



अखिल भारतीय आयुर्विज्ञान संस्थान (एम्स), गुवाहाटी
All India Institute of Medical Sciences, Guwahati

स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार के तत्वावधान में एक वैधानिक
निकाय

(Statutory body under the aegis of Ministry of Health and Family Welfare, GoI)

Summary

Name of tender	:	E-Tender for Selection of Agency for providing manpower on outsourcing basis at AIIMS, Guwahati.
Published Through	:	To be published on Tender Wizard www.tenderwizard.com/AIIMSG
EMD	:	Rs. 28,50,000/- (Twenty Eight Lakhs Fifty Thousand only)
Tender Processing Fees	:	As Applicable Online (Through Debit Card/Credit Card/Net Banking/ UPI)
PBG	:	5% of Contract value
Period of contract	:	One year (Extendable for another year): Further extension beyond 1+1 year is at the discretion of the Competent Authority of AIIMS, Guwahati
Mode of Procurement	:	Quality and cost-based selection (QCBS)
Weightage on Technical bid	:	70%
Weightage on Financial bid	:	30%
Minimum Service Charge	:	3.85 % (as per OM No F.6/2023-PPD, GoI, Ministry of Finance, DoE, Procurement Policy Division.

Please see annexures enclosed: - Annexure- I to IX

Sl. No	Particulars	Annexure Ref.	Refer Page
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure- I	35-36
2	Criminal Liability Undertaking	Annexure- II	37
3	Performance Statement Form	Annexure- III	38
4	Financial Capabilities for (2017-18, 2018- 19, 2019-20, 2020-21, 2021-22)	Annexure- IV	39
5	Financial Bid	Annexure- V	40-41
6	Performa of performance Guarantee/Bank Guarantee bond	Annexure- VI	42-43
7	QCBS Criteria	Annexure- VII	45-50
8	Draft Contract Agreement	Annexure- VIII	51-53
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अखिल भारतीय आयुर्विज्ञान संस्थान (एम्स), गुवाहाटी
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E-TENDER DOCUMENT

Name of the e -Tender: Selection of Agency for providing manpower on outsourcing basis at AIIMS, Guwahati.

Notice Inviting E-Tender

E-Tender No: 4-74/2023-24/AIIMS/GHY/PROC-OUTSOURCING(MANPOWER) Date:

The Executive Director, AIIMS Guwahati, invites E-Bids in Two Bid System (i.e., Technical and Financial Bid) from eligible Firms / Companies online through Tender Wizard Portal on mutually agreed terms and conditions and satisfactory performance for **Selection of agency for providing manpower on job outsourcing basis at AIIMS GUWAHATI** and deploy them as per the terms and conditions as specified in this document. The contract shall be for 01 (One) year and may be extendable for another 01+ 01 year on mutually agreeable conditions or curtailed at the discretion of the Competent Authority of AIIMS, Guwahati based on the Performance of the Manpower Agency or otherwise as decided by the AIIMS Guwahati.

The Bidder is expected to examine all instructions, terms and conditions, forms, and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. **The bid should not be conditional.** Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 and revised order dated 04 Jun 2020 of MoC&I (DIPP) & order vide F.No.6/18/2019-PPD dated 23 Jul 2020 of Ministry of Finance, Govt. of India.

The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Guwahati will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**Administrative Officer
AIIMS, Guwahati**

E-TENDERING SCHEDULE

Name of the e -Tender: Selection of Agency for providing manpower on job outsourcing basis at AIIMS, Guwahati.

Issue / Publishing Date	:	14/08/2023
Last date of submitting representation	:	21/08/2023
Pre-bid meeting	:	22/08/2023 at 15.00 Hrs. (Venue: Main Conference Hall, Near Director Chamber, Ground Floor, Medical College Building, AIIMS Guwahati, Changsari, Silbharal, Guwahati Assam-781101)
Last date and time of submission of e-tender	:	05/09/2023 at 17.00 Hrs.
Date & time of opening of Technical bid	:	06/09/2023 at 15.30 Hrs.
Date & time of opening of Financial bid	:	Will be notified later only to the technically qualified bidders.
Amount of Earnest Money Deposit (EMD)	:	<input type="checkbox"/> 28,50,000/- (Twenty Eight Lakhs Fifty Thousand only)

Earnest Money Deposit (Bid Security):

Item No.	Description	Posts Description	EMD (Rs.)
1.	Agency for providing manpower on job outsourcing Basis	As per List @ Page No. 12-14	₹ 28,50,000/- (Twenty-Eight Lakhs Fifty Thousand only)

Tenderer needs to submit the EMD amount as mentioned above in the form of **Account Payee Demand Draft from the scheduled banks as per RBI guidelines** in favor of **“AIIMS Guwahati”** payable at Guwahati and its legible scanned copy must be uploaded in the tender wizard Portal. Hard copy of EMD should be submitted in sealed envelope to **Administrative Officer, Medical College Building, AIIMS Guwahati, Changsari, Kamrup, Assam-781101** on or before the last date and time of submission of e-Bid.

The EMD of the unsuccessful bidders shall be returned after award of the contract. AIIMS Guwahati will not pay interest on EMD Amount to any bidder.

The EMD of the successful bidder will be returned on receiving of the Performance Security and after due verification by the authority of AIIMS, Guwahati.

Clarification of bidding documents.

- (i) A prospective bidder requires any clarification of the bidding documents, shall contact the Tender Inviting Authority in writing at the e-mail address: adminofficer@aiimsguwahati.ac.in The authority will respond in writing (through e-mail only) to any request for clarification, provided that such request is received **not later than pre-bid conference.**

Amendments in Bidding Documents

- (i) At any time prior to the last date of submission of Bid, the Tender Inviting Authority may, for any reason, modify the bid document by suitable amendment and publish it in tender wizard portal and **AIIMS, Guwahati website.**
- (ii) The Tender Inviting Authority shall not be responsible for individually informing the prospective bidders about any notices published related to this bid. Bidders are requested to browse e-Tender portal or website of the Tender Inviting Authority for Information/general notices/amendments to bid document etc. on a day-to-day basis till the bid is concluded before submission of bid.
- (iii) AIIMS Guwahati may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through corrigendum at any time till 7 (seven) days before the last date of submission of bids. All such amendments will be uploaded on the website regularly. AIIMS, Guwahati shall not be responsible to notify the amendments/corrigendum to individual bidders. All amendments by the AIIMS, Guwahati till 7 (seven) days before the last date of submission of bids, shall be binding on the participatory bidders.

Terms of Two Bid System:

The tender shall be submitted online in 2 (Two) parts online:

- (i) **Technical Bid:** Online Submission of all required documents as mentioned in this tender document.

- (ii) **Financial Bid:** Financial bid shall be submitted online as per Annexure-V of this tender document. The Financial Bids of technically qualified bidders will be opened.

Manual Submission of Following Document in original is mandatory:

The following documents are to be sent to **Administrative Officer, AIIMS Guwahati, Changsari, Guwahati, Assam -781101**, separately in a sealed envelope superscripted as: “e- Tender for **Selection of Agency for providing manpower on job outsourcing basis**” at **AIIMS, Guwahati**. The sealed envelope should reach on or before the last date & time of submission of e-Tender online.

- a. EMD (original).
- b. Undertaking for acceptance of all Terms & Conditions as per **Annexure-I**.
- c. Notarized affidavit as per **Annexure -II** on Indian Non-Judicial Stamp Paper of minimum of ₹ 10/-
- d. The bidders are also directed to submit photocopies of their all credentials/tender documents uploaded in the tender wizard portal against this tender
- e. **Any bidder fails to submit any of the above-mentioned documents within the due date, their tender may not be considered for evaluation.**

Technical Bid (Eligibility Criteria):

The Scanned copies of the following Mandatory documents to be uploaded in Tender Wizard Portal in the following format:

Sl. no.	Details / Particulars	Uploaded (Yes/No)	Page No
1	(To be Mentioned in the Letter head of the Firm). 1. Name & Address of Bidder with phone number, email- id. 2. Specify whether a Proprietorship / Partnership firm/ Company. 3. Name of Proprietor /Partner/Managing Director/Director.		
2	In case of Private Limited/Limited companies registered under Companies Act 1956/2013, are required to submit the basic document of the company i.e., the Memorandum & Articles of Association of the company along with Certificate of Incorporation and in case of Partnership firm and other forms of body corporate their Partnership Deed/ Constitution of the firm & Certificate of Registration and copy of Registration under Shop & Establishment Act by proprietorship firm with their technical bid. (Joint Venture Company will not be considered)		
3	Name, address & designation of the authorized person for signing the bid documents. (Authorization should be made in Letter head of the Organization as per resolution passed by managing board as acceptable legally)		
4	PAN No. (enclose the attested copy of PAN Card)		
5	GST Registration Certificate of the firm (Enclosed copy of GST Certificate)		
6	Income Tax Return for the last 05 (Five) FYs (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22). (Enclosed copy of online generated ITR filing copy with calculation sheet/ Assessment copy).		
7	Average Annual Turn Over certificate for last 05 (Five) Financial Years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22) with cumulative figure duly signed by Chartered Accountant as per Annexure-IV. Average annual turnover during last 05 (Five) years should be Rs. 09 Crore.		
8	Annual Accounts (Balance Sheet & P/L Account) of the agency, duly audited by Chartered Accountant for last 05(Five) years. (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).		
9	The tendering Firm/Agency/Company should have been registered for minimum 05(Five) years as on or before 31st March 2022 with appropriate authority for carrying on manpower services. Copy of Registration Certificate/ License to be enclosed.		
10	Brief profile of the firm stating details about the agency, indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service.		

11	Undertaking on the letter head of the Agency confirming the ability to provide adequate manpower of requisite qualification and experience for deployment in AIIMS, Guwahati		
12	(i) Valid Labour License copies issued in favour of the Firm by the appropriate authority of State/Central Govt of respective areas exclusively for manpower deployment (Health care, Technical, Administrative, Engineering and similar Services) where manpower have been provided by the firm during last 05(Five) FYs (2017- 18, 2018-19, 2019-20, 2020-21 & 2021-22). (ii) The experience of agency for providing manpower for housekeeping and security services will not be considered. The Agency should have experience in providing manpower in hospital and certificate of experience may be submitted accordingly. (iii) Undertaking to be submitted by the bidder (who is not operating in Guwahati) that they would obtain and submit valid labour license from the competent local authority for area of work at Guwahati within 30(Thirty) days from the date of award of Work/contract.		
13	The Agency should have been covered by the Labour Legislations, such as, ESI, EPF, Professional Tax etc. (Enclose copy of Registration certificate for proof)		
14	Bidders should have valid trade license issued by the Appropriate Authority. Copy of the same to be enclosed.		
15	Copy of the Earnest Money Deposit (EMD) ₹ 28,50,000/- (Twenty-Eight Lakhs Fifty Thousand only) in the form of demand draft only		
16	Firms registered with NSIC (for supply of manpower) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). (Please attach copy of valid NSIC Certificate)		
17	Whether the firm is a Registered firm under MSME or SSI. MSME registered bidders are to mention Udyam Registration number issued by MSME (for supply of manpower). Whether declaration of Udyam Registration number by the bidder on CPPP has been made or not. Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security. (Attach copy of such certificate(s) in full).		
18	Undertaking for acceptance of all Terms & Conditions as per Annexure-I .		
19	Notarized affidavit as per Annexure -II on Indian NonJudicial Stamp Paper of minimum of ₹ 10/-		
20	Experience in providing Manpower services {(Health care, Technical, Administrative, Engineering and similar Services (Excluding security, watchman & Housekeeping Service))} as per Annexure- III . This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand as		

	on 31.03.2022 for last 05 (Five) years along with copy of work orders/ certificates issued by competent authority from central Govt/State Govt/PSU/Autonomous Bodies/reputed national level Private organization where the job was carried out.		
21	Bidders must have completed a single work order for minimum value of Rs. 5.00 crore (Rupees Five Crore only) towards Manpower service {(for Health care, Technical, Administrative, Engineering and similar Services (Excluding security, watchman & Housekeeping Service) in any year during last 05(Five) years. (Please enclose copy of necessary completion certificate)		
22	Bidders should have deployed minimum 200 similar Manpower in one organization (Central Govt./ State Govt./ PSU/ Autonomous bodies/ reputed national level Private organization) throughout the year during the last 05(Five) years (For example. 01 Apr 2021 to 31 Mar 2022) (Please enclose copy of such work / certificate issued by competent authority of the employer)		
23	Bidders should have Registered Office/Branch office either in Guwahati or within 100 (one hundred) km radius from AIIMS, Guwahati. The details of the office with address, telephone number and official email id should be provided in support of Registered/ Branch Office Labour Registration Certificate/Telephone bill/House Rent Agreement if any to be enclosed.		
24	The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. of India. Therefore, bidders who are Claiming to be regulated under the said order are to submit documentary evidence in support of their claim.		
25	Manual Submission of required documents/certificates		
26	Bank Details: 1. Beneficiary Name: 2. Bank Name: 3. Account No: 4. IFSC Code: 5. Branch Address:		
27	Any other information, if necessary		

Note- The committee will verify the authenticity of the documents submitted by the bidders. Production of fraudulent documents shall be liable for rejection of bid. The bidders qualified in the above technical criteria shall be considered for price bid/ financial bid opening and evaluation. The committee will have full discretion to decide on technically qualified bidders based on the above- mentioned documents & so on. All the documents are to be serially numbered and page no of all the documents to be mentioned in the Index sheet. The bidder shall give documents clearly showing the eligibility criteria as mentioned above. If the committee is not able to establish any of the above eligibility criteria from the documents, then the bids will be rejected.

Signature of the bidder with seal

(ii) FINANCIAL BID:

1. The Rates are to be quoted in the given format as per “Annexure- “V”.
2. The rate of Service Charge should be quoted in percentage (%) to total remuneration payable for such outsourcing job. Percentage should be written in both numerical values and in words.
3. If a firm quotes service charges less than 3.85% , the bid shall be treated as unresponsive and will not be considered.
4. The Lowest Bidder (L-1) shall be determined on the basis of service charges quoted by the bidders. The service charge to be quoted by the bidders should not be less than 3.85% (3% profit plus transaction charges, which are 0.85% at present) of the consolidated Wage and maximum two digits after decimal points is to be taken for evaluation. It should not be mentioned in fraction. If two or more agencies have quoted same percentage of lowest service charge, then the lowest bidder amongst them will be decided based on the highest value of QCBS marks and Minimum service charges. And if two or more agencies have quoted same percentage of lowest service charge and obtained highest value of QCBS total marks, then the lowest bidder amongst them will be decided based on the highest value of QCBS marks (based on Annexure -VII, QCBS criteria sl. no- 01+02+03) and Minimum service charges.

Eligibility Criteria for the Tendering Company/Firm/Agency:

1. The Bidder may be a Proprietorship firm, Partnership firm, LLP, Company registered under Companies Act, Corporate body legally constituted, who possess the required licenses, registrations etc. as per the appropriate law as applicable for the organization which should be valid at the date of the opening of tender.
2. The Bidder shall have at least 5 years’ experience of providing manpower services {(Health care, Technical, Administrative, Engineering and similar Services (Excluding security, watchman & Housekeeping Service)} as on 31.03.2022 for last 5 years to any Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed national level Private organizations.
3. The Bidders must have completed a single work order for minimum value of Rs. 5.00 crore (Rupees Five Crore only) towards Manpower service {(for Health care, Technical, Administrative, Engineering and similar Services (Excluding security, watchman & Housekeeping Service) in any year during last 05(Five) years, starting from 2017-18. (Please enclose copy of necessary completion certificate).
4. The Bidders should have deployed minimum 200 similar Manpower in one organization (Central Govt./ State Govt./ PSU/ Autonomous bodies/ reputed national level Private organization) throughout the year during the last 05(Five) years (For example. 01 Apr 2021 to 31 Mar 2022) (Please enclose copy of such work / certificate issued by competent authority of the employer)
5. Average annual turnover during last 05 (Five) years should be Rs. 09 Crore.

6. The bidder should have their registered office / branch in Guwahati or within 100 Kms radius from AIIMS, Guwahati. In the event, an eligible bidder/agency, doesn't have registered office / branch in Guwahati or within 100 Kms from AIIMS, Guwahati, the eligible bidder/agency has to give an undertaking that the bidder/agency will open a registered office / branch within the periphery, as described above, before executing the operation of manpower deployment/work order.
7. There should be no case pending with the police and other Govt. agencies against the Proprietor/ Partner/ Director/ Firm or the Company (Agency) and he has to submit an affidavit made before the Notary in this regard along with the technical bid.
8. The bidder /agency must not have been blacklisted by any Central Govt. / State Govt. / PSU/ Autonomous Body. The bidder shall submit an affidavit made before the Notary to that effect (to be submitted in technical bid).
9. The bidder shall have the following Registrations and details of the same to be provided in the Technical Bid:
 - (i) EPF Registration:
 - (ii) ESI Registration:
 - (iii) Valid License issued by Labour Commissioner, Govt. of India of respective areas. Bidders those who are not covered under jurisdiction of Guwahati/Kamrup District shall submit an undertaking stating that labour license shall be submitted from local authority covering Guwahati/Kamrup District jurisdiction within 30(Thirty) days from the date of award of work/contract. Bidders should have valid trade license issued by the appropriate Authority. 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 his Security Deposit/EMD will be forfeited.
 - (iv) Professional Tax under Government of Assam.
10. The bidders have to submit copies of self-certified documents in support of all necessary documents mentioned in this tender document and enclose it with the Technical Bid, which will be verified with original documents on a separate date after opening of the technical bid.

Name of the E-Tender: Selection of Agency for providing Manpower on job outsourcing basis at AIIMS, Guwahati

CATEGORY OF MANPOWER/JOB TO BE OUTSOURCED

The consolidated rates of remuneration for each category of job have been worked out by the Institute and indicated against each job. Number of Manpower to be outsourced against each post shall be decided by AIIMS, Guwahati as per the requirement. The vendor has to quote their **administrative/service charges** on fixed consolidated amount for deploying the required numbers of manpower along with statutory liabilities of Employers part like EPF @12 % on Rs 15,000/- per month, EPF admin charges @ 1% on Rs 15,000/- per month, ESI- Employers contribution @ 3.25% upto Rs 21,000/-.

The agency shall provide Manpower at AIIMS, Guwahati by deploying adequately trained and well-disciplined personnel having fair command on Hindi, English, Assamese in respect of following categories of posts/assignments:

Sl. No.	Designation of the Post	Fixed Consolidated amount per month per post inclusive of statutory obligation of employees (in Rs.)
1	LDC	24000
2	Office Attendant/ MTS	22000
3	Lab Attendant	24000
4	Lab Technician	27000
5	Junior Hostel Warden (Male & Female)	24000
6	Medical Social worker / Medical Social worker Gr. II	45000
7	Medical Record Technician	27000
8	Clinical Psychologist	45000
9	Jr. Physiotherapist	45000
10	Prosthetics & Orthotics Technician	32000
11	Jr. Occupational Therapist	45000
12	Speech and Language Pathologist	45000
13	Dietician	45000
14	Statistician/ Statistical Assistant	45000
15	Librarian (Gr III)	45000
16	Library Clerk	24000
17	Data Entry Operator	24000
18	OPD Attendant	22000
19	Technical Officer (Ophthalmology) / Optometrist	45000
20	Anaesthesia Technician	45000
21	Technical Assistant (ICU)	45000
22	Dental Hygienist	32000
23	Technical Assistant (Dental)	32000
24	Technician OT	45000
25	Technical Assistant, ECG	32000
26	Technical Assistant, ENT	45000

27	Fire and Safety Officer	45000
28	Junior Engineer (Biomedical Engineering)	45000
29	Radiographer/Radiology Technician	45000
30	Orthopaedic / Plaster Technician	32000
31	CTVS Perfusionist	45000
32	Radiotherapy Technician	45000
33	Technical Officer (Medical Lab Technologist)	45000
34	Manager/ Supervisor/Gas Officer	45000
35	Technicians (ITI) consisting of Electrical, Plumbing, Fitter, AC Operator/Mechanic & Pump	24000
36	Wireman (Lift operator)	24000
37	Gas Steward	27000
38	Mortuary Attendant	22000
39	Dissection Hall Attendant	24000
40	Phlebotomist	27000
41	Junior Medical Record Officer	37000
42	Fire Technician	32000
43	Sanitation Inspector	37000
44	Child Psychologist	45000
45	Pharmacist	37000
46	Yoga Instructor	45000
47	Speech Therapist/ Audiologist	45000
48	Medical Physicist (Radiological Safety Officer-RSO)	45000
49	Dental Technician	45000
50	Lab Assistant	24000
51	HT Electrician	24000

(A) Administration

SN	Manpower	
52	JAO/ Administration	45000
53	JAO/ Recruitment	45000
54	IT programmer	45000
55	UDC	32000
56	Data Entry Operator	24000
57	LDC	24000
58	Store keeper cum clerk	24000
59	Office Attendant/ MTS	22000
60	Driver	24000

(B) Finance & Accounts

SN	Manpower	
61	Junior Accounts Officer (A/Cs)	45000
62	Cashier	32000
63	Account's assistant	24000
64	Data Entry Operator	24000
65	Office Attendant/ MTS	22000

(C) Engineering

SN	Manpower	
66	Junior Engineer (Civil)	45000
67	Junior Engineer (Electrical)	45000
68	Junior Engineer (Mechanical/AC)	45000
69	Junior Engineer (Chemical and process engg)	45000
70	Junior Engineer (Electronics & Instrumentation)	45000
71	Junior Engineer (IT & Telecom)	45000
72	Assistant Store Officer	45000
73	Office Superintendent	45000
74	UDC	32000
75	LDC	24000
76	Data Entry Operator	24000
77	Office Attendant/ MTS	22000

The total requirement of manpower is about 292 and may increase or decrease at any point of time at the discretion of the competent authority, AIIMS, Guwahati.

NB: All the above posts are tentative. The Competent Authority of AIIMS, Guwahati reserves the right to relax/amend/change any of the above parameters i.e. posts/number of posts/minimum qualification & experience/scope of work and consolidated remuneration etc. besides classifying it whether to include it under the category of Health care services or Administration, Engineering & Other Services. Any other duty can also be assigned to any of the above- mentioned post by the institute.

The essential qualification for each category is as per Schedule-I. The agency may also be asked to provide adequate number of ex-servicemen/retired government employees having prescribed qualification and experiences as per the requirement of the AIIMS, Guwahati under the scope of this contract.

Their deployment will be in general shifts or round the clock in 3 (three) shifts at AIIMS, Guwahati. In case of duty in shifts, one shift will be considered as 1-day duty. **The outsourced staffs will be entitled for 1.5 days leave in each month (18 days leave in a year) apart from leave on account of Gazetted Holiday and Sunday.** In case duty performed on Gazetted Holiday and Sunday, the outsourced staffs will be eligible for leave in any day of the week. Un-availed leave shall be carrying forward to next month and all such accumulated shall expire in the event of new contract executed with new agency.

The Agency will also ensure that engaged manpower should maintain vigil and remain alert on respective official performances. The requirement of manpower in above defined categories or in additional categories may increase or decrease during the initial period of contract also.

➤ After award of the contract, the service provider shall have to deploy

manpower within one month.

- Replacement of manpower owing to leave/resignation/termination etc. has to be made within 02 days from the day of requisition.
- Additional deployment of manpower is to be ensured within 15 days from the day of requisition.

Therefore, the agency should keep necessary/sufficient database of manpower ready with them. It will be entirely discretion of the agency how they recruit their manpower and deploy at AIIMS Guwahati. Replacement of manpower should not be done without approval from Competent Authority.

Police verification of the employee to be done by the agency before deployment. In the event any existing outsourced manpower retained by the agency, it will be the sole responsibility of the agency to get the police verification cleared within 1 month from the date of award of the contract.

Agency should deploy its representative/authorized representative to undertake various administrative matters on behalf of their outsourced manpower. The representative/authorized representative should be responsible for deployment, joining procedure, verification of documents, registration of ESIC/EPF/Issue of ID card/disbursement of salary/submission of bills with necessary documents/distribution of salary slip etc. The agency will only be responsible for all issues related to manpower deployed.

Under no circumstances, the outsourced manpower will be taken into the payroll of AIIMS, Guwahati and they can't claim permanent post at AIIMS, Guwahati even though they work for considerable duration.

Place:.....

(Signature of Tenderer with seal)

Date:.....

Name:

Name of the E-Tender: Selection of Agency for providing manpower on job outsourcing basis at AIIMS, Guwahati

Schedule-I

ESSENTIAL QUALIFICATIONS

(The essential qualification & experiences etc. are indicative in nature. However, at the time of engagement these will be decided by Competent Authority, AIIMS, Guwahati).

Sl. No.	Name of Post	Essential Qualification & Experience
1	LDC	Essential: -12th Class or equivalent qualification from a recognized Board or University. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 w.p.m. in Hindi. (Time allotted 10 minutes)
2	Office Attendant/ MTS	Essential - 10th pass or ITI equivalent
3	Lab Attendant	Essential: a) 10 + 2 with science b) Diploma in Medical Lab Technology. Desirable: Experience: 2 year in relevant field.
4	Lab Technician	<u>Essential Qualification</u> 1. 10+2 in science 2. DMLT from recognized institute with 2 years' experience in any recognized institute/hospital. Desirable: BSC MLT from recognized Institute with 1 year experience in any recognized institute/hospital. For Blood Bank: Qualification - DMLT from recognized institute with 1 year of working experience in blood bank in any recognized institute / hospital. Or B.Sc MLT from recognized Institute with 6 months of working experience in blood bank in any recognized institute/hospital.
5	Junior Hostel Warden (Male & Female)	<u>Qualifications -</u> 10+2 or equivalent qualification. Desirable - Experience in Possessing one year experience of handling hostels in government / reputed organizations.
6	Medical Social worker/ Medical Social worker Gr. II	<u>Essential:</u> MA (Social Work) / MSW, with specialization in medical social work from a recognized University / institution. <u>Desirable:</u> (i) 2 years' Experience in a field project/Research/Dept. of Community Medicine/Psychiatry (ii) Good communication skills & ability to communicate in local language (iii) Ability to use computers - Hands on experience in office applications, spread sheets and presentations.
7	Medical Record Technician	Essential: B.Sc. (Medical Records) Or 10 + 2 (Science) from a recognized board with at least 6 months Diploma/ Certificate course in Medical Record keeping from a recognized Institute/ University and 2 years' experience in medical

		record keeping in a hospital set up and ability to use Computers – hands on experience in office applications, spread sheet and presentations. Typing speed of 35 words per minute in English or 30 words per minutes in Hindi.
8	Clinical Psychologist	M.A. / M.Sc. in Psychology with M.Phil. in Clinical Psychology and at least 2 years' experience in Clinical Psychology Desirable: Ph.D. in Clinical Psychology from recognized University / Institution
9	Jr. Physiotherapist	Jr. Physiotherapist (i) 10+2 in Science (Physics, Chemistry and biology) and; (ii) Bachelor's Degree in Physiotherapy from a recognized University / Institution (iii) 2 years" experience and registered with the Physiotherapy council
10	Prosthetics & Orthotics Technician	Bachelor's degree in Prosthetics and Orthotics from an Institution / University recognized by Rehabilitation council of India. Registration with Rehabilitation council of India. Desirable: Two years' experience in the field.
11	Jr. Occupational Therapist	1. 10+2 in science (Physics, Chemistry & Biology) and 2. Bachelor's degree in occupational therapy from a recognized institute or university. 3. Two years' experience and registered with Occupational Therapy Council.
12	Speech and Language Pathologist	Essential: BASLP (Bachelors in Audiology and Speech Language) Pathology from recognized Institute / University or equivalent with 1 year of experience in any recognized Institute/hospital. Desirable: Masters in Audiology and Speech Language Pathology
13	Dietician	M.Sc. (Home Science Food & Nutrition) / M.Sc. (Clinical Nutrition and Dietetics) / M.Sc. (Food, Science & Nutrition) / M.Sc. (Food & Nutrition Dietetics) / M.Sc. (Food Service Management and Dietetics) from a recognized University / Institution. Desirable: Experience in working as a dietician in a recognized hospital.
14	Statistician/ Statistical Assistant	Essential: M.Sc. (Statistics) / MA (Stat/ Math/Economics/ Sociology) with Statistic as a paper. Desirable: Working experience of at least two years in Biostatistics /population statistics in a recognized Institute.
15	Librarian (Gr III)	Essential: 1) Bachelor Degree in Library Science or Library and Information Service from a recognized University/Institute. Or B.Sc. Degree or equivalent from a recognized University and Bachelor Degree or Post Graduate Diploma or equivalent in Library Science from a recognized University or Institute. with 2) 2 years' Professional experience in a library of under Central/ State/ Autonomous/ Statutory organization/PSU/University or recognized research and educational institution. 3) Ability to use computers- Hands on experience in office applications, spread sheets and presentations. Desirable: Diploma in Computer Application from a recognized University or Institute.
16	Library Clerk	Essential: 12th Class or equivalent qualification from a recognized Board or University. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 w.p.m. in Hindi. (Time allotted 10 minutes)

		Desirable: Experience of working in Library
17	Data Entry Operator	Essential Qualification & Experience: (i) Degree from a recognized University/ Institution (ii) Should possess a speed of not less than 8000 keys Depressions per hour for Data Entry Work. (iii) Proficiency in MS Office as per "Note" below (iv) Experience of data entry with Govt./Semi Govt./Autonomous Institutions or Pvt. entities etc. <u>Note:</u> 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.
18	OPD Attendant	Qualifications: Essential: (i) Matriculation from a recognized School/ Board (ii) Certificate course in Hospital Services conducted by a recognized Institute Desirable: Experience of having worked in a hospital
19	Technical Officer (Ophthalmology) / Optometrist	Essential: B.Sc. In Ophthalmic Techniques or equivalent from a recognized University / Institution with at least Two years' experience in relevant field.
20	Anaesthesia Technician	Essential: Degree in Anaesthesia technology/ equivalent from recognized institute/Hospital with 5 years' experience in concerned field Or Diploma in Anaesthesia technology (2 years course) and 8 years' experience in handling Anaesthesia equipment
21	Technical Assistant (ICU)	Essential: Degree in Anaesthesia technology/ICU technology from recognized institute/Hospital with 5 years' experience or Diploma in Anaesthesia technology/ICU technology (2 years course) and 8 years of experience in handling Anaesthesia/ICU equipment
22	Dental Hygienist	Essential: 1. 10+2 with science from a Recognized University / Board. 2. Diploma (Minimum 2 years duration) from a recognized institution in dental Hygiene or dental mechanic or Maxillo-Facial Prosthesis and orthodontic Appliances. 3. Registered as Dental Hygienist/ Dental Mechanic with the Dental council of India. Desirable: Two years' experience in the relevant field
23	Technical Assistant (Dental)	Essential: 1. 10+2 with science from a Recognized University / Board. 2. Diploma (Minimum 2 years duration) from a recognized institution in dental Hygiene or dental mechanic or Maxillo-Facial Prosthesis and orthodontic Appliances. 3. Registered as Dental Hygienist/ Dental Mechanic with the Dental council of India. Desirable: Two years' experience in the relevant field
24	Technician OT	B.Sc. in OT Techniques or equivalent with five years' experience in concerned field. Or 10 + 2 with science with Diploma in OT Techniques or equivalent with 8 years" experience in the concerned filed.
25	Technical Assistant, ECG	10+2 in Science with Certificate/ Diploma Course in Echocardiography Assistant from recognized institute and 2 years' experience in the field.
26	Technical Assistant, ENT	Essential: B.Sc. Degree in Speech and Hearing from a recognized Institution / University. Desirable: Clinical experience in a hospital in the field.

27	Fire and Safety Officer	Essential: BE/ B.tech in Fire Engg./Safety and Fire Engg. Or BE/B.tech/BSc Engg. in electrical/mechanical/ chemical with Divisional officers' course from National Fire Service College (NFSC). Desirable: One year minimum experience in the relevant field.
28	Junior Engineer (Biomedical Engineering)	BE / B.Tech in Biomedical Engineering from a recognized Institution / University. Or Diploma in Biomedical Engineering from recognized institutions with 2 years' experience in relevant field
29	Radiographer/ Radiology Technician	Essential: B.Sc. (Hons) (3 years course) in Radiography from a recognized University /Institution. Or Diploma in Radiography from a recognized institution with 2 years' experience. Desirable: Ability to use computers - Hands on experience in office applications, spread sheets and presentations.
30	Orthopaedic / Plaster Technician	Must have completed 10+2 with minimum 2 years' experience in applying plaster in a medical institute/ hospital. Desirable: B.Sc Orthopaedic Plaster Technology / Diploma in Plaster Technician Course Or Diploma in Emergency Technician with minimum 1 year experience in applying plaster in a medical Institute/Hospital
31	CTVS Perfusionist	Essential: B.Sc degree from a recognized university. Certificate in perfusion technology (awarded by a recognized institute / association / authority such as Association of Thoracic and Cardiovascular surgeons of India. After a training in center with atleast 1 year experience in clinical perfusion). Desirable: M.Sc /B.Sc (Perfusion Technology) with two years' experience in clinical perfusion.
32	Radiotherapy Technician	Essential: B.Sc (Hons.) (3-year course) in Radiotherapy/ Radiology from a recognized university or institution. OR Diploma in Radiotherapy/Radiology from a recognized institution with 2 years' experience. Desirable: Ability to use computers- Hands on experience in office applications, spread sheets and presentations.
33	Technical Officer (Medical Lab Technologist)	Essential: BSc in Medical Lab technology or equivalent with 5 years' experience.
34	Manager/ Supervisor/Gas Officer	Degree in Mechanical Engineering with 2 years working experience with Manyfold or its repairs in Supervisory capacity in a medical set-up. Or Diploma in mechanical engineering with 3 years working experience with Manyfold or its repairs in Supervisory capacity in a medical set-up. Must be capable of carrying out work associated with the medical gas management distribution line, taps, cocks and outlets.
35	Technicians (ITI) consisting of Electrical, Plumbing, Fitter, AC Operator/Mechanic & Pump	Essential: 10th class/ standard or equivalent and ITI Diploma certificate / equivalent in related trade and experience of 2 years in the relevant field.

36	Wireman (Lift operator)	Essential: 10th class/ standard or equivalent and ITI Diploma certificate / equivalent in related trade.
37	Gas Steward	Essential: 10+2 in science with 5 years' experience in Medical Gas Pipeline System with experience in at least 100 Bedded recognized Institute/Hospital. Or Trade Certificate or ITI Diploma in Mechanical Engg. with 3 years' experience in Medical Gas Pipeline System in a 100 Bedded hospital.
38	Mortuary Attendant	Essential Qualification & Experience will be informed separately at the time of engagement.
39	Dissection Hall Attendant	Dissection Hall Attendant 10+2 or equivalent with one-year experience in the concerned department. Or 10th Pass with three years" experience in the concerned department.
40	Phlebotomist	1. 10+2 in science 2. DMLT from recognized institute with 2 years' experience in any recognized institute / hospital. Desirable: BSc MLT from recognized Institute with 1-year experience in any recognized institute / hospital. For Blood Bank: Qualification - DMLT from recognized institute with 1 year of working experience in blood bank in any recognized institute / hospital. Or B.Sc. MLT from recognized Institute with 6 months of working experience in blood bank in any recognized institute / hospital.
41	Junior Medical Record Officer	B.Sc. (Medical Records) Or 10+2 (Science from a recognized board with at least 6 months Diploma/Certificate course in Medical Record Keeping from a recognized Institute/University having 5 years' experience in Medical Record Keeping in a Hospital set-up. And Ability to use computers hands on experience in office applications, spreadsheets and presentations. Typing speed of 35 words per minutes in English or 30 words per minute in Hindi
42	Fire Technician	Essential Qualification & Experience will be informed separately at the time of engagement.
43	Sanitation Inspector	i. Pass in Class 12 + Health Sanitary Inspector Course (1 Year Duration) from a recognized University/Institution. ii. Not less than 4 years of experience in a 200 bedded hospital.
44	Child Psychologist	MA/Msc in Psychology with M.Phil in Clinical Psychology And At least 2 years' experience in Child & Adolescence mental health
45	Pharmacist	1. Diploma in Pharmacy from a recognized University/Institution 2. Should be a registered Pharmacist Under Pharmacy act 1948 Desirable: Experience in Manufacture/Testing of Transfusion fluids in a reputed hospital or Industry.
46	Yoga Instructor	1. Graduate from a recognized University with diploma in Yoga from a recognized Institute by the Government. Or Graduate in Yoga Science from a recognized University. And 2. Five years' experience of teaching and training of yoga in a recognized Institution. Desirable: Experience of Yoga in Orthopaedics.
47	Speech Therapist/ Audiologist	Essential: B.Sc. Degree in Speech and Hearing from a recognized Institution / University.

		Desirable: Clinical experience in a hospital in the field.
48	Medical Physicist (Radiological Safety Officer-RSO)	M.Sc. in Medical Physics or equivalent from a recognized University/ Institution Or i. M.Sc in Physics from a recognized University ii. A Post-Graduate diploma/degree in Radiological/Medical Physics from a recognized University/ Institute. And Experience: 2 years' experience of working in Radiotherapy Department of a Hospital.
49	Dental Technician	i. 10+2 with Science from a recognized University/Board. ii. Diploma (Minimum 2 years' duration) from a recognized Institution in Dental Hygiene or Dental Mechanic; or Maxillo-Facial prosthesis and Orthodontic Appliances. iii. Registered as Dental Hygienist/Dental Mechanic with the Dental Council of India. 5 Years' Experience in the relevant field
50	Lab Assistant	Essential: a) 10 + 2 with science b) Diploma in Medical Lab Technology. Desirable: Experience: 2 years in relevant field.
51	HT Electrician	Essential: 10th class/ standard or equivalent and ITI Diploma certificate / equivalent in related trade and experience of 2 years in the relevant field.
52	JAO/ Administration	Essential: Bachelor Degree from recognized university or its equivalent. Minimum experience of 5 years to be added. Desirable: MBA / PG diploma in management from recognized institute. Knowledge of Govt rules and regulations. Proficiency in computers.
53	JAO/ Recruitment	Essential: Bachelor Degree from recognized university or its equivalent. Minimum experience of 5 years to be added. Desirable: MBA / PG diploma in management from recognized institute. Knowledge of Govt rules and regulations. Proficiency in computers.
54	IT programmer	1. MCA/(BE/B.Tech) with specialization in computers/ electronics & communications, with one year's work experience in software development; OR 2. M.Sc. in Computer Science/IT with one year's work experience in software development; OR 3. Master's degree Physics/Mathematics/Statistics/ Operation Research/ Electronics with either; Post graduate diploma in computer science and one year's experience in software development. OR; Two years' experience in software development.
55	UDC	Degree of recognized university or equivalent. Proficiency in computers. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 words per minute in Hindi. (Time allowed 10 minutes)
56	Data Entry Operator	Essential Qualification & Experience: (i) Degree from a recognized University/ Institution (ii) Should possess a speed of not less than 8000 keys Depressions per hour for Data Entry Work. (iii) Proficiency in MS Office as per "Note" below

		(iv) Experience of data entry with Govt./Semi Govt./Autonomous Institutions or Pvt. entities etc. 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.
57	LDC	Essential: 12th Class or equivalent qualification from a recognized Board or University. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 w.p.m. in Hindi. (Time allotted 10 minutes)
58	Store keeper cum clerk	Qualifications: 1. Graduate from a recognized university with one-year experience in handling stores. Desirable: Post-graduate Degree/Diploma in Materials Management from a recognized Institution.
59	Office Attendant/ MTS	Essential: 10th pass or ITI equivalent
60	Driver	10th pass from a recognized board. LMV and HMV commercial license. 2 years' experience in driving commercial vehicle.
61	Junior Accounts Officer (A/Cs)	Graduate in commerce. Possessing 5 years' experience of handling accounts work in Govt organization.
62	Cashier	Degree in commerce from recognized university or equivalent. And at least 2 years' experience of handling accounts work in a Govt organization. And Having proficiency in computer applications.
63	Account's assistant	Essential Qualification & Experience: (i) Degree in Commerce of recognized University or equivalent. Desirable: (ii) At least 2 years' experience of handling accounts work of a Government/ Private/Autonomous Bodies. (iii) Having proficiency in Tally
64	Data Entry Operator	Essential Qualification & Experience: (i) Degree from a recognized University/ Institution (ii) Should possess a speed of not less than 8000 keys Depressions per hour for Data Entry Work. (iii) Proficiency in MS Office as per "Note" below (iv) Experience of data entry with Govt./Semi Govt./Autonomous Institutions or Pvt. entities etc. 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.
65	Office Attendant/ MTS	Essential: 10th pass or ITI equivalent
66	Junior Engineer (Civil)	Essential: Graduate in Civil Engineering from a recognized University/ Institute. Desirable: 2 years" experience in design and engineering of civil projects, preferably in a Hospital Environment. Or Diploma in Civil Engineering from a recognized University/Institute. With 5 years" experience in design and engineering of civil projects, preferably in a Hospital Environment.
67	Junior Engineer (Electrical)	Essential: Graduate in Electrical Engineering from a recognized University/ Institute. Desirable: 2 years' experience in repair and maintenance of electrical systems, preferably in a Hospital Environment. Or Diploma in Electrical Engineering from a recognized University/Institute with 5 years' experience in repair and maintenance of electrical systems, preferably in a Hospital Environment.
68	Junior Engineer	Graduate in Electrical/Mechanical Engineering from a recognized

	(Mechanical/AC)	University/Institute. Desirable: 2 years' experience in repair and maintenance of large-scale Air Conditioning and Refrigeration systems. Or Diploma in Electrical/Mechanical Engineering from a recognized University/Institute With 5 years' experience in repair and maintenance of largescale Air Conditioning and Refrigeration systems.
69	Junior Engineer (Chemical and process engg)	Essential Qualifications: Graduate in Chemical and Process Engineering from a recognized University / Institute. Desirable: 2 years' experience in maintenance of water treatment plant, effluent treatment plant, sewer treatment plant. Or Diploma in Chemical and Process Engineering from a recognized University / Institute With 5 years' experience in maintenance of water treatment plant, effluent treatment plant, sewer treatment plant.
70	Junior Engineer (Electronics & Instrumentation)	Essential Qualifications: Graduate in Electrical / Electronic / Instrumentation Engineering from a recognized University / Institute. Desirable: 2 years' experience in design, maintenance and engineering of SCADA, BMS, PLC, LV installations etc. Or Diploma in Electrical / Electronic Instrumentation Engineering from a recognized University / Institute With 5 years' experience in design, maintenance and engineering of SCADA, BMS, PLC, LV installations.
71	Junior Engineer (IT & Telecom)	Essential Qualifications: Graduate in IT / Telecom Engineering from a recognized University / Institute. Desirable: 2 years' experience in web design, maintenance and engineering of IT / Telecom projects, Networking, Server, IP PBX. or Diploma in IT / Telecom Engineering from a recognized University / Institute With 5 years' experience in web design, maintenance and engineering of IT / Telecom projects Networking, Server, IP PBX
72	Assistant Store Officer	Qualifications: Essential: 1. Degree from a recognized University/ institution; 2. Post-graduate degree/Diploma in Material management from a recognized University/Institution; Or 3. Bachelor's Degree in Material management from a recognized University/Institution and 3 years' experience in store handling (preferably medical stores).
73	Office Superintendent	1. Degree of recognized university or equivalent with minimum experience of 2 yrs. 2. Proficiency in computers. 3. Typing speed @ 35 words per minute in English or 30 words per minute in Hindi. (Time allowed 10 minutes)
74	UDC	Degree of recognized university or equivalent. Proficiency in computers. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 words per minute in Hindi. (Time allowed 10 minutes)
75	LDC	Essential: 12th Class or equivalent qualification from a recognized Board or University. Skill test norms on computer Typing speed @ 35 w.p.m. in English or 30 w.p.m. in Hindi.

		(Time allotted 10 minutes)
76	Data Entry Operator	<p>Essential Qualification & Experience:</p> <p>(i) Degree from a recognized University/ Institution</p> <p>(ii) Should possess a speed of not less than 8000 keys Depressions per hour for Data Entry Work.</p> <p>(iii) Proficiency in MS Office as per "Note" below</p> <p>(iv) Experience of data entry with Govt./Semi Govt./Autonomous Institutions or Pvt. entities etc.</p> <p>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.</p>
77	Office Attendant/ MTS	Essential: 10th pass or ITI equivalent

NB: The above posts, qualification etc. as mentioned are only indicative which may be relaxed by the competent authority of AIIMS, Guwahati at the time of engagement. All these qualification and experience may vary as per the actual requirement for a job as felt necessary by the AIIMS Guwahati. The actual engagement will vary from time to time at the time of execution of Contract Agreement. AIIMS, Guwahati may withdraw any category of engagement at any time and engage the same category of manpower through any other mode during any time of the contract period.

GENERAL TERMS AND CONDITIONS:

1. The validity of the Bid/Tender Document shall be for 180 days from the date of opening of the bid.
2. Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.
3. All the pages of the tender should be signed by the competent person of the firm or his duly authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
4. All entries in the tender form should be legible and filled clearly in English Only. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, in case of any cuttings/correction in the Technical Bid, the same must be signed by the person authorized to sign the tender/bids.
5. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) have to deposit an amount equal to 5% of the total contract value towards Performance Security by way of Insurance Surety Bond/Account Payee Demand Draft/FDR from a nationalize/commercial scheduled bank/Irrevocable Bank Guarantee issued/confirmed from any of the commercial bank in favor of "All India Institute of Medical Sciences (AIIMS) Guwahati" payable at Guwahati. Performance Security should remain valid for the period of sixty (60) days beyond date of completion of all contractual obligations of the agency including statutory obligations i.e., initially for a period of 14 months from the date of signing of contract and if the contract is extended, on mutual basis, for another one year then the supplier shall extend it up to another 14 months. The performance security amount may vary depending upon increased contract value.
6. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms & conditions of the contract in addition to debarring the contractor for life time to participate in any contract process of AIIMS Guwahati and claiming compensation as per the laws.
7. The bid shall be valid and open for acceptance of the Competent Authority for a period of 180 days from the date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder(s) shall not be entertained.
8. To assist in the analysis and evaluation 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.
9. **After evaluation, the work shall be awarded to the eligible bidder**

complying with all Acts/Provisions stated/referred to adherence in the tender as per the evaluation guidelines, described in the QCBS Methodology in this bid document.

10. AIIMS, Guwahati will be at the discretion to decide to whom the contract will be awarded as per the terms and conditions of this tender. Such decision by the authority shall be final.
11. The agency has to comply with all statutory dues/charges in respect of the staffs as engaged by them under the scope of this contract. **The agency will not recover any charges more than any statutory charges as deposited by him from the wage bill of its staffs. Statutory liabilities of the employer part like EPF @ 12% of Rs. 15,000/- per month, EPF Admin Charges @ 1% of Rs. 15,000/- per month, ESI-employer contribution @ 3.25% of up to Rs. 21,000/-p.m. can be claimed from Principal Employer (AIIMS, Guwahati) in monthly billing.**
12. **AIIMS, Guwahati reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Guwahati also reserves the right to reject any bid which in its opinion is non-responsive/ not-viable or violating any of the conditions/ specifications without any liability to any loss whatsoever it may cause to the bidder in the process.**
13. Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected out- rightly.
14. The period of the contract may be extended for mutually agreed period after the successful/ satisfactory completion of initial contract & based on the manpower requirement at that time or 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 AIIMS, Guwahati. However, AIIMS Guwahati 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. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year and any violation will lead to forfeit the Performance Security.
15. The number and arrangement of deployment of the manpower is without prejudice to the right of Authority of AIIMS, Guwahati 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 AIIMS, Guwahati. The decision of the AIIMS, Guwahati in this regard will be final.
16. The manpower those who are posted to work in the different areas of AIIMS 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.
17. There shall be no master and servant relationship between AIIMS, Guwahati and the persons deployed through the Agency. The agency will be the sole employer of the 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, 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 AIIMS, Guwahati in connection with any loss or damage caused to the workers as engaged by the agency.

18. 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.
19. 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.
20. The Agency shall ensure fulfillment of qualifications (academic/professional), skills, experience and other engagement conditions as mentioned in this tender document in respect of his workers to be engaged at AIIMS, Guwahati 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 AIIMS rule or AIIMS, Guwahati may ask the Agency to engage any other category of personnel having prescribed qualification & experience at later 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 their staffs as engaged by him while working at AIIMS, Guwahati the amount of the compensation as decided by the AIIMS, Guwahati will be final and agency will accept the same and AIIMS Guwahati will extend no financial or any other benefit in this regard.
21. The full particulars of the personnel to be deployed by the Agency including their names, addresses and identity proof shall be furnished to the Administration, AIIMS, Guwahati 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 AIIMS, Guwahati 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 contractor has to provide required suitable manpower within two days of the intimation received from the authorized official of the AIIMS, failing which the same will be construed as violation of the terms and condition of the contract.
22. The Agency shall not deploy or shall discontinue deploying the person(s), unless asked for by the Administration, at any time without assigning any reason whatsoever. In case the authorized official of AIIMS Guwahati intimate to disengage or replace any workers, the agency will comply the same immediately. Outsourced staffs already working in existing contract shall not be changed without permission from the authorized official of AIIMS Guwahati.

23. 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 AIIMS, Guwahati. Attendance Register shall be maintained in respective Departments/Offices, copy of which shall be enclosed along with the monthly bill by the Agency. In case the AIIMS Guwahati Authority introduces Bio-metric attendance for these workers as engaged by the agency, the staffs of the agency have to follow the same. The agency will make available the attendance registers as maintained by him for cross checking by the AIIMS Guwahati Authority.
24. A senior level representative of the Agency shall visit AIIMS, Guwahati at least once- a- day/as and when required and comply the requirement. During the visit, Agency's representative will meet the Administration, AIIMS, Guwahati/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 AIIMS, Guwahati is not divulged or disclosed to any person by the personnel deployed by it.
25. The Agency shall ensure that any replacement of the personnel, as required by the Administration, AIIMS, Guwahati for any reason specified or otherwise, shall be effected promptly without any additional cost to the AIIMS, Guwahati. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of AIIMS, Guwahati at Agency's own cost.
26. The Agency shall provide reasonably good Photo Identity Cards to its personnel deployed at AIIMS, Guwahati at its own cost and ensure that these cards are to be constantly displayed, maintained in good condition.
27. The Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Guwahati / MoH&FW / Govt. of India / any State or any Union Territory.
28. The day-to-day functioning of the services shall be carried out in consultation with concerned departments of AIIMS, Guwahati. Proposals for efficient functioning shall be discussed, considered and implemented from time to time by the agency with approval of competent authority of AIIMS, Guwahati.
29. The Agency shall be solely responsible for compliance of all the provisions of various Labour and industrial laws and amended from time to time relating to wages, allowances, EPF, ESI Acts and amendments thereto etc. relating to personnel deployed by it at AIIMS, Guwahati. In case of any accident caused to them then 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 01st of every month without fail and irrespective of any delay in settlement of its bill by the Administrative/Accounts Department, at AIIMS, Guwahati for

whatever reason and without deducting any commission except PF & ESI from the wages paid by the AIIMS, Guwahati. **The agency is required to pay the monthly wages to its workers as engaged through online/net banking only directly to the saving bank accounts of all the workers and a certified printout of the banking transaction is to be submitted to the AIIMS along with the monthly wage bill for payment.**

30. As and when AIIMS, Guwahati 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 or as to be given by the Administration, AIIMS, Guwahati.
31. The Executive Director, AIIMS, Guwahati has the right to depute a team for inspecting and verifying the documents and records maintained by the agency at any time. The books of accounts of the Agency as regards to this outsourcing work shall be open for examination by the Institute as and when required.
32. In case of non-compliance/non-performance of the services according to the terms of the contract, the Competent Authority of AIIMS, Guwahati shall be at liberty to make suitable deductions from the bill without **prejudice** to its right under other provisions of the Contract.
33. The Agency shall be solely liable for all payment/dues of the personnel deployed by clearly specifying the deductions on account of EPF, ESI and other statutory obligations etc. The Agency shall fully indemnify AIIMS, Guwahati against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment /work in AIIMS, Guwahati. Any complaint towards non- payment of wages, other liabilities and statutory obligations will lead to immediate termination of contract with penalty.
34. The decision of the AIIMS, Guwahati in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
35. 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 the Institute. The Agency/bidder should have insured his employee at his own cost. No separate charges will be paid/reimbursed by AIIMS, Guwahati. 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.
36. In case of any dispute between the Agency and AIIMS, Guwahati, the AIIMS, Guwahati shall have the right to decide. However, all matters of jurisdiction shall be under the jurisdiction of the local courts located at Guwahati.
37. 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 AIIMS, Guwahati. The provisions of Arbitration and Conciliation Act 1996 and amendments thereon shall be applicable.

38. 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 or Performance Security.
39. Bidders are hereby requested to go through the bid documents thoroughly and submitted their bids accordingly. **In the event if it is observed that the bidder has under quoted and indulged unfair practice regarding compliance of existing wage structure of the institute, less disbursement of wages to the outsourced personnel, violation of any clauses of bid documents in any manners whatsoever, the bidder will be barred for participating any bid in future (life time)** and the institute will take appropriate action as may be deemed fit, including cancellation of contract & forfeiting of Performance Security.
40. The service provider must provide Photo ID card (at his own cost) to the employees deployed under his payroll.
41. The service provider shall disburse monthly salary / wages to the employees deployed under his payroll on or before 1st day of every month along with pay slip to be provided to the individual person.
42. An agreement shall be signed with the successful bidder as per specimen enclosed at Annexure-VIII.
43. Goods & Service Tax (GST).
The supplier/Contractor/Firm is advised to comply all the GST Norms as per Rules. Accordingly, Supplier/Contractor/Firm is to submit the Original Challan/Voucher justifying that it has been actually and genuinely paid to the Govt. at the time of submission of Bills to Finance Wing for release of Payments.
44. The bidder should comply the provisions under Contract Labour (Regulation & Abolition) Act, 1970 and as amended from time to time. The agency/bidder who qualify the bidding process should submit Labour License within 30 days, upon issuance of FORM III by the Institute, failing which penalty @Rs.50/- per manpower deployed will be charged. Penalty for non-submission of Labour License will increase @Rs.25/- per manpower deployed in every 15 days, for non-submission of the same.
45. The bidding process shall encompass Department of Expenditure, Ministry of Finance, OM no: F.20/2/2014-PPD(Pt.) dated 20.09.2016.
46. **In the event, if it is observed that the bidder has under quoted and indulged unfair practice regarding compliance of existing wage structure of the Institute, less disbursement of wages to the outsourced personnel, violation of any clauses of bid documents in any manners, whatsoever, the bidder will be barred for participating any bid in future (life time) and the Institute will take appropriate action as may be deemed fit, including cancellation of contract & forfeiting of Performance Security.**

All the copies of the documents as enclosed with the Technical Bid and Price Bids are to be self-attested.

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

Award of Contract: - After due evaluation of the bid(s), Institute will award the contract to the bidder with highest evaluated score subject to receipt of Performance Bank Guarantee in prescribed format (Annexure-VI) and its verification. The Institute will have the option to renegotiate the price with contract holders.

Execution of Contract:

The Agency will be bound to Execute the agreement for providing Manpower within 30 (Thirty) days from the date of Notification of Award (NOA). Extension may be considered/allowed (subject to approval from Competent