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18/12/12/1/2015/MH Indore

Date:-09/05/2018

E- TENDER FOR PROVIDING PARAMEDICAL STAFF ON CONTRACTUAL BASIS UNDER TWO BID SYSTEM

Name of work	Outsourcing of Paramedical Staff for ESIC Model Hospital, Indore
Estimated tender value	1.00 crore/- approx (for 1 Year)
Period of contract	One year or deployment of regular staffs whichever is earlier and further extendable on discretion of competent authority
Period for submission of Tender form	On or before 30/05/2018 upto 1.00 PM
Date & Time of Opening of E-tender	30/05/2018 at 2:30 PM
Bid Security / Earnest Money to be sent through Post/Delivered in hand	EMD Rs. 1,99,000/- (Rupees One Lakh Ninety Nine Thousand)
Performance security / Security Deposit Money	A sum equivalent to Rs. 5 Lakhs or 5 % of contract value whichever is higher
Pre Bid Meeting	On 24/05/2018 at 2:30 PM in Room no. 2 of hospital
Financial bid opening	Date shall be declared on 30/05/2018 after opening of technical bid

The MS, ESIC, Model Hospital, Nanda Nagar, Indore invites on-line tenders along with a complete set of hard copy tender documents along with the technical & financial bid for outsourcing of Paramedical Staff. The staff that shall be deployed would work at ESIC Model Hospital & ODC, Nanda Nagar, Indore, the staff outsourced will have to do rotation duties or as directed by the competent authority or authorized official. For complete details along with terms and conditions, procedure of e-tendering can be viewed on-line and can be downloaded by the Tenderer from the ESIC websites: www.esic.nic.in & www.esichospitals.gov.in . The online submission of the bid is to be done through procurement portal <https://esictenders.eproc.in>

Further any notifications/clarification/updates (if any), will only be circulated through website i.e. . www.esic.nic.in & www.esichospitals.gov.in & <https://esictenders.eproc.in> Hence the tenderers are requested to visit the said websites regularly.

Sd/-

Medical Superintendent
ESIC,MH,Indore

Important Instructions for Bidders regarding Online Payment

- All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate
- (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the ETenders.
- Bidders should get registered at <https://esictenders.eproc.in>.
- Bidders should add the below mentioned sites under
Internet Explorer » Tools
Internet Options » Security » Trusted Sites » Sites of Internet Explorer:
<https://esictenders.eproc.in>
<https://www.tpsi-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under
Internet Explorer » Tools » Internet Options » Advanced Tab » Security.

- Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.
- Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>

1. Tenders under Two Bid System are invited from reputed, registered, professional manpower supply agencies having experience of minimum five years (as on 31.03.2018) for providing of manpower, out of which two years experience should be in the field of supply of Nursing & Paramedical manpower.

2. The tender documents are to be submitted online as well as the hard copy of the tender documents is to be dropped in the drop box kept on Ground Floor, Room No. 2 of ESIC Model Hospital & ODC, Nanda Nagar, Indore. The tender envelope should be sealed and superscribed as "E Tender for Providing Paramedical Staff at ESIC Model Hospital, Indore on Contractual Basis". The sealed envelope should contain two sealed envelope named as Technical Bid & Financial Bid. The sealed envelope is to be dropped on or before **30/05/2018** upto 1:00 P.M. If the tender is sent through Speed Post it should reach latest by 12:00 P.M on or before closing/submission date. **Along with Technical bid the tenderer has to submit EMD of Rs. 1,99,000/- in the form of Demand Draft in the name of "ESI Fund A/c No.1" payable at Indore, drawn from any nationalized bank. Tender without EMD will be summarily rejected.**

3. Technical Bid of the tender shall be opened on **30/05/2018** at 2:30 P.M in the presence of tenderes who may wish to present. In case **30/05/2018** is declared Public Holiday, the technical bid shall be opened on the next working day at same time at same venue.

4. The Medical Superintendent of ESIC Model Hospital & ODC, Indore reserves the right to accept or reject any/all tender(s) without assigning any reason whatsoever.

General Terms and Conditions & Eligibility of the Tender.

1. The tender is being invited for Manpower Supply (Paramedical). The contractor shall provide manpower strictly as per the guidelines laid down in the tender documents. The manpower supplied would be engaged at ESIC Model Hospital & ODC, Nanda Nagar, Indore. The manpower supplied would have to perform rotational duties including night shifts.
2. **The agency must have experience of minimum five years (as on 31.03.2018) for supply for manpower, out of which two years experience should be in the field of supply of Nursing & Paramedical manpower. Certificate of satisfactory performance from such clients are to be submitted.**
3. The annual turnover of the agency should not be less than Rs. 1.00 crore during the last three year i.e from 01/04/2014 to 31/03/2017.
4. The agency should have undertaken **any one** of the following work during the last three years (F.Y 2015-2016 to 2017-2018) :-
 - a) One work of manpower supply not less than 80% of the work value to be executed i.e. 80 Lakhs.
 - b) Two works of manpower supply not less than 50% of the work value to be executed i.e. Rs. 50 Lakhs.
 - c) Three works of manpower supply not less than 40% of the work value to be executed i.e. 40 Lakhs

The Tenderer is to submit "Satisfactory Work Completion Certificate" in support of their contention of having completed any of the aforesaid works failing which the information furnished regarding the completion of work is liable to be treated as invalid.

1. Following documents should be submitted with the technical bid (self attested)

- a) Income Tax returns for the last three financial years along with the Income Tax Clearance Certificate i.e F.Y 2014-2015, 2015-2016, 2016-2017.
- b) Audit Balance Sheets of last three financial years F.Y 2014-2015, 2015-2016, 2016-2017. Audit Income and Expenditure statement of last three financial years F.Y 2014-2015, 2015-2016, 2016-2017.
- c) Audited Profit and Loss account of the last three financial years F.Y 2014-2015, 2015-2016, 2016-2017.
- d) Service Tax registration certificate/Goods and Services Tax Registration Certificate
- e) Registration certificate of Firm/Agency/Organization.
- f) Copy of PAN Card Number
- g) ESI & EPF Registration.
- h) Contract Labour (R&A) 1970 registration certificate.
- i) Registered office in Indore. Shop & Establishment registration certificate to be enclosed as proof.
- j) **The agency has to ensure for payment of minimum wages applicable to the respective post in the state of Madhya Pradesh as per existing rules applicable.**

2. The offer of all agencies that satisfies all the eligibility conditions will be evaluated on the basis of quoted service charges.

3. In addition, antecedents of the manpower to be engaged, 03 passport size photographs, details of qualification along with proof, experience certificate, Xerox of aadhar card etc. need to be submitted at the time of award of the contract. The agency shall be fully responsible for ensuring the correctness of the documents submitted by the persons for engagement against various posts. The agency will also ensure the required representations of SCs/STs/OBCs/PH candidates as per the list provided by the hospital at the time of awarding contract. The payment for rendering of the services is to be made only to the agency.

4. The agency will provide undertaking from every person before deployment in the hospital as per Annexure B.

5. The eligibility for the deployment of the manpower would be followed as per the guideline of Recruitment Rules decided by ESI Corporation. The maximum of the manpower to be supplied would be 74 in different cadres viz Nursing Orderly, Laboratory Assistant & Junior Radiographer. The information about the requirement along with the guidelines to be followed would be provided to the agency at time of awarding the contract.

6. Evaluation Criteria & Financial Implications***: Tender will be evaluated on the basis of service charge quoted by the bidder. Service Charge shall only be calculated on the BASIC + VDA of wages which is revised by from time to time. Minimum wages only be payable as applicable to the contractor, keeping in view feasibility of contract less than 3% service charge would not be considered (Bidders those quoting service charge less than 3% their bid**

- shall be treated irresponsible).
- If bidders quoted same % of service charge, priority/preference will be given to bidders registered under MSME/NSIC.
 - If two or more bidders quotes same % of service charge and are also registered under MSME/NSIC than tender will be finalized on the basis of experience in terms of amount of work done in Manpower Supply only during last three financial year 2014-2015, 2015-2016 & 2016-2017. Experience certificate in terms of value for Manpower work only will be considered.
 - Only experience of Manpower work will be considered. Experience certificate mentioning/furnishing experience of two or more services in same (e.g. security services, manpower supply etc) will not be considered for evaluation, amount against it shall be treated null and void (if consolidated amount is mentioned)/experience would be treated null and void.
 - As only Manpower Supply work experience shall be considered for the evaluation, hence all the bidders are requested only to submit experience of Manpower Supply services.
 - The contractor has to give 02 sets of uniforms along with identity card to the workers/staff deployed in the hospital. The colour of the uniform shall be decided by the hospital itself. The charges towards identity card and uniform should also be considered while quoting service charge.. Hence bidders are requested to go through the tender's terms and conditions thoroughly and thereafter considering all aspects quote the service charge which shall be minimum 3% and will payable only on BASIC + VDA.
7. The successful bidder will be required to execute an agreement on Rs. 500/- Non judicial stamp paper (to be purchased by successful bidder itself) within a period of 02 weeks from the date of issue of Letter of Intent until extended by M.S ESIC, Model Hospital Indore upto a maximum of another two weeks. Bid Security (EMD) shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to deposit the security deposit within the time frame specified i.e. within fortnight of letter of intent which can be extended by Medical Superintendent, ESIC Model Hospital & ODC, Indore upto maximum 02 weeks on written request of successful bidder.
 8. The successful bidder shall be required to furnish a Performance Security in the form of security Deposit within 15 days of receipt of "Letter of Intent" for an amount of Rs.5,00,000/- (Five Lakhs Only) or 5% of the contract value whichever is higher in the form of Demand Draft issued from any Nationalized/Commercial Bank in favour of "ESI Fund Account No. 1" payable at Indore. The successful bidder can also apportion the EMD amount towards security deposit subject to payment of the balance amount.
 9. The Performance Security/Security Deposit shall be returned within two months (without any interest) after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further the validity of Performance Security shall stand automatically extended. **The initial period of contract is one year or deployment of regular staff whichever is earlier..**
 10. **The Contractor should ensure to maintain adequate no. of manpower and also arrange a pool of stand by paramedical staff. In case any paramedical staff found absent from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of paramedical staff. If the required numbers of workers are less than the minimum required, a**

penalty @ Rs.500/- per worker per day will be deducted from the bill.

11. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform and are required to display photo identity cards, failing which it will invite a penalty of Rs.500/- each occasion. The penalty on this account shall be deducted from the Contractor's bills
12. **In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel & is assessed as true by office administration, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the any deployed staff by agency found involved in the incident shall be removed from the office immediately.** Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to ESIC.
13. While submitting the monthly bill for Manpower Supply following documents are to be enclosed with the same:-
 - 1.The wages of workers for last month credited to their bank account on _____ and the details of the payment along with bank account number enclosed. The attendance sheet along with the personnel deployed duly verified by the member of committee/authorized officer is also to be enclosed. **The wages should be credited latest by 07th of every month.**
 2. ESI/EPF/Service Tax/Other statutory dues amounting to Rs. _____ for the month of (previous month) deposited on (copy of challans to be enclosed) (along with copy of contribution submitted online in respect of ESI and EPF)
 - 3.Undertaking that all statutory labour laws including Minimum Wages Act is being complied with and the payment is made as per the designation/described in minimum wages schedule.
 - 4.**The service provider must ensure that entitled wages of the workers are credited to their bank account on or before 7th of each month. Service provider will not be given any relaxation in this matter.**
 - 5.The list of the workers engaged in the month of bill presented along with their designation.
 - 6.As GST has been implemented so the relevant required challan/return are to be given. The return has to be submitted quarterly or whenever asked by the office. **Reimbursement of the GST amount would only be made after submitting the GST challan.**
 - 7.The salary sheet mentioning the bifurcation and thereafter the gross total and deduction details along with the net payable to the worker. The net payable should cross tally the amount credited in the account of respective workers.
 - 8.All the above documents should be duly attested by the authorized signatory as mentioned in the tender documents.
 9. **If the bidder does not submit the bills along with supported required documents and fails to submit it timely. If the same thing is repeated more than two times, the process to black list shall be initiated and the agency shall be black-listed.**
 10. Wages to the worker engaged should be credited in their respective account or through cheque whereas **no cash payment is permissible and such payments are to be treated at par with nonpayment of wages. However the agency has to make payment to the workers on or before 7th of every month and payment of wages is not linked to the clearance of the bill by this office.** If the agency does not make payment to its workers, through Bank/cheque is liable to be terminated and fresh tender will be called for.
14. **Dispute Settlement :-**

It is mutually agreed that all differences and disputes arising out of or in connection with this

Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the M.S, ESIC Model Hospital, Indore whose decision shall be final and binding on both the parties.

15. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor. Including all expenses/fines. The concerned contractor's personnel shall attend the courts as and when required
16. The Medical Superintendent ESI Corporation Model Hospital, Indore reserves the right to relax/cancel any condition and right to accept or reject any or all the tenders without assigning any reason thereof.
17. Each and every page of the tender documents should be duly signed and stamped by the tenderer.
18. The tender is to be submitted under two bid systems i.e. Technical bid & Financial Bid, technical bid should have original tender documents along with required documents and EMD whereas financial bid should only consist of Annexure A in which only service charges is to be quoted and which shall be given on BASIC+VDA and should be minimum 3%. Both technical bid and financial bid should be separately sealed and put in the bigger envelope which should be addressed in the name of Medical Superintendent, ESIC Model Hospital, Indore and superscribed as “ **E- TENDER FOR PROVIDING PARAMEDICAL STAFF ON CONTRACTUAL BASIS UNDER TOW BID SYSTEM**” should be dropped in the drop box kept on Ground Floor, Room No. 2 of ESIC Model Hospital & ODC, Nanda Nagar, Indore on or before 30/05/2018 upto 1:00 PM
19. **The attendance of staff deployed by agency would be done through Aadhar Enabled Biometric Attendance System (AEBAS). So it is essential that staff deployed should be Aadhar registered. The attendance may be cross tallied from Biometric Attendance System Report.**

UNDERTAKING (To be given on Rs. 100 Non Judicial Stamp duly Notarized)

- a. The undersigned certify that I have gone through the terms and conditions thoroughly mentioned in the tender document **& its corrigendum if issued** and undertake to comply with them and will abide to it.
- b. The service charge quoted by me is valid and binding upon me for the entire period of contract.
- c. The earnest money of Rs. _____ to be deposited by me has been enclosed herewith vide Demand Draft no. _____, Dt. _____, drawn on bank _____, Branch _____.
- (b) I/We give the rights to Medical Superintendent to forfeit the earnest money deposited by me/ us if any delay occurs on my part for supply of Paramedical Staff in ESIC Model Hospital, Indore.
- (c) There is no vigilance / CBI case or court case pending against the firm and also no other case is pending regarding any statutory dues like EPF, ESI, Minimum Wages, and Service Tax etc.
- (d) I hereby undertake to Supply Manpower (Paramedical) as per directions given in the tender document.
- (e) The Contractor will vacate the space (if any provided) and hand over the possession of the premises on the expiry of the term of the contract or on termination of the contract. If the Contractor fails to vacate the space on stipulated date or on direction then damage charges for the overstay at the rate of Rs. 10000/- (Rupees ten thousand) per day will be recovered from the Contractor out of the Security Deposit. If Security deposit is insufficient to recover damage charges then the same will be recovered through the Courts of law.
- H I hereby declared that my firm/company has not been **black listed in the past three years by any Govt./private institution** in similar type of operation.

Date:-

Signature of the tenderer:-



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18/12/12/1/2015/MH Indore

Date:-09/05/2018

FINANCIAL BID

Annexure-A

Name of the Firm/Company:-

Registered Office in Indore:-

Registered office:-

Email Id:-

Name of Contact Person with Contact number:-

S.No.	Description	Service Charge in (%) figure
1	Supply of Paramedical Staff at ESIC Model Hospital Indore	
Service Charge in Words:-		

Note: - Service charge shall be quoted in percentage only and should be minimum 3% and would be given only on BASIC+VDA. The minimum wages of M.P govt shall be applicable and would be paid as notified time to time. The contractor has to give 02 sets of uniforms along with identity card to the workers/staff deployed in the hospital. The colour of the uniform shall be decided by the hospital itself. The charges towards identity card and uniform should also be considered while quoting service charge. Hence bidders are requested to go through the tender's terms and conditions thoroughly and thereafter considering all aspects quote the service charge which shall be minimum 3% and will payable only on BASIC + VDA

Signature of Bidder : - _____

Place & Date : - _____

Stamp of the bidder

UNDERTAKING

I _____

S/D/o _____ R/o _____

is willing to work in ESIC Model Hospital & ODC, Nanda Nagar, Indore through

M/s _____

in accordance with the instructions given to me from time to time. It has been made clear to me that I shall not have any claim for permanent service in ESIC Model Hospital & ODC, Nanda Nagar, Indore and no representation on this behalf shall be entertained by the hospital authority in any case and such engagement shall be strictly temporary and I shall abide by the terms and order mentioned in the Agreement.

Signature: -

Authorized Signatory:

Place:

Date:

Signature:

Name:

Post:

Place:

Date: