavit, Hard copy of all documents.

13. Other Instructions

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.

14. **Important Note:** It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

15. The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- i Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
- ii Register your organization on the portal well in advance of your first tender submission deadline on the portal
- iii. Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
- iv. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)
- v. While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above.
- vi. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
- vii. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- viii. In case of Offline payments, the details of the Earnest Money Deposit (EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
- ix. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- x. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- xi. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

Sd/-
Director
IGIMS, Sheikhpura, Patna

BIDDING PROCEDURE

E-Tender Notice No.- 05/2023-24/Manpower (Unit-B)/IGIMS/MS Cell

SCOPE OF WORK:

(a). Work:

Brief description of Job work and an illustrative list of manpower likely to be deployed is indicated in **Annexure -IV**. The list is illustrative not exhaustive. The number of persons and related criteria to be outsourced may vary depending on actual requirement time to time.

(b). Method: Agency shall be responsible for all activities related to deployment of manpower and supervision at the institute through various steps i.e. advertisement in newspaper, electronic media etc. short listing of application list/interview etc. if required.

BIDDING PROCEDURE:

The Bidders are requested to give detailed tender in two Parts:

(Bids for this tender will be accepted through online only. Manual bids will not be accepted under any circumstances)

Part - I: Techno-Commercial Bid

Part - II: Financial Bid

Part I- Techno-Commercial Bid:

Original documents to be submitted on or before due date and time in a separate sealed cover but their scanned copies will be uploaded on line also.

Techno Commercial Bid is to be submitted online and manual in the pro-forma prescribed at **Annexure-III** along with the following documents:

- a) Attested copy of Certificate of Incorporation / Registration of agency;
- b) Work experience of similar work during last 3 years;
- c) Attested copy of the IT return filed for the last three years
- d) Annual turnover certificate of Chartered Accountant
- e) Attested Copy of ISO Certificate.
- f) Hospital Experience Certificate from head of the Institution.
- g) Attested Copy of proof of having Human resource management software, if any.
- h) Attested copy of ESI and EPF certificates;
- i) Attested copy of PAN card
- j) Attested copy of the Service Tax/ GST registration certificate; as applicable.
- k) Attested copy of Registration certificate under Contract Labour (Regulation & Abolition) Act, 1970;
- l) Declaration of ineligibility by any authority as prescribed in **Annexure-X**
- m) Undertaking as prescribed in **Annexure-VIII** (Acceptance of T&C & EMD)
- n) Questionnaire in **Annexure-VII**
- o) Power of Attorney / Board Resolution in favour of signatory of the Tender on behalf of Tenderer.

Note 1: No brochures/leaflets/CDs etc. should be submitted in loose form.

Note 2: Please indicate page numbers on your tender document.

Note 3: The technical offer should not contain any price information.

Note 4: Tenders shall be submitted by only those agencies, which fulfill eligibility criteria enunciated herein after.

An Earnest Money Deposit of Rs. 25, 00,000 (Rupees twenty fifty Lakhs only) for unit A in the form of Demand draft/pay order in favour of **Director, IGIMS** payable at **PATNA valid** for 225 days shall be submitted separately in a sealed cover on or before due date and scanned copy to be uploaded along with the Techno Commercial bid.

Note 1: EMD will not accrue any interest

Note 2: The bid security shall be returned to the unsuccessful bidders after the Notification of Award to successful bidder.

Note 3: The bids not accompanied with earnest money shall be summarily rejected.

Part-II – Financial Bid:

Financial Bid is to be submitted online through in the pro-forma prescribed at **Annexure-VI**.

Evaluation of Bid:

Quality cum Cost Based Selection (OCBS) Procedure:

The final tender evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Opening of part-II (Financial Bid) will be intimated to technically qualified tenderers after scrutiny of Techno-Commercial part.

Note 1: The Director, IGIMS PATNA reserves the right to reject all bids without assigning any reason.

Note 2: Overwriting or erasing in the bid documents shall render the same invalid. If unavoidable, all cuttings/over writings should be attested by the authorized signatory.

Note 3: The bids must contain the information as required in the format prescribed. The bids which do not contain the information as desired and are not supported by necessary documents will not be considered for evaluation.

INSTRUCTION TO TENDERES:

This particular manpower tender is restricted to two different categories for the purposes of tender as Unit-‘A’ & Unit-‘B’. The manpower of Unit – ‘A’ consists of Unskilled/Semiskilled i.e Hospital Attendant, trolley men, office attendant, Lab Attendant, assistant cook, Mortuary attendant etc. The details of categories are mentioned on Annexure XVII.

The following manpower (approximately) are expected/ required to be deployed at the IGIMS, Patna campus:

SI. No.	Description of categories	Total manpower strength for individual unit(Approx)	
1.	Unit –B	930	(Skilled, Highly Skilled)

NOTE: -

Above mentioned total manpower strength (approximately) for individual units can be increased or decreased at the time of award of service contract or during currency of the service contract depending upon the actual requirement.

The bidders can submit bids for either one or both the units. However, *not more than one unit will be allotted to one bidder.* In case a bidder does not specify the UNIT(s) on his bids, the bid would be summarily rejected.

1. Term of Contract:

Initially, the Agency / Service Provider will be entrusted the contract for a period of one year, which is extendable for maximum period of 2 years on satisfactory performance and compliance of terms of agreement. Subsequent extension will be at sole discretion of IGIMS PATNA.

2. Validity of Bids:

The bids shall be valid for a period of not less than 180 days after the deadline for submission of bids.

3. Security Deposit:

The Successful Agency within 15 days from the date of Notification of Award shall be required to submit security deposit of **equivalent of 10% amount of total work awarded for unit A** in the form of Bank Guarantee as prescribed at **Annexure-IX**. The Bank Guarantee shall remain valid 90 days after the contract is over (3 months) and shall not accrue any interest. In case of extension of contract period, the validity period of Bank Guarantee period will have to be extended by the Agency.

4. Language of Tender:

The tender prepared by the tenderer and all correspondence and documents relating to the tender exchanged between the tenderer and the Employer shall be in the Hindi/English language.

5. Contents of Tender Document:

The Tenderer is expected to examine carefully all the contents of the tender document including without limiting to eligibility criteria, terms & conditions and take them fully into account before submitting their offer. Failure to comply with the requirements as detailed in these documents shall be at the tenderer’s risk.

Sd/-
Director
IGIMS, Sheikhpura, Patna

QUALIFYING CRITERIA:

1. Conditional bid shall not be entertained and out rightly rejected.
2. Profile of the bidder: The Service Provider should be registered with the appropriate registering authority. The registration of the Agency must be at least 03 year old and validat least for 12 months as on the date of opening of technical bid.
3. The Service Provider should have at least **(3)** years of satisfactory experience letter from head of the Institution) of providing manpower(Professional Office Staff etc.) as mentioned in scope of work in Govt/Semi Govt./Govt. Undertaking/ Govt. Autonomous Bodies/ PSUs/Reputed organizations. Experience of the service providing agency must be in the business of providing manpower to various areas i.e. professionals like doctors, engineering staff, Hospital Support Staff, Executives and ancillary staff as well administrative staff etc. The agency working in IGIMS, Patna must take satisfactory experience certificate, otherwise bid will reject.

Bidder/Agencies not having the profile mentioned in the scope of work are not eligible. The Bidder should have satisfactory experience of similar nature of work.Note:

- a. Similar manpower services means providing manpower. The service contract that includes other services like sanitation, housekeeping etc. along with manpower shall notbe considered.
 - b. Eligibility criterion shall apply to both the Units-‘A’&‘B’ individually and separately. While applying separate proof/same proof of the same should be enclosed with each unit bid. (In case bidders chooses to apply for both the units).
4. The minimum average annual turnover of the Service Provider from the manpower providing business should at least be **Rs.10,00,00,000 (Rupees Ten Crores only)** during the last three years for unit-B.
 - I. Having successfully completed work of similar nature as mentioned in Annexure-II above. The criteria during the last Three years for providing the services as per below mentioned:
 - II. One similar work of providing manpower Services to Govt./Semi Govt./Govt. Undertaking/ Govt. Autonomous Bodies/ PSUs/ Reputed organizations of not less than Rs.10,00,00,000/-
 - III. Three similar works of providing manpower Services to Govt/Semi Govtvt./Govt. Undertaking/ Govt. Autonomous Bodies/ PSUs / Reputed organizations each amounting to not less than Rs.5,00,00,000/-(Five Crore).

Average turnover should be Rs. 10 Crores or more annually during last three financial years a under

SI No.	Financial Year	Annual Turnover (in Crore)
1	2020-21	Rs.
2	2021-22	Rs.
3	2022-23	Rs.

N.B.1:

Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be furnished as per format given above on letter head of the Security Agency/ CA duly certified by a registered Chartered Accountant withhis registration number

N.B.2:

Annual returns (ITRs) should also be attached for last three Financial Years i.e. 2020-21, 2021-22 and 2022-23.

5. The Service Provider should be valid ISO 9001: 2008 certified mentioning whether certification is of head office or local branch office where bidder is going to execute thework.
6. The bidder should have Human Resource Information solution software for monitoring manpower. All activates including attendance, posting, Grievance redressal mechanism etc should be included in the software. Software should be developed in consultation with the user. Bidder has to put the software in place within one month of agreement. The expanses of all the software borne by the bidders. If bidders don't install software within one month of time, the penalty of Rs.10, 000/- will imposed per day till three month. The agreement will be terminated after three months if not installed the software.
7. The Service Provider shall not be having any civil suit/criminal case pending against its proprietor or any of its Directors (in the case of a Company) or having been earlier convicted on grounds of moral turpitude or for violation of laws in force.

8. The Service Provider should not have been blacklisted/ debarred by any Govt. / Semi Govt./Govt. Undertaking / University/ other reputed establishment for any reason whatsoever.
9. The Service Provider should have been registered with Employee State Insurance (“ESI”) and Employee Provident Fund (“EPF”) Authorities in Patna for depositing ESI and PF contributions.
10. The Service Provider should have been registered with Goods & Service Tax Department and must be in possession of Permanent Account Number (PAN).
11. The Service Provider should have a valid labour license from the Regional Labour Commissioner or any other statutory authority for specific number required for contract under Contract Labour (Regulation & Abolition) Act, 1970.
12. The Service Provider shall submit an undertaking in format as prescribed in **Annexure-XI** for acceptance of all terms and conditions mentioned in tender document.
13. The bidder should have their registered office / branch in Patna. If not, an office should be opened in Patna within 30 days of the award of work.
14. The Bidder shall furnish an affidavit in Annexure-X regarding true & correct information and non-blacklisting etc.
15. Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.
16. Bidders found to be unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.

Sd/-
Director
IGIMS, Sheikhpura, Patna

GENERAL TERMS AND CONDITIONS:

1. JOB WORK ORDER:

There shall be eight categories of Job Works / Tasks as shown in Schedule of Scope of work-

- a) The Institute shall raise the Job Work Order (“JWO”) as and when required. According to JWO the Agency will issue appointment letter in the name of each person duly mentioning the service conditions and scope of work to be done at Institute from appointing authority. The template of same will be got approved by the Institute.
- b) The JWO shall indicate the manpower required to be deployed, the details/description of job work/task, category of manpower, their educational qualification, duties/responsibilities and remuneration/wages payable to them.
- c) The personnel provided will be required to perform duties as assigned to them by the Institute authorities from time to time.
- d) Any undue delay in providing/replacing the requisite manpower will be considered as breach of contract and will be dealt with accordingly. The delay by the Agency in providing a substitute beyond 1 (ONE) working days shall attract liquidated damages @**Rs.2000-10000 per day** (per such case) as per cadre from the service providing agency, beside deduction in payment on pro-rata basis.
- e) The personnel shall be available for work on all working days (Monday to Saturday) during office hours. However, depending upon the exigencies of work, the personnel may be required to work late beyond office hours or on holidays.
- f) Depute **TWO** capable managerial level person having degree in management from reputed institute preferably in HR to manage all day to day activities and liaison with Institute officials for manpower deployed at the Institute. The salary of the two managers will be borne by the bidders only. The HR Manager will be physically available in the Institute during office hour and as and when required.
- g) Provide details of grievance redressal mechanism and escalation matrix for handling issues related to manpower deployed and other grievances at the Institute. It should be linked to CEO of the company by web and it must be included in the human resource management software.

2. OBLIGATION OF AGENCY:

- a) In addition to all such obligations as specifically mentioned in the Contract / Tender Documents, the Agency shall be under an obligation to fulfill all necessary obligations which may be incidental to or ancillary to the fulfillment of its obligations as per this Agreement, including but not limited to this Clause 2.
Service provider will maintain a data base for all manpower available with him which besides other information will also include their **academic qualification, technical qualification, experience, category to which belongs whether reserved, unreserved and handicapped etc.** The data base should have complete profile of all the available man power. The agency has to follow reservation policy as per Govt. of Bihar in recruitment of manpower vide letter no -23/outsourcing-01/2017/Gen Admin. 14556 dated 17/11/2017.
- b) The educational qualification and experience certificate will be scrutinized by the competent authority of the institute and if found false then FIR will be registered against candidates as well as outsource agency. Penalty of **Rs.25, 000/- (Rupees Twenty thousand)** per episode will be imposed from bidder services charges as well.
- c) The service provider will submit undertaking mentioning there has been no money transaction/bribery take place from the candidate in lieu of job offered by the company. Penalty of **Rs.50, 000/- (Fifty thousand)** will be deducted per complaint from the company monthly bill. Enquiry will be setup for said offence from the institute and if proved, the contract will be terminated.
- d) Every personnel deployed under this Tender by the Agency shall be the employee of said Agency and the personnel shall not claim any benefit/ compensation/ absorption/ regularization of services with the Institute (Principal Employer) under any provisions of laws in force. Undertaking from the personnel to this effect will be required to be submitted through the Agency to the Institute.
- e) The Agency shall ensure that the personnel deployed under this contract shall maintain proper office decorum. They shall not disclose any secret official information to any unauthorized person.
- f) The service provider has to provide the Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed, when on work & their loss to be reported immediately. Also, the agency shall need to provide the uniform to the staff as & when required by IGIMS PATNA.
- g) The service provider has to provide police verification certificate of all the employees before the joining the institute.

- h) Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.
- i) It will be the responsibilities of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) and the Institute will have no liabilities in this regard at any stage.
- j) The Agency shall be solely responsible for timely payment of remuneration/wages in compliance of all the statutory obligations as applicable including Minimum Wages Act, EPF Act, ESI etc., deduction and timely deposition of EPF, TDS (Income Tax), Professional Tax etc. on monthly remuneration payable to personnel.
- k) The service provider shall conduct necessary verifications of antecedents of the personnel to be deployed to Institute and a certificate to this effect shall be submitted.
- l) All liabilities arising out of accident or death of staff employed by the Manpower Agency while on duty shall be borne by the Security Agency as per provisions of the labour laws to the Institute in the form of an Affidavit.
- m) The Agency shall be held responsible for any loss or damage to IGIMS PATNA's property on account of indiscipline or negligence or misconduct of any task worker deployed by the agency.
- n) In case of any loss, theft, sabotage, etc. caused by or attributable to any of the personnel deployed by the Agency, the Institute shall have the right to claim damages from the Agency.
- o) Agency shall have to provide a substitute, if any task worker goes on leave for more than two days.
- p) The Agency will be required to furnish an Indemnity Bond as per Form attached as **Annexure - XII**.
- q) Salary of a particular month will be credited by the Agency to its employees on 7th day of next month in their bank accounts. If salary disbursed after the 7th, Penalty of 0.25% per day will be imposed from monthly bill produced by service provider. The Manpower Agency shall disburse the wages to its staff deployed at IGIMS, Patna by 7th of every month through ECS irrespective of the status of payment of current bill submitted by the agency. Manpower agency must have enough liquidity to give at least 3 months' salary to their staff.
- r) Agency acknowledges and agrees that "Time is of Essence" in this Agreement and therefore, all timelines shall be strictly adhered to by the Agency. The Work shall proceed with due diligence until Final Completion.

3. COMPLIANCE:

The Agency / Tenderers shall be responsible for compliance with the provisions of all the applicable Labour Laws including but not limited to:

- a) Contract Labour (Regulation Abolition) Act &, 1970;
- b) Minimum Wages Act, 1948;
- c) Workmen's Compensation Act, 1923;
- d) The Employee Provident Fund Act, 1952;
- e) Employee State Insurance Act, 1948;
- f) The Payment of Bonus Act, 1965 and Gratuity Act, 1972
- g) The Child Labour (Prohibition and Regulation) Act, 1986
- h) Quantum of reservation as per Government of Bihar orders, and
- i) Any other rules, regulations and / or statutes as may be applicable to them from time to time.

4. SUB-CONTRACT:

The Agency shall not assign, transfer, pledge or sub contract the services/works.

5. REMUNERATION:

The remuneration/wages of persons deployed (task worker) shall be as shown in scope of work Annexure IV. Remuneration/Wages so fixed shall be consolidated and inclusive of all dues such as ESI/ EPF bonus etc payable to deployed worker shall be reimbursed to the Service provider as well as weekly off pay. The agency will make payment to the staff on a monthly basis.

6. TAX LIABILITY:

The Agency shall be liable to pay all taxes, duties, royalties, statutory minimum payments/ Contributions to be paid to and / or on behalf of the manpower supplied by the tenderer, overheads etc.

7. MODE OF PAYMENT:

Service provider / agency shall submit the bill in triplicate **in respect of particular month in the first week of next month** for release of payment along with duly verified attendance sheets, pay bill; proof of wages / remuneration paid through online transfer and certified photocopies of payment towards EPF, ESI etc.

- a) All payments will be made on reimbursement basis and no advance shall be paid to the agency.
- b) For the avoidance of doubt, it is clarified that if a Bill is not accompanied by the supporting documents / in the proforma prescribed, if any or if the Bill is disputed for any reason by the Institute, then such amounts of the Running Account Bill shall not be due and payable by Institute, until the dispute is resolved, or the supporting documents have been provided by the Agency, as the case may be.

8. PAYMENT TO MANPOWER DEPLOYED BY SERVICE PROVIDER:

- (a) A computerized Monthly Payment Slip shall be issued by agency to all manpower at the time of monthly payment. The Payment will be linked with face reader biometric attendance. Any delay in punching of biometric will directly impact the salary of the employees. The Pay slip must bear the agency name & logo etc. The Components of pay slip will be decided by the Institute.
- (b) Attendance and daily activity details should be maintained in the Web based Face reader biometric (Aadhar linked) system provided by the agency and the same should be linked with MS cell and centralized institute computer. MS cell can see anybody attendance in his computer. All the expenses for the software and the biometric will be borne by the bidders. The face reader biometric system should be at least five or more in number. It should be located in different building of the Institute. In case of non functioning Face reader biometric system, the penalty charges of Rs. 1000 will be imposed per Face reader Biometric system per day.
- (c) Payment Slip must also mention clearly the Name & UID of manpower all the components for payment and deductions separately. Besides, PF Account No, ESI Account No, PF & ESI contribution by employer and all other relevant details must also be mentioned on the 'Pay slip'.
- (d) The payment to manpower deployed shall be done through Bank transfer. No charges for this shall be paid by the Institute.
- (e) Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel along with the Bills.
- (f) The agency shall submit each employee wise PF Code No. and ESI Code No. along with respective amount to IGIMS PATNA for all the manpower deployed before claiming the Bills.
- (g) Agency shall be responsible for issuing experience certificate to manpower, as and when required. IGIMS PATNA shall not be responsible for issuing any such document to the outsourced manpower.
- (h) The bills must be submitted along with:
 - i. List of employees with their date of engagement, Summary of attendance, Wage Sheet.
 - ii. PF deposit Challan for the previous month through E-Sewa and Electronic Challan Cum Return (ECR), attested by Agency, however Agency is requested to submit preferably current wage month Challan along with ECR as system is on-line.
 - iii. ESI deposit Challan for the previous month through E-Sewa and Electronic Monthly Contribution History details of all manpower, attested by agency.
 - iv. Agency is requested to submit preferably current wage month Challan along with ECR as system is on-line.
 - v. Details of PF remittance for the previous month for each of personnel deployed (first page of Form 6A prescribed under Employees PF & Misc Provision Act 1952).
 - vi. At the time of payment, employee wise details of PF/ESI payment with code wise have to be furnished along with Challans.
 - vii. Previous month Acknowledgement' copy of the 'Return on Contributions' for every contribution period on Form 6 of ESI Act within 15 days of the stipulated date for submission of return to ESI Authorities subject to change in Govt. notifications from time to time. It is recommended to file return through "On Line System" i.e. E- Sewa.
 - viii. Proof of payment to manpower deployed for the month - Summarized statement of payment due and disbursed, Payment receipt duly signed by respective manpower or certified by the Bank
 - viii. In the month of May of each year and at the time of conclusion of the contract, the agency shall submit the documents

on Form 12A, 6A, 3A under PF Act, pertaining to the full year (Previous Financial Year) subject to change from time to time Govt. notifications.

- ix. Declaration of the agency regarding compliance of EPF / ESIC and other laws as applicable from time to time.
 - x. Agency should submit separate EPF,ESI & Service tax challans against this contract (& not clubbed with other contracts/sites where agency is supplying manpower) and also submit separate details of manpower deployed exclusively against the contract in order to facilitate easy linking and checking of bills.
 - xi. Any other document for meeting statutory/ contract requirement or as directed by the Institute.
- (i) The complete Bill with necessary documents must be submitted within a week of the payment to manpower deployed by the agency for each month.
 - (j) If bill submission is delayed, IGIMS PATNA will not be responsible for making payments and agency will be fully responsible for all the consequences.
 - (k) The bills will be subject to checks/ verification by IGIMS PATNA. The payment shall be made after satisfactory performance of work for the actual deployment as certified by end user department on attendance sheet. No payment shall be made to personnel not authorized to be deployed by IGIMS PATNA. The decision of IGIMS PATNA will be final in the matter.
 - (l) Any clarification sought by Institute pertaining to bill submitted will be clarified by agency within 3 days. Otherwise the delay in payment will be attributed to the agency and agency will be fully responsible for all the consequences.
 - (m) The Institute shall be entitled to deduct in accordance with Applicable Law, Income Tax at source (TDS) or withholding tax or other deductions (as the case may be), from any payments made to the Agency, and the amount so deducted shall be deemed to be a payment made to the Agency. Client shall provide a certificate certifying the deduction so made.
 - (n) All the bank charges shall have to be borne by the agency. PAN No. and Goods and Service Tax registration number must be indicated in the bill.
 - (o) Agency has to provide salary slip of all employees as format provided by client.

9. TERMINATION:

The Institute reserves the right to terminate the contract with a notice of 30 days to the Agency without assigning any reason. The Agency awarded the contract, if so desires, may terminate the contract by giving 3 (three) months' notice

CONSEQUENCES OF TERMINATION

Upon termination, the Agency shall either immediately, or upon the date specified in the notice of termination:

- (a) cease to represent itself as a Tenderer of the Institute;
- (b) cease execution of all further Works, except for such Works as the Institute may specify in the notice of termination, which is in progress;

10. FORFEITURE OF DEPOSIT:

I- Earnest Money Deposit:

- a. In case the bidder to whom contract is awarded backs out, the EMD of **Rs. 25,00,000/-** (Rupees Twenty Five Lakhs only) of the Agency shall be forfeited.

II- Security Deposit:

- a. In case of breach of any terms & conditions attached to this agreement, The Security Deposit of the Service Provider / Agency shall be liable to be forfeited besides annulment of this agreement.

11. ARBITRATION:

- a) Any dispute, difference arising out of or in connection with the formation, performance, interpretation, nullification, termination or invalidation of this Agreement, in any manner whatsoever, shall be referred to a binding arbitration in accordance with The Arbitration and Conciliation Act, 1996.
- b) The arbitration proceedings shall be conducted by a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute, whose award shall be reasoned and in writing and shall be final and binding on the Parties. The Arbitration proceedings shall be conducted in the English Language and the venue of arbitration shall invariably be at Bhopal.

- c) Provided however, nothing contained in this Clause shall be deemed to prevent a party from approaching a Court of competent jurisdiction at Patna (Bihar) for seeking interim relief prior to or pending arbitration.

12. GOVERNING LAW:

This Tender shall be governed by and construed in accordance with the laws of the India and the courts of Bihar shall have exclusive jurisdiction, since Agreement has been executed by the Parties in Patna (Bihar).

13. FORCE MAJEURE:

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction, act of God omissions or acts of public authorities including changes in law, regulations or policies of the Government, or other regulatory authority acts which are beyond the control of any Party (hereinafter referred to as the “**events**”), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

B. INTERPRETATION:

- a) Reference to the singular shall include reference to the plural and *vice-versa* and a reference to any gender shall include a reference to the other genders, except where the context otherwise requires.
- b) The Notes included in different parts of Tender shall form part of the Tender and shall be strictly adhered to by the Agency / Service Provider.
- c) The Schedules /Annexure to this Tender form part of this Tender and will be of full force and effect as though they were expressly set out in the body of this Tender. The provisions of this Tender and the Schedules and Annexures hereto shall be interpreted harmoniously and only if the provisions of this Tender cannot be interpreted harmoniously with the Schedules or Annexures or *vice-versa* on account of inconsistencies or ambiguities then the provisions of this Tender shall prevail over the Schedules.
- d) The Tender documents submitted by the Agency / Service Provider shall have binding force and shall be considered as a legally constituted agreement for all references.
- e) Reference to Agency / Service Provider shall mean Tenderers irrespective of the identity of the entity.
- f) Reference to any law or regulation having force of law includes a reference to that law or regulation, as from time to time, amended, modified, supplemented, extended or re- enacted.
- g) The words "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" whether or not they are followed by such phrases.
- h) The preamble and the recitals shall form integral part of this Agreement.

Sd/-
Director
IGIMS, Sheikhpura, Patna

A. TECHNICAL BID EVALUATION

The technical bid evaluation shall be done based on the following criteria:

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of **100 marks, as per the criteria specified below:**

S. N	Technical Evaluation Criteria	Marks	Max Score	
1.	Relevant experience of providing Technical / Professional manpower	(a) In AIIMS/ IITs /IIMS /NIT and Institute of National Importance:	15 Marks	15 Marks
		(b) Other departments/ institutes/ Autonomous Bodies/PSUs under Govt./ Reputed organizations.	10 Marks	
2.	HRIS solution Human Resource Information System solution.	(a) Readily available & screen shots etc. provided:	10 Marks	10 Marks
		(b) undertaking to deploy within one month of Work Order:	05 Marks	
3.	Relevant experience of Senior Management (5 members) of Agency from top B colleges, proof to be submitted	(a) More than 10 years	10 Marks	10 Marks
		(b) Up to 10 Years::	05 Marks	
4.	Net Profit from similar nature of the work of the bidder (last financial year):	(a) Above Rs 03 Crores	10 Marks	10 Marks
		(b) Rs. 01 crore to Rs 03 Crores	05 Marks	
5.	Valid ISO 9001:2008 Certification	(a) Above 5 years:	15 Marks	15 Marks
		(b) Up to 5 years	10 Marks	
6.	Average Audited Turnover in every year in last 3 years	(a) More than Rs.30 Crores per year	20 Marks	20 Marks
		(b) Rs.20 Crores to Rs.30 Crores/yr	15 Marks	
		(c) Rs.10 Crores to Rs.20 Crores/yr	10 Marks	
7.	Numbers of years of operation in big hospital (more than 200bed)	(a) More than 10 Years	20 Marks	20 Marks
		(b) between 3 to 10 yrs	15 Marks	
		(c) Up to 3 Years	10 Marks	
Total				100 Marks

*** Evaluation shall be done only on the basis of supporting documents submitted by the bidder along with technical bid for all above mentioned criteria.**

A Bidder should mandatorily secure a minimum of 60% marks (i.e. 60 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder for being eligible for opening financial bids.

The weightage of technical score is 70 out of 100 and the financial score weightage is 30 out of total 100.

Technical + Financial score = Technical Score X 70% + 30 X L1 Quote / Quoted Price

Illustration 1 (for Technical Weightage)

- If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation value shall be: 56 i.e. {80 x 70%}

Financial/ Price Bid evaluation Criteria:

- The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100).
- The total marks obtained** by a Bidder in the technical bid shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding

Illustration 2

- If the Bidder at Illustration 1 is L1 and quoted Rs.1% , then his total score shall be **86** i.e. (56 Technical Score + 30 Financial Score)
- The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:
- $30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3)}$

Illustration 3

- If the Bidder at Illustration 1 is L2 Bidder and he quoted 1.5% , therefore 30% being the weighted value, the financial scores for L2 shall be computed as under
 - $30 \times 1 (\text{lowest prices L1}) / 1.5 (\text{L2 quoted price}) = 20.00$ (financial score)
 - Therefore, L2 Bidder shall have total score of **76** (56 Technical Score + 20.00 FinancialScore)
- The bidder who qualified in the technical evaluation stage shall be intimated for opening offinancial bids.

In the event that two or more bidders having same score /quote the same rates, (the "Tie Bidders"), IGIMS, Patna shall identify the Selected Bidder by looking the technical bid score. The bidder which has more experience in hospital setup the tender will be awarded to him. If still tie among two bidders the decision will be based on marks scored in ISO Certification. If still tie among two bidders the decision will be based on bidders having more annual turnover.

In case the same bidder is found to be successful bidder for both Units, the bidder will be given option to choose the Unit for which he wants to opt for. The second ranked bidder after overall evaluation in the other unit not opted for by the successful bidder shall have to match the services charges of the successful bidder for the unit chosen by him if they are on the higher side. In this scenario, if the second ranked bidder refuses to match the service charges of the successful bidder, IGIMS, Patna reserves the right to ask the next ranked bidders in sequential order to match the service charges for the other unit and award the service contract to them or award both the units to the successful bidder or re-call the tender as deemed fit.

The Bidder shall be required to submit self-attested copies of the relevant documents in support, in addition to the documentary evidences of other parameters, for being considered during technical evaluation.

A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the procedures as above. The technical bid not meeting the Essential criteria/minimum or any other requirements as per the tender documents shall be rejected and their financial bid will not be opened.

Note:

- i. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
- ii. Completed work shall mean work under one contract with extension(s).
- iii. Concluded or should have been more than one year old live contract(s) with extension(s), if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.

Sd/-
Director
IGIMS, Sheikhpura, Patna

TECHNO-COMMERCIAL BID

(To be submitted in an online and manual with tender)

For providing of “Hiring of Manpower on Outsourcing Basis at IGIMS, PATNA”

1	Name of Tendering Agency with Registration No. & Date issued by appropriate authorities (Please enclose copy of certificate of registration) which should be 3 years old.		
2	Do you possess trade license issued by Competent Authorities in India? If so, please enclose attested copy.		
3	Name of Proprietor /Director		
4	Furnish following particulars of the Registered Office		
5	Complete Postal Address		
	a. Telephone No.		
	b. Fax. No.		
	c. E-Mail Address		
6	Furnish following particulars of the Local Branch Office. (if any)		
7	Complete Postal Address		
	a. Telephone No.		
	b. Fax. No.		
	c. E-Mail Address		
8	PAN No. (Attach Attested Copy)		
9	Set-up of your Agency, clearly indicating details of managerial, supervisory and other staff, their total experience also indicate the number of muster roll staff available for performing this service:		
a.	Is the establishment registered with the Government; please give details with document/evidence		
b.	Please provide details of Labour Licence and attach a copy.		
c.	Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in , IGIMS, Patna.		
10	Are you covered by the Labour Legislations, such as, ESI, EPF, Gratuity Act etc.		
11	EPF Registration :		
12	ESI Registration:		
13	Gratuity Act Registration No:		
14	GST No. (Attach Attested Copy)		
15	Financial turnover for the three financial Years. (Please attach copy of certificate by Chartered Accountant in original).		
	Financial Year	Amount (In Lakhs)	Remark, if any
	2020-2021		
	2021-2022		
	2022-2023		
16	Are you governed by minimum wages rules of the Government please provide details.		

17.	Give details of the major clients – Educational Departments, Institutes/ Universities, Government type of Research Organizations to whom as by the bidder during the Services have been provided last three years in the following format.					
	SI No.	Name & Address of the client With details- Name of the contact person, telephone, Fax No., e-mail Id	Work Description No.	Period From- To	Work Order No. & Date	Amount (In Lakhs)
18.	Human Resource information software availability as per technical Bid evaluation sheet.					
19.	The agency should not have been black listed or banned by any Government Department, Government Organization, PSU, University, Autonomous Institute etc. A notarized certificate To this fact should be enclosed with techno- commercial bid as Per Annexure- VIII.					
20.	Are you an ISO 9000: 2008 certified company? If so, please attach a copy of the certificate. Head of Branch					
21.	Please specify the minimum time required to start the job contract From the date of receipt of the Work Order					
22.	Addition information, if any (Attach separate sheet, if required)					
23.	Details of DD/ Pay Order of Rs. Towards bid security (EMD). DD/ Pay Order No. Date: Drawn On:					
24.	Annexure II to XVI should accompany the Technical Bid.					
25.	Number of years of operation in big Hospital of 100 beds.					

**Signature of Tenderer
Stamp**

Documents to be uploaded on technical bid (Checklist)

(To be enclosed with Technical bid-part 1)

1. TECHNICAL BID:

TECHNICAL BID AS PER ANNEXURE-III DULY SIGNED AND AFFIXING STAMP ON EACH PAGE ALONG WITH ALL THE NECESSARY DOCUMENT AS PER TECHNICAL BID

2. Particulars of Experience along with certificates, testimonials
3. Copy of Valid Establishment Registration certificate
4. Copy of Labour License:
5. Tender Acceptance Undertaking (Original to be sent by post)
6. Copy of EPF Registration:
7. Copy of ESI Registration:
8. Copy of GST Registration:
9. Certificate/verification from local police station
10. Power of attorney
11. Permanent account number (PAN)
12. Valid ISO 9001 Certificate
13. Reference of reputed Customers.
14. Certificate showing experience in hospital above 200 bedded
15. Scanned copies of EMD (*Original to be sent by post*) submitted in a sealed cover)
16. Last 3 years copies of income tax return form.
17. Copies of Orders of last 3 years.
18. Copies of the audited balance sheets, including all related notes, income statements for the last three audited years, duly certified by Chartered Accountant/ Company Auditor under his signature & Stamp.
19. PFMS Form:
20. Integrity Pact
21. Questionnaire

Qualifications/ SCOPE OF WORK
(Description of Job Work / Services Required)

The details given here under are indicative only and the Institute reserves the right to change all or any as per the requirement of the institute. The tentative details of Job Work, Manpower required, their educational qualification, and remuneration payable by IGIMS, PATNA during the period of the contract shall be as under:

SI No.	Description of categories	Total manpower strength for individual unit (Approx)	
1.	Unit –B	930	Skilled/ Highly Skilled

1. TECHNICAL SERVICE

SI No.	Reference Employment level for reference to be taken whenever the manpower requirement generated by IGIMS, PATNA	Minimum Qualification & Experience for Manpower to be deployed as per premier Medical Institute of Bihar	Gross Salary (ESI & EPF will be provided extra) Increment @ 5% per annum will be provided
1.	Technical Assistant/ Technician (Cardiac Tech./ Dialysis Tech./ ECG Tech./ Emg. Tech./ Endoscopy Tech./ Eye Bank Tech./ Neuro Tech./ O.T Assistant/ O.T Tech./ Ophthalmic Tech./ X-ray Tech./ Lab Tech. or Sample collector)	Essential: Bachelor's Degree in Medical Laboratory Technology/Medical Laboratory science from a Govt. recognized University/ Institution with 2 years relevant experience in a Laboratory attached with a hospital having minimum 100 beds. OR Bachelor's Degree in related field with 2 years relevant experience in the concerned field from a hospital having minimum 100 beds. Age Limit: Not exceeding 30 Years	Rs. 18,000
2.	Radiographic Technician G-I	Essential: B.Sc (Hons.) in Radiography or B.Sc Radiography 3 years course from a recognized University/ Institution Age Limit: Between 21-35 years of age	Rs. 18,000
3.	Radiotherapy Technician G-II	Essential: B.Sc (Hons.) with 3 years course in Radiotherapy/ Radiology from a recognized University/ Institution OR Diploma in Radiotherapy/ Radiology from a recognized Institution with 2 years experience Desired: Ability to use computer- Hands on experience in office applications, spread sheets and presentations Age Limit: Between 21-35 years of age	Rs. 18,000
4.	Audiologist/ Audiometry Technician	Essential: BASLP (Bachelors in Audiology and speech language pathology from RCI recognized Institute/ University or equivalent Age Limit: Between 30-47 years. (Upper age relaxable for Central Government servant upto 40 years in accordance with the instructions or orders issued by the Central Government) Age Limit: Between 21-35 years of age	Rs. 18,000
		Essential: a) 10+2 with Science from a recognized University/ Board b) Diploma (minimum 2 years) from a recognized	

5.	Dental Technician	Institution. Dental Hygiene or Dental Mechanic or Maxillo-facial prosthesis and Orthodontic appliances. c) Registered as Dental Hygienist/ Dental Mechanic with the Dental Council of India. 5 years experience in the relevant field. Age Limit: Between 21-35 years of age	Rs. 18,000
6.	CSSD Technician	Qualification: B.Sc (Microbiology or Medical Technology) with 3 Years experience in a 200 bedded Hospital) OR Staff Nurse (A grade Registration) with 2 years experience in CSSD in a 200 bedded Hospital OR Theatre Assistant Course with 4 years experience in CSSD in a 200 bedded Hospital. Age Limit: Between 21-35 years of age	Rs. 18,000
7.	Manager/ Supervisor Manifold Gas Officer	Essential: Degree in Mechanical Engineering with 5 years working experience with Manifold or its repairs in supervisory capacity in a Medical setup. OR Diploma in Mechanical Engineering with 7 years working experience with Manifold or its repairs in supervisory capacity in a Medical setup. Must be capable of carrying out work associated with the Medical Medical Gas Management distribution line, taps, cocks and outlets. Age limit: Between 30-40 years	Rs. 18,000

2. PARAMEDICAL SERVICES

1.	Medical Social Service Officer G-I/ Social worker cum Health educator	Essential: a) MA (Social work)/ MSW with specialization in Medical social work from a recognized University/ Institution b) 5 years experience in a government or private sector hospital of minimum 200 beds Desirable: Ability to use computers- hands on experience in office applications, spread sheets and presentations. Age Limit: Between 21-35 years	Rs. 24,000
2.	Nursing Officer (Staff Nurse G-II)	Essential: a) B.Sc (Hons.) Nursing/ B.Sc Nursing from an Indian Nursing council recognized Institute or University, or B.Sc (Post certificate)/ Post Basic B.Sc Nursing from an Indian Nursing council recognized Institute or University. b) Registered as nurses & Midwife in State/ Indian Nursing council OR a) Diploma in General Nursing Midwifery from an nursing council recognized Institute/ Board or council b) Registered as Nurses & Midwife in State/ Indian Nursing council c) 2 years experience in minimum 50 bedded Hospital after acquiring the educational qualification mentioned above. Age Limit: Between 21-30 years.	Rs. 24,000

3.	Pharmacist Grade-II	<p>Essential Qualification:</p> <p>a) Diploma in Pharmacy from a recognized University/ Institution</p> <p>b) Should be registered Pharmacist under pharmacy act 1948</p> <p>Desirable:</p> <p>a) Degree in Pharmacy from a recognized University/ Institution</p> <p>b) Experience in dispensing and/or storage and dispensing of drugs in a reputed hospital or Institution or in a drug store or a pharmaceutical concern.</p> <p>Age Limit: Between 18-30 years</p>	Rs. 21,600
4.	Dietician	<p>Essential:</p> <p>a) M.Sc (Home Science food and Nutrition)/ M.Sc (Clinical Nutrition and Dietetics)/ M.Sc (Food Science & Nutrition)/ M.Sc (Food and Nutrition Dietetics)/ M.Sc (Food Service management & Dietetics) from a recognized University/ Institution</p> <p>b) 3 years experience in the line preferably in 200 bedded Hospital.</p> <p>Age Limit: Between 21-35 years.</p>	Rs. 36,000
5.	Radiation Therapist	<p>Essential:</p> <p>a) Inter (Science)</p> <p>b) Degree in Radiation Therapy</p> <p>Age Limit: Between 18-30 years of age.</p>	Rs. 18,000
6.	Plaster Collie	<p>Essential:</p> <p>a) 12th (Science) or equivalent from a recognized board.</p> <p>b) B.Sc or Diploma in plaster</p> <p>Desirable:</p> <p>Experience in plaster course preferably in a 200 Bedded Hospital of repute</p> <p>Age Limit: Between 18-30 years of age.</p>	Rs. 18,000

3. ENGINEERING SERVICES

1.	Junior Engineer (Civil)	<p>Essential:</p> <p>3 Years diploma in civil engineering from a recognized Polytechnic/ Institute.</p> <p>Desirable: Experience in Electrical Engineering work.</p> <p>Age Limit: 18-30 years</p>	Rs. 24,000
2.	Junior Engineer (Electrical)	<p>Essential:</p> <p>3 years diploma in electrical engineering from a recognized polytechnic/ Institute</p> <p>Desirable:</p> <p>Experience in Electrical engineering work</p> <p>Age Limit: 18-30 years</p>	Rs. 24,000
3.	Junior Engineer (AC & R)	<p>Essential:</p> <p>3 Years diploma in mechanical engineering plus specialized course in Refrigeration and air conditioning from a recognized polytechnic/ Institute</p> <p>Desirable:</p> <p>Experience in air conditioning and refrigeration work</p> <p>Age Limit: 18-30 Years</p>	Rs. 24,000
4.	Electrician/ Electronic Technician/ Gas Manifold Technician/	<p>Essential:</p> <p>a) 10th class/ standard or equivalent</p> <p>b) ITI Diploma certificate in Electrician trade</p> <p>c) Electrical Supervisory certificate of competency and practical experience of 5 years in erection and running/ maintenance of</p>	Rs. 18,000

	Gas Pipeline Technician	different types of HT and LT electrical installations including UG cable systems. Age Limit: Up to 35 years.	
5.	Mechanic (E & M)/ Draft Man/ Junior Technician/ Med. Gas Pipeline Operator/ Mortuary Operator	Academic Qualification: a) Should have passed ITI diploma certificate in the trade Profession Knowledge: b) Trade certificate from a recognized vocation trading Institute. 3 years practical experience in a workshop/ department dealing with operation and maintenance of mechanical plants. Age Limit: Between 21-30 years	Rs. 14,400
6.	Plumber/ Carpenter	Academic Qualification: ITI Trade certificate course or equivalent with at least 5 years practical experience should have the following experience:- a) Working knowledge of various types of specials used in plumbing trade of all types of variation of pipes of different materials and be able to estimate requirements for any job entrusted to. b) Should have a thorough knowledge of working with various tools used in the trade such asstanches, spanners, caulking tools, stocks and dies etc. c) Should be able to make leak-proof joints for all types of pipes (of different materials). d) Should have a good knowledge of material that go to form joints and be able to estimate requirement thereof. e) Should be able to follow drawing and sketches and execute work according to lay out. f) Should possess plumbing licences in localities where such licences are issued by local authorities. g) Must be able to carry out overhaul of bibcock's, all valves, sluice valves, including grinding and seating. Age Limit: Between 18-30 Years	Rs. 18,000
7.	Operator (E & M) Lift Operator/ Helper	Academic Qualification: Should have passed ITI diploma certificate in the trade profession knowledge. Electrical workman permit/ workman competency certificate electrical workman licence (certificate of competency class-II) or any other equivalent corticated with practical experience of 5 years in handling E & M plants i.e running, maintenance, knowledge of I.C engines, electric wiring, motors, pumps, generating sets. Age Limit: 21-35 years	Rs. 12,000
		Essential: a) Pass in Matriculation or equivalent. b) Must have undergone a Minimum of 12 Months refrigeration mechanic or equivalent course in a recognized technical Institute and must have served 1 year apprenticeship in reputed firm or organization of Air-Conditioning and refrigeration engineers. Or 2 years apprenticeship in a reputed firm or organization of Air-Conditioning and	

8.	Mechanic/ Asst. Mech. Generator Operator/ Generator Operator	<p>refrigeration Engineers.</p> <p>c) A Minimum of 1 year's experience as an air conditioning or refrigeration serviceman, or as a junior mechanic or in any other skilled capacity on the maintenance and installation of water coolers, refrigerators, room air conditioners and small air conditioning and cold storage plants.</p> <p>Note:- In case or candidates with 1 year experience clause (b) may be relaxed.</p> <p>Trade Test:</p> <p>a) Use of leak detector in taste ion least</p> <p>b) Soft soldering</p> <p>c) Simple filling and fitting</p> <p>d) Dismantle and assemble a water pump</p> <p>e) Pump down a system up to 15 H.P</p> <p>f) Oiling and greasing</p> <p>g) Charge oil and gas in a system up to H.P</p> <p>h) Dismantle and assemble a compressor up to 5 H.P</p> <p>i) Cut a compressor gasket of any type and size.</p> <p>Age Limit: 18 - 30 Years</p>	Rs. 14,400
9.	Telephone Operator	<p>Essential: 12th passed.</p> <p>Desirable:</p> <p>a) Diploma or equivalent in communication skills.</p> <p>b) Proficiency in using multi-line and computerized phone systems.</p> <p>c) Ability to handle customer complaints and enquiries.</p> <p>Age Limit: Between 18-30 years.</p>	Rs. 18,000

4. MINISTERIAL AND SECRETARIAL SERVICES

1.	Office Assistant	<p>Essential: Graduate or equivalent from any recognised University or Institute & proficiency in computer.</p> <p>Desirable: Should possess a speed of not less than 8000 KDPH for Data entry work.</p> <p>Age Limit: Between 18-25 years.</p>	Rs. 21,600
2.	Multi Tasking Staff (MTS)	<p>Essential:</p> <p>a) Degree of recognized University or equivalent</p> <p>b) Computer Qualification DOECC 'O' level typing speed of 30 WPM in English or 25 WPM in Hindi. Expert in MS-Office, PPT, Excel etc. Minimum 3 years experience in relevant job.</p> <p>Age Limit: Between 21-30 years.</p>	Rs. 21,600
3.	Lower Division Clerk/ Computer Operator	<p>Essential:</p> <p>a) 12th class or equivalent qualification from a recognized Board or University</p> <p>b) Matriculation or equivalent qualification from a recognized Board or University with 5 years' service (Regular or adhoc) as Lower Division Clerk in Govt. organization/ Institution.</p> <p>c) A typing speed of 35 WPM in English or 30 WPM in Hindi only on computer. (35 WPM and 30 WPM corresponding to 10500 KDPH/</p>	Rs. 14,400

		9000 KDPH on an average of 5 key depressions for each word) Age Limit: 18-27 years	
4.	Data Entry Operator Grade-A	Essential: 12 th standard pass or equivalent. Or Should possess a speed of not less than 8000 key depressions per hour for Data Entry work Note:- The speed of 8000 key depressions per hour for data entry work is to be judged by conducting a speed test on the EDP Machine (s) by the competent authority. Age Limit: Up to 30 years	Rs. 14,400

5. FINANCE & STORES SERVICES

1.	Store keeper cum Clerk	Qualification: Graduate from a recognized University with 1 year experience in handling stores. Desirable: Post-Graduate Degree/ Diploma in management from a recognized Institution. Age Limit: Up to 30 years.	Rs. 14,400
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6. RECORD & DOCUMENT SERVICES

1.	Librarian G-III	Essential: a) B.Sc degree or equivalent from a recognized University. b) Bachelor's degree or equivalent in Library science from a recognized University or Institute. Desirable: a) 2 years experience of acquisition of books. Periodicals and documentation work in preferably a medical Library of standing or reputed. b) Typing speed of 30 WPM in English or 25 WPM in Hindi. Age Limit: 18-30 years.	Rs. 18,000
2.	Medical Record Technicians	Essential: B.Sc (Medical Records) Or 10+2 (Science) from a recognized Board with at least 6 Month Diploma/ Certificate course in Medical Record Keeping from a recognized Institute/ University and 2 years experience in Medical Record Keeping in a Hospital setup. And Ability to use computers- Hands on experience in Office applications, spread sheets and presentations. Typing speed of 35 WPM in English or 30 WPM in Hindi Age Limit: Between 18-30 years of age.	Rs. 18,000
3.	Record Keeper	Essential: a) 12 th class pass, preferable in science or equivalent from a recognized Board/ University & b) Certificate of Medical records from a recognized Institute or authority issued after not less than 6 months training course. Desirable: Experience of having handled medical records in a hospital or medical Institute of repute.	Rs. 14,400

7. TRANSPORT SERVICES

1.	Transport Supervisor	<p>Essential:</p> <p>a) Degree from recognized University or its equivalent.</p> <p>b) 2 years experience of managing vehicles in Government organization.</p> <p>Desirable:</p> <p>Knowledge of Government Rules and Regulations. Proficiency in Computers.</p> <p>Age Limit: Between 21-30 years.</p>	Rs. 18,000
2.	Driver	<p>Essential:</p> <p>1. Valid driving licence for driving heavy vehicles.</p> <p>2. Knowledge of motor mechanism.</p> <p>3. Experience- 3 years</p> <p>Desirable- 8th passed with 3 years' service as home guard/ civil volunteer.</p> <p>Age limit- Not mentioned</p>	Rs. 15,600

8. OTHERS

1.	Head Cook	<p>Essential:</p> <p>8th passed with 10 years' of experience in cooking preferably in a 100 Bedded Hospital of repute.</p> <p>Age limit- Not mentioned</p>	Rs. 21,600
2.	Cook	<p>Essential:</p> <p>8th passed with 3 years' of experience in cooking preferably in a 100 Bedded Hospital of repute.</p> <p>Age limit- Not mentioned</p>	Rs. 18,000
3.	Sanitary Inspector	<p>Essential:</p> <p>a) 12th Passed in Science stream</p> <p>b) Diploma of One year in Sanitary Inspector course.</p> <p>Desirable:</p> <p>Not less than 4 years of experience in the line, preferably in a 200 Bedded Hospital of repute.</p> <p>Age Limit: Between 18-30 years.</p>	Rs. 30,000

9. DAILY WAGES

SI No.	Work Code	Minimum Qualification & Experience for the manpower to be deployed	Monthly remuneration/ wages including all dues/ deductions as per relevant rules/ laws for 26 man days. (in Rs.)
1.	Skilled	Graduate/ ITI Diploma Holder/ DCA + Experience	As per minimum Wages act
2.	Semi-Skilled	Higher Secondary + Experience	As per minimum Wages act

NOTE:-

- ESI and EPF will be provided extra as per Government norms.
- Increment @ 5% (Five Percent) per annum will be provided.

Additional Terms & Conditions

1. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid: If valid license is not readily available with the firm then an undertaking will be given that the bidder would obtain it positively within 30 days of the award of the work. Work order will be issued only after getting valid labour licence.
2. If the bidder fails to obtain the valid license within the stipulated period, for whatsoever reason, the award of work shall automatically stand terminated and security deposit/EMD will be forfeited.
3. **Wages shall be inclusive of all statutory obligations as per Annexure (Scope of work) Employers contribution where ever applicable shall be borne by the Institution and remain the part of consolidated wages. Consolidated amount of workers and Service charges will be the criteria for evaluation of financial bid.**
4. **The pre-bid meeting will be held on at..... hrs. at IGIMS, Patna.**
5. The bid should be complete in all respects. **Incomplete bids will not be considered at all.**
6. Reservation: Reservation shall be applicable as per Govt. of Bihar. As money paid against job is public money therefore welfare policies of Government ought to be adhered to.
7. Penalty Clauses
- (i) In case the agency 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 IGIMS, Patna reserves the right to impose the penalty as detailed below:

SI. No.	Offences	Penalties (In Rupees)
1	Worker not found wearing and displaying photo ID in IGIMS, Patna during duty Hours	500/- per person per day.
2	Worker not found in proper Uniform (if any applicable as per IGIMS, Patna Administration instructions)	1000/-per person per day.
3	Indulging in smoking/ drinking/ sleeping or any other misconduct during duty hours by the worker at IGIMS, Patna	2000/- per instance
4	Drug Addiction of employees deployed	Replacement of the worker and penalty of 20,000/- per instance
5	Unsatisfactory performance of the worker	Replacement of the worker within one day.
6	Absenteeism/Under deployed	2000/- per instance
7	For any other breach, violation or contravention of any terms and conditions	Rupees 5000/- will be imposed per day per violation
8	In case the services remain consistently unsatisfactory for a period of more than 2 weeks	penalty of 1% of the Monthly Bill value will be imposed and deducted
9	Delay in disbursement of salary after 7 th of every month by the Agency to its employees	0.25% of the monthly bill of total salary will be imposed

- (i) 2% of total annual cost of order/agreement (Annual cost to IGIMS, Patna as quoted in e- tender) per week, up to 2 weeks delays after given time of 30 days for non-execution of Contract Agreement after issue of a Letter of Acceptance /Notification of work by IGIMS,PATNA.
8. 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.
9. **Penalty for use of undue influence:**
The agency undertakes that he has not given, offered or promised to give, directly or indirectly any gift, consideration, reward, commission, fee brokerage or inducement to any person in service of the IGIMS or otherwise in procuring the contracts or forbearing to do or for having done or for borne to do or for having done or for borne to do any act in relation to the obtaining or execution of the contract or may other contract with the IGIMS for showing or bearing to show favor of disfavor to any person in relation to the contract or any other contract with IGIMS. Any breach of the aforesaid undertaking by the contract or any one employed by him or acting on his behalf (Whether with or without knowledge of the agency) or the commission of any offence by the agency or any one employee by him or acting on his behalf, a defined in chapter-IX of the Indian Penal code 1860 or the Prevention of corruption Act, 1947 or any other Act enacted for the prevention of corruption shall entitle the IGIMS to cancel the contract & forfeit the security.

10. Technical bid should contain EMD.
11. The Original pay order/DD towards EMD should reach IGIMS within the bid submission date and time for the tender.
12. The EMD of unsuccessful bidders shall be returned within 30 days of the award of contract.
13. The earnest money will be liable to be forfeited, if the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of his tender.
14. The Bidder should specifically mention GST charges, etc. are payable in addition to the price quoted, otherwise, the price quoted will be assumed to be all inclusive and no separate tax or charges will be paid in the event of the offer being accepted.
15. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
16. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.
17. The period of the contract may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of the manpower deployed by the selected Company / Firm / Agency or otherwise at the discretion of the IGIMS, Patna. This office, however, reserves right to terminate this contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company / Firm / Agency.
18. The number and arrangement of deployment of the manpower is without prejudice to the right of Authority of IGIMS, Patna to deploy the personnel as specified under this tender in any other mode(s) or manner considered to be more suitable in the interest of the IGIMS, Patna. The decision of the IGIMS, Patna in this regard will be final.
19. The manpower those who are engaged to work in the different areas of IGIMS, Patna will have to follow the schedule as per the requirement of the operational area. They may also be engaged to work in shift as per the Institute's requirements. No extra payment shall be made on this account.
20. There shall be no master and servant relationship between IGIMS, Patna and the persons deployed through the Agency. **The agency will be the sole employer of these manpower.** The persons so deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to ad-hoc, temporary, regular/ confirmed employees of this Institute during the currency or after expiry of the contract. It will not bestow any liability implicitly or explicitly upon IGIMS, Patna in connection with any loss or damage caused to the workers as engaged by the agency.
21. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.
22. The tenderer will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
23. The Agency shall ensure fulfillment of qualifications (academic/professional), skills, experience, age limit and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at IGIMS, Patna under the scope of this contract. The essential qualification/experience is indicative in nature. However, at the time of engagement these aspects shall be decided as per, rule or IGIMS, Patna may ask the Agency to engage any other category of personnel having prescribed qualification & experience at latter date after award of contract. The Agency will get their antecedents, identity proof, character and conduct and medical health suitability verified from the competent agency as per the law and agency will be responsible for their conduct. The agency will pay the compensation, if any loss is caused by the workers as engaged by him while working at IGIMS, Patna the amount of the compensation as decided by the IGIMS, Patna will be final and agency will accept the same and IGIMS, Patna will extend no financial or any other benefit in this regard.
24. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the authorized official(s), IGIMS, Patna along with testimonials before they are actually deployed for the job. The suitability of the workers to be engaged under this contract is to be examined by the authorized official(s) of the IGIMS, Patna and agency will only engage those who are cleared by the authorized official(s) as mentioned above. Accordingly, the agency

will provide sufficient number of workers to be screened for engagement. The Agency has to provide required suitable manpower within two days of the intimation received from the authorized official of the IGIMS, Patna failing which the same will be construed as violation of the terms and condition of the contract.

25. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the authorized official(s), at any time without assigning any reason whatsoever. In case the authorized official of IGIMS, Patna intimate to disengage or replace any workers, the agency will comply the same immediately.
26. The personnel shall work under directives and guidance of the concerned officials/Departments and will be answerable to them. This will, however, not diminish in any way, the Agency's responsibility under the contract to IGIMS, Patna.
27. A responsible and senior level representative of Agency shall be In-charge of the manpower system and shall be accountable for the efficient rendering of the service under the contract. The representative will ensure proper conduct by the deployed personnel and prohibition of alcoholic / any form of tobacco consumption etc. The personnel shall work under directives and guidance of the Administrative Officer and will be answerable to the Administrative Officer. This will, however, not diminish in any way, the Agency's responsibility under the contract to the IGIMS, Patna. The representative will also maintain the muster roll, the wages / payment register and other documents as provided in the Contract Labour Act. The Agency shall providenecessary undertaking and documentary evidence in this regard.
28. A senior level representative of the Agency shall stationed at IGIMS, Patna, at least during office hour /as and when required and comply the requirement. During the stay, Agency's representative will meet the authorized official of IGIMS, Patna/officer dealing with the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The responsibility of transportation, food and other essential requirements in respect of each deployed personnel will be solely with the agency. The Agency will strictly ensure that any sensitive / confidential nature of information related to the IGIMS,Patna is not divulged or disclosed to any person by the personnel deployed by it.
29. The Agency shall ensure that any replacement of the personnel, as required by the authorized official of IGIMS, PATNA for any reason specified or otherwise, shall be effected promptly without any additional cost to the IGIMS, Patna. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of IGIMS, PATNA at Agency's own cost.
30. In case any confusion or interpretation to understand word/ sentences in tender documents, the decision of Director, IGIMS, Patna will be final. The agency shall provide Photo Identity cards of good quality to its personnel deployed at IGIMS, Patna at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
31. The Agency shall ensure that the personnel deployed are disciplined and do not participate in any activity prejudicial to the interest of the IGIMS, Patna/ MoH/ Govt. of Bihar / any State or any Union Territory.
32. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of IGIMS, PATNA. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of IGIMS, PATNA.
33. The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at IGIMS, Patna or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by 7th of every month without fail and irrespective of any delay in settlement of its bill by the IGIMS, Patna for whatever reason and without deducting any commission except PF & ESI from the wages payable. **The agency is required to pay the monthly wages to its engaged workers through online/net banking/digital mode only directly to the saving bank accounts of all the workers and a certified printout of the banking transaction(s) is to be submitted to the IGIMS.PATNA along with the monthly wage bill for payment.**
34. In case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the authorized officer of IGIMS, PATNA and maintain liaison with the police. FIR will be lodged by the Administrative Officer, IGIMS, PATNA, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
35. The agency shall ensure that staff appointed by them is fully loyal-to and assist the officers of IGIMS, PATNA Bhopal during normal periods as well as during other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of the IGIMS, PATNA.

36. In case of any loss that might be caused to the IGIMS, PATNA due to lapse on the part of the personnel discharging their responsibilities will be borne by the Agency and in this connection, authorized officer of IGIMS, PATNA shall have the right to deduct appropriate amount from the bill or from the Performance Bank Guarantee submitted by the contracting agency to make good such loss to IGIMS, PATNA besides imposition of penalty. In case of frequent lapses on the part of the personnel deployed by the agency, Director, IGIMS
37. Director, IGIMS, Patna shall within its right terminate the contract forthwith or take any other action without assigning any reason whatsoever. Such penalties / termination shall be binding on the agency.
38. One day rest in a week shall be provided by agency to its employees. In the event of any personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
39. As and when, IGIMS, Patna requires additional manpower strength on temporary or emergent basis, the Agency will depute such personnel under the same terms and conditions. For the same, a notice of two days will be given by the authorized officer of IGIMS, Patna. Similarly, if the personnel deployed by the agency any time are found absent from duty or sleeping or unauthorized absence or found engaged in irregular activities, authorized officer of IGIMS, Patna shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
40. The agency will make available the **face reader** biometric attendance details as maintained for cross checking by the IGIMS, Patna Authority. The Agency shall mandatorily make provision for **face reader** biometric attendance for all its manpower deployed at IGIMS, Patna. The service provider has to provide and maintain sufficient number (minimum 05 Nos) of **face reader Biometric attendance including** device at his own cost for recording attendance of his all employees deployed in the institute. All biometric attendee should be addhar based and it should be linked to the administration of the institute. The cost of integration of Biometric with Administration will be done by the successful bidder. The cost for the same will be borne by the agency. Salary of the outsource employees should be linked with face reader biometric attendance. End of the every month service provider will have to provide details of hours worked and the deficient numbers of hours. The salary will be disbursed based on the number of hours worked as per time slot provide by the institute. The agency will install Human Resource information system solution software (HRIS) to monitor the all outsource employees at IGIMS and same should be linked with administration computer. The details of development of HRIS should be done with consultation with IGIMS. All expenses for the software will be borne by bidders.
41. The Director, IGIMS, PATNA has the right to depute a team for inspecting and verifying the documents and records related to this assignment maintained by the agency at any time. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.
42. The FA/F&CAO,IGIMS PATNA, shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month by the 10th day of the month along with attendance sheet, satisfactory performance certificate duly verified by the MS/AMS/OI/c and other requisites. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government. The Income-tax / GST as applicable shall be deducted/paid from the bill unless exempted by the Income-tax Department / Custom & Excise Department. The bidder should have enough liquidity equal to at least three month to pay salary of their employees.
43. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of IGIMS, PATNA shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the Contract.
44. The Agency shall be solely liable for all payments of remuneration/dues of the personnel deployed by clearly specifying the deductions on account of EPF, ESI and other statutory obligations such as applicable taxes etc, both for Employer and Employee contribution. The Agency shall fully indemnify IGIMS PATNA against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment /work in IGIMS PATNA. Any complaint towards non-payment of wages, other liabilities and statutory obligations will lead to immediate termination of contract with penalty.
45. The decision of the Director, IGIMS PATNA in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
46. Agency shall allow one day weekly paid leave and three national holiday on pro rata basis.

47. Besides above, agency shall be solely responsible for payment of leave of any kind to the outsourced manpower. IGIMS PATNA. I shall not make reimbursement of any such leave availed. In the event of any manpower being on leave/absent, the agency shall ensure suitable stop gap arrangement. To meet such eventualities the agency shall make suitable provision.
48. If an outsourced employee is called on gazette or normal holiday, he will be eligible for compensatory off in lieu thereof.
49. The Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.
50. The service providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.
51. In case of any dispute between the Agency and IGIMS, Patna, shall have the right to decide. However all matters of jurisdiction shall be under the jurisdiction of the local courts located at Patna.
52. In case of any dispute or differences arising under the terms of this Agreement the same shall be settled by reference to arbitration by a Sole Arbitrator to be appointed by IGIMS, Patna. The provisions of Arbitration and Conciliation Act 1996 shall be applicable.
53. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference and forfeiture of the security deposit amount EMD on Performance Security.
54. Working hours would be as per norms of IGIMS, Patna. However, in exigencies of work, the agency's manpower may be required to perform additional activities and the personnel may be called on gazette holidays, if required.
55. TDS and other taxes as applicable will be deducted from each bill.
56. An agreement shall be signed with the successful bidder as per specimen enclosed.
57. As a result of post payment audit, if 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 IGIMS, Patna from the agency.
58. If any underpayment is discovered, the amount shall be duly paid to the agency by the IGIMS, PATNA.
59. Payment will be made within a period of 30 days after submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by IGIMS, PATNA along with computer generated attendance sheet in respect of the persons deployed.
60. The IGIMS PATNA requires that the bidders, suppliers and Service providers observe the highest standard of ethics during the execution of such contracts. In pursuit of this policy, the following are defined.
 - "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution.
 - "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of contract.
 - Collusive practice" means a scheme or arrangement between two or more bidders, with or without the knowledge of purchaser, designed to establish bid prices at artificial, noncompetitive levels; and
 - "Coercive practice: means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of contract.
61. The IGIMS will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; The Decision of Director, IGIMS PATNA shall be final and binding.
62. A Committee constituted by the Director, IGIMS PATNA for the purpose reserves the right to open the bids. Only technical bids will be decrypted and opened online on the date and time mentioned in the tender document. The financial bids of those tenderers whose technical bids are found to be meeting our specifications only will be decrypted and opened online on date and time to be notified later.
63. **The submission of tender** shall be deemed to be an admission on the part of the tenderer, had fully acquainted with all the details etc. and no claim other than what stated in the tender shall be paid in the event of award of contract.

64. **Acceptance of this tender** form and submission of the quote within the stipulated time would be treated as:
- I. The tenderer has understood all requirements as described in our Tender document.
 - II. Acceptance to provide/establish all the facilities mentioned in our tender without any price escalation.
 - III. Agreeing to execute order to the satisfaction of IGIMS PATNA or its authorized representatives within the stipulated time.
65. IGIMS PATNA will not be liable for any obligation until such time IGIMS PATNA has communicated to the successful bidder of its decision to release the Purchase Order.
66. IGIMS PATNA will not be responsible for any postal delays.
67. Bidders shall note that IGIMS PATNA will not entertain any correspondence or queries on the status of the offers received against this Tender Invitation.
68. Tenders from Firms/Companies/Tenderers whose performance was not satisfactory in respect of quality of services in any organizations, are liable for rejection. The tenders that do not comply with the above criteria and other terms & conditions are liable for rejection.
69. The Director, IGIMS, PATNA does not bind to accept the lowest quotation and reserves the right to himself, to reject or partly accept any or all the quotations received without assigning any reason.
70. All disputes arising in connection with executing the purchase order will be subject to the Jurisdiction of the Courts in PATNA only.
71. The number and arrangement of deployment of the manpower is without prejudice to the right of Authority of IGIMS, PATNA to deploy the personnel as specified under this tender in any other mode(s) or manner considered to be more suitable in the interest of the IGIMS PATNA. The decision of the IGIMS PATNA in this regard will be final.
72. The manpower those who are posted to work in the different areas of IGIMS PATNA will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shift as per the Institute's requirements. No extra payment will be made on this account.
73. The tenderer will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.
74. The service providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed under the scope of this contract. The Institute shall, in no way, be responsible for settlement of such issues whatsoever.
75. **Monthly bills are submitted on triplicate copies and shall attached EPF & ESI deposit slip and challan & monthly wages Bank statement. The monthly will be linked with Face reader biometric attendance. Any other documents will have to be submitted before the competent Authority of IGIMS, PATNA.**
76. All the copies of the documents as enclosed with the Technical Bid and Price Bids are to be self-attested.
77. Bidders shall also have to essentially sign an Integrity Pact (IP) as at Annexure-XIII for participating in this tender, duly signed by the same signatory who is authorized to sign the bid documents. All the pages of the Integrity Pact shall be duly signed.

Note: These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between 'Client' (First Part) and the 'Agency' (Second Part) and any non-compliance shall be deemed as breach of Contract.

PRICE BID

(To be submitted in online part-II)

DESCRIPTION OF SERVICE: HIRING OF MANPOWER ON OUTSOURCING BASIS AT IGIMS –Patna

Service Charge (On the monthly Wages)	In %	
	In Words	

Note:

1. Service charge will be applicable on Gross payment excluding GST.
2. Service charge will not be applicable on payment of Bonus and compensation if payable under workman compensation Act 1923.
3. **Impractical Low Service Charge i.e less than 3.85% on the monthly wages shall be treated unresponsive and summarily rejected.**
4. Service charge should be quoted in % (Percentage) only and it should not be more than two digits after decimal.
5. GST as applicable will be payable on (Gross payment + Service charge).
6. Month:- Means calendar month as per Gregorian Calendar i.e. 12 months, 365/366 days in a year.
7. There would be no increase in rates of service charge during the contract period except provision under the terms & conditions.
8. No other charges would be payable by IGIMS, PATNA.
9. IGIMS PATNA may also ask to depute additional Manpower as and when required.

After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate of service charges. In case two or more agencies are found to have quoted the same rates of service charge which is termed as the lowest service charge after complying with the all the Acts / provisions stated / referred to for adherence in the tender, IGIMS, PATNA reserve the right to decide the lowest bidder amongst them on the basis of highest marks obtained in the technical evaluation.

Declaration by the Bidder:

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

(Signature of Bidder with seal)

Place:.....
Date:.....
Phone No (O):
Fax No. (O):
E-mail:

Name:
Seal:
Address:

QUESTIONNAIRE

(To be upload online in Technical bid)

- a. **Name of the Tenderer.**
- b. **Full postal address with Telephone, Telefax, Email.**
- c. **Please specify whether Public Limited, Company, Private Organization or Partnership Firm.**
- d. **Nature of the Business.**
- e. **Date of Establishment.**
- f. **Present Turnover.**
- g. **Permanent Income Tax Ref. No.**
- h. **GST NO.**
- i. **ISO certification**
- j. **Proof Human resource information solution software**
- k. **Address & Telephone Nos. Of your branch office in Bhopal.**
- l. **Technical Compliance statement.**
- m. **Reference of reputed Customers.**
- n. **Details of the highest order executed and value thereof.**
- o. **Authorization from Manufacturer/Supplier attached.**
- p. **E.M.D. details provided in the TECHNICAL BID.**
- q. **Technical Bid attached.**
- r. **Tender Acceptance.**
- s. **Integrity Pact**
- t. **PFMS Form**

TENDER ACCEPTANCE UNDERTAKING

(Should be given on Non-Judicial Stamp Paper worth of Rs. 1000/- duly Notarized)

To

The Director,

IGIMS,SHEIKPURA, PATNA BIHAR800014

I.....S/o.....R/o do hereby solemnly affirm as under :-

That I am a partner / Proprietor / Authorized representative of
M/s

1. That the firm has not been black listed in the past by any government / private / organization.
2. That the firm has no vigilance case/CBI/FEMA case pending against him
3. That my firm has not been declared defaulter by any Govt. Agency and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/VAT/ Sales Tax/ Blacklisting is pending against my firm.
4. Having examined the tender document for “Hiring of Manpower on Outsourcing basis atIGIMS,PATNA
5. ” we the undersigned hereby offer to provide manpower in conformity with scope of work and conditions set out in the tender document. We hereby unconditionally accept all the e - tender conditions.
6. We enclosed all the relevant documents as per the e-tender.
7. We understand that you are not bound to accept the lowest or any e-tender received. We also understand that the IGIMS PATNA in the interest of the institute reserves the right to award the job on approved L-1 rate to more than one tenderer and L-1 tenderer will have no claim orright in this regard.

Date :

(Signature of Bidder)

Name:

Designation :

Seal:

Please Note:- The above Undertaking duly signed and Stamped by the Authorized Signatory of the Company, should be enclosed with Technical Bid Documents and submitted its original hard copy with Technical Bid Envelope and scanned copy must uploaded.

(As referred to in clause-3 of Instructions to tenderer)

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE GUARANTEE

To,

WHEREAS

..... (Name and address of the supplier)
(here in after called “the supplier”) has undertaken, in pursuance of contract no..... dated
..... to supply (description of goods and services) (herein after called “the
contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a
scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in
accordance with the contract; AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a
total of (amount of the guarantee in words and figures), and we undertake to pay you,
upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument,
any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds
or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.
We further agree that no change or addition to or other modification of the terms of the contract to be performed the render or of
any of the contract documents which may be made between you and the supplier shall in any way release us from any liability
under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

.....
(Signature of the authorized officer of the Bank)

..... Name and designation of the officer

.....
.....
Seal, name & address of the Bank and address of the Branch

AFFIDAVIT

It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that IGIMS,PATNA is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and/or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further IGIMS,PATNA is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

I / We assure the Institute that neither I/We nor any of my/our workers will do any act/s which is improper / illegal during the execution in case the tender is awarded to us.

Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities / practices in my/our dealing with the Institute.

Our Firm/ Company/ Agency are not been black listed or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

Date

Signature of the Tenderer

Place

Stamp

Note: This certificate should be executed on duly notarized` 100/- NJ Stamp Paper.

Undertaking from the Bidder
(Clause-10 of Instructions to Tenderers)

From, To,
M/s The Director
..... IGIMS, Patna
(Tenderer)

Sub: Hiring of Manpower on Outsourcing basis at IGIMS, PATNA.

I/We hereby undertake that

- 1) We have carefully examined the Tender Document; we offer our services for the aforesaid work in conformity with all the terms and conditions stated therein.

- 2) We enclose herewith Earnest Money Deposit for a value of Rs.25,00,000 (Rupees twenty five Lakhs) for **Unit-B**, in the form of DD/Pay order No.dated.....
issued by Bank -----, in favour of Director, IGIMSPATNA payable at PATNA.
- 3) We certify that we have carefully read each and every condition and the scope of work given in the Bid document and having understood the same we confirm our acceptance without any condition or deviation.
- 4) We agree to keep the Bid valid for a period of 180 days from the date of opening of Bid and it shall remain binding on us and may be accepted at any time before the expiry of that period.
- 5) Should this Bid be accepted, we hereby agree to abide by and fulfill all terms and conditions of the Bid document and in default thereof, to forfeit the earnest money deposit absolutely.
- 6) Unless and until a formal contract is prepared and executed, this Tender Document together with written acceptance of tenderer thereof shall constitute a binding contract between IGIMS, Patna and us.

1. Signature.....

Witness Name:

Address
.....

2. Signature

Witness Name:

Address.....

**For and on behalf of Tenderer (Name
Seal & Signature of the Company)**

Date

Note: This undertaking should be executed on duly notarized 100/- NJ Stamp Paper.

Indemnity Bond

We,.....,having a registered office at..., have entered into a contract with IGIMS, PATNA, vide contract dated , to Provide manpower on outsourcing basis at IGIMS PATNA. We do hereby indemnify and keep harmless, IGIMS,PATNA at all times, whether during the continuation of the aforesaid contract and at any time thereafter, in respect of any claim, demand, compensation, liability, penalty, fines, interests, suits etc. of whatsoever nature made, all actions and proceedings taken against the Institute by any party, employee(s), or workman/woman provided by us, on account of any delay, default, lapse, error, or omission on our part, or of rules and regulations, as may be applicable under the said contract from time to time. We further undertake to indemnify and keep harmless, IGIMS,PATNA against any claim/compensation arising out of any non-payment or short payment of salaries, wages, overtime, or compensation by whatever name called and compensation and claims arising on account of any accident, injury, death, etc during the course of their engagement by us for the purpose of this contract, or no fulfillment of any obligation under any of the labour laws as applicable to the class of workers/employees engaged by us for the purpose of this contract. We further declare and agree that this Indemnity Bond is an unconditional and irrevocable undertaking by us and is not restrictive in any manner.

Signature of the authorized bidder with seal

CONTRACT AGREEMENT (Draft)

This agreement is made at Patna on the ----- day of between the Director, IGIMS, PATNA **Medical superintendent, IGIMS, PATNA having its office at** (*hereinafter* called ‘Client’ which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Part**, AND

M/s, having its registered office at (hereinafter called the ‘Agency’ which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Part**.

WHEREAS the ‘Client’ is desirous to engage the ‘Agency’ for providing Manpower Group ‘C’ on job outsourcing basis for IGIMS, PATNA on the terms and conditions stated below:

1. All the terms & conditions of the tender document will form as the part of this agreement also.
2. The Agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc relating to personnel deployed in IGIMS, PATNA. The Client shall have no liability in this regard.
3. The Agency shall be solely responsible for any accident / medical / health related liability / compensation for the personnel deployed by it at IGIMS, PATNA site. The Client shall have no liability in this regard.
4. Any violation of instruction / agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
5. The contract can be terminated by giving one month notice by the IGIMS, PATNA.
6. In case of non-compliance with the contract, the Client reserves its right to:
 - a) Cancel / revoke the contract; and / or
 - b) Impose penalty up to 10% of the Total Annual Value of contract
7. Performance Security amounting to Rs..... (Refundable without interest after two month of completion of contract) submitted in the form of Bank Guarantee no....., dated Issued by which is valid upto by the **Agency** at the time of signing of the Agreement.
8. The Agency shall be fully responsible for timely monthly payment of wages i.e. by 07th of every month without fail and any other dues to the personnel deployed at IGIMS, PATNA as per rates mentioned in the Schedule without any deductions except PF & ESI as **admissible**. **Penalty@ of 25%** per day of total bill shall be imposed if salary disbursed after 07th of every month.
9. The personnel provided by the Agency will not claim to become the employees of IGIMS, PATNA and there will be no Employee and Employer relationship between the personnel engaged by the Agency & IGIMS, PATNA
10. There would be no increase in rates payable to the Agency during the contract period except any revision by the.
11. The Agency also agrees to comply with annexed Terms and Conditions of the Tender and amendments thereto from time to time.
12. Decision of Client in regard to interpretation of the Terms and Conditions of the Tender shall be final and binding on the Agency.
13. The Agency shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The Agency shall keep Client fully indemnified against liability of tax, interest, penalty and any other legal liability etc. of the Agency in respect thereof, which may arise, no such liability shall be borne by IGIMS, PATNA. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

14. In case of any dispute between the Agency and Client, Client shall have the right to decide. However, all matters of jurisdiction shall be at the local courts of PATNA.
15. The Agency will provide Police Verification Certificate of each employee within a period of three months from the date of deployment except in respect of Ex-Servicemen and retired Government employees. Failing this, the deployment shall be liable for cancellation.
16. THIS AGREEMENT will take effect from and shall be valid for two yrs This Day of both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in Bhopal in the presence of the witness

For and on behalf of the 'Agency'

For and on behalf of the 'IGIMS, PATNA

Signature of the authorized Official

Signature of the authorized Official

Name of the Official

Name of the Official

Stamp / Seal of the 'Agency'

SIGNED, SEALED AND DELIVERED

By the said

By the said _____
 _____(Name)

_____ (Name)

on behalf of the 'Agency'
 inPresence of

on behalf of the 'IGIMS, Patna
 inPresence of

Witness

Witness

Name

Name

Address

Address

.....

.....

INTEGRITY PACT

It is here by declared that IGIMS, PATNA is committed to follow the principle of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender / bid documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the IGIMS, PATNA.

FORM OF BANK GUARANTEE FOR BID SECURITY
(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we____(Name and address of Bank), having our registered office at _____(hereinafter called “the Bank”) are bound unto Director, Indira Gandhi Institute of Medical Sciences, IGIMS, Patna (hereinafter called the “IGIMS, Patna/Institute/Department”) in sum of Rs._____for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS_____(Name of the Bidder with full address) (hereinafter called “the Bidder”) has submitted his bid dated_____against tender vide **Ref. No** **/Manpower/2023-24/MS Cell for providing Manpower under Unit-B on two years service contract basis at IGIMS, Patna** (hereinafter called “theBid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs._____ (Amount in figures and words) as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS_____(Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows: -

1. That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till: -
 - a. The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - b. Forty-five days after the date of validity or the extended date of validity of the tender, as the case may be, whichever is later.
4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- * If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- * If the Bidder refuses to accept the corrections of errors in his bid; or
- * If the Bidder having been notified of the acceptance of his bid by the Department during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a service contract within the time limit specified in para of the NIT.
- * If the tender is terminated on the allegation of production of false/forged documents for obtaining the service contract.
- * If the tender/ service contract is terminated for the reason that the agency is blacklisted/ debarred in any Government or in any other State Governments/Union Government. or Private Organization.

WE undertake to pay to the Department up to the above amount upon receipt of his first written demand, without the Department having to substantiate his demand provided that in his demand the Department will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Authorized Official of the Bank

Name of Witness

.....

Signature of Witness

.....

Address of Witness

.....

Name of Official

.....

Designation

.....

ID No.

.....

(Stamp/ Seal of Bank)

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES

PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS) VENDOR REGISTRATION FORM
PFMS UNIQUE CODE:.....(This code will issued by Finance Deptt.)

S. No.	Head Name	Details
1	Vendor Name	
2	Father/Husband/Owner Name	
3	Date of Birth	
4	PAN Number (Preferably in the Name of Firm) (A duly singed and stamped copy must enclosed)	
5	Aadhaar Number	
6	TAN Number (A duly singed and stamped copy must enclosed)	
7	GST Number (A duly singed and stamped copy must enclosed)	
8	Service Tax No. (A duly singed and stamped copy must enclosed)	
9	Address 1	
10	Address 2	
11	Address 3	
12	City	
13	Country	
14	State	
15	District	
16	Pin Code	
17	Mobile No.	
18	Phone No.	
19	Email ID	
20	Bank Name	
21	IFSC Code	
22	Account Number	
23	Cancelled Cheque Copy must enclose	
<p>Note: All above requested documents duly attested copies with this form must beenclosed by the Vendor DATE : PLACE: VENDOR SIGNATURE WITH SEAL</p>		

SCOPE OF WORK**FOR UNIT-B**

SI No.	Post	Scope of Work
1.	Medical Social Worker	To assist Medical Officers and students in the field of investigation and advise families in health centre, mobile domiciliary units regarding their medical and social problems follow up of cases discharged from Hospital and to assist department officers in research programmers and to maintaining records.
5.	Librarian Grade III	Librarian skeep current on resources and literature, and select publications for the library's collection. They require a knowledgeable command of numerous information sources to select appropriate material for a library. Al librarian categories, prepares, and catalogs these materials.
6.	Technical Assistant/ Technician	Maintenance and up keep off all surgical equipment instruments, endoscopes, theater lights, operating tables and other specialized equipment for General and Specialized operation theatres.
8.	Lab Technician	This role is responsible for performing qualitative and quantitative tests and examination using various analyzers and/or manual method; asses accuracy and validity of the obtained test results. This role also identifies variations in results, analyses their probable causes and seeks solutions. This role also assists faculty in training laboratory personnel and students and resolves technical problems.
13.	Lab Technician	This role responsible for performing qualitative and quantitative tests and examination using various analyzers and/ or manual method; asses accuracy and validity of the obtained test results. This role also identifies variations in results, analyses their probable causes and seeks solutions. This role also assists faculty in training laboratory personal and students and resolves technical problems.
15.	MTS/Office Assistant	Maintenances of files in the prescribed manner-file Register-typing work-Dispatch & Diary Work-Office records-placing of PUC's, docketing them etc. Scrutiny of cases & noting and Drafting of the files to facilitate the officer to take a decision. Up-to-date maintenance of various rules/orders/instruction/guard files.
16.	Nursing Grade II	Admission and discharge of the patients. To maintain the personal hygiene of the patients, including bathing, care of mouth, back, nails, hair etc. Care of pressures points as needed. Assist in feeding the weak and debilitated patients. Writing of diet sheet, Supervision and distribution of diets. Assist in physiotherapy, ambulation and rehabilitation. Counseling the patients, and relatives. Administration of Medicines and Injections to the patients. Assist in administration of intravenous injections, infusion and Transfusion. Carry out technical procedures, such as Naso-gastric intubation, Gastric Gavage and Lavage, Oxygen Therapy, Dressing and Irrigation, Enema, Catheterization hot and cold applications, suction etc. Preparation for and assistance in clinical tests and medical/surgical procedures. Observation, recording and reporting of all procedures and tests. Handing over and taking over charge of patients, and ward inventory in each shift. Maintenance of therapeutic environment in the ward. Keeping the ward clean and tidy. Routine care and cleaning of dressing trolleys, cupboards apparatus, mackintosh etc. Maintaining interpersonal relationship with patients, relatives and health team members. Report about the medico-legal cases if any admitted in the ward. To keep the senior nursing officials informed of the happenings / in the ward like fire, absconding patients, theft etc. Any other duty that may be assigned by sister grade-I from time to time etc.
18.	Lower Division Clerks	This role is responsible for assisting the Officers in the efficient and overall functioning of the department.
19.	Storekeeper	The position is responsible for managing the inventory effectively and ensure that the records of items issued, received and balance in store are updated; managing stores; issuing materials against authorized requisitions only; assisting the store officers in the automation of the stores" inventory (receipts and issue); ensuring the safety, security and cleanliness of the store.

Categories, Quality and size of manpower

The indicative rates of remuneration for each category have been worked out by the Institute according to the minimum wages of Bihar and indicated against each job. The Vendor has to quote their administrative/service charges for deploying the required number of manpower. All statutory liabilities like EPF, ESI etc. on account of this manpower will be borne by the Bidder which will be included in the consolidating amount per month. The agency shall provide Manpower at IGIMS, Patna by deploying adequately trained and well-disciplined personnel having Qualification and scope of work mentioned.

Sl. No.	Category	Post Categorized	Tentativo. of Persons Required	Monthly Remuneration as per applicable rates with 5% annual increment
1.	Skilled	Multi Tasking Staff (MTS)/ Office assistant, Data Entry operator/computer operator, Electrician, plumber, carpenter, Fitter, Mechanic, pump operator, Gas Manifold Technician, Gas Pipe Line Technicians, Generator Operator, Mortuary Operator, Driver or any other skilled job as decided by Administration	930	
2.	Highly skilled	Sister Grade-II, OT Technician, Dialysis Technician, ECG Technician, Lab Technician, x-ray technician, Eye bank technician, Jr. Engineer (Civil, Mechanical, Electrical, AC&R), Librarian, social worker, Dietician, Medical record technician or any other high skilled job as decided by Administration		
3.	Clerical/ Supervisory	Supervisor or any other supervisory job as decided by Administration		
	Total		930	

Note:

*There will be total 930 (Nine Hundred Thirty) Skilled, Highly skilled manpower (Unit-B) which may increase or decrease as per need of the Institute.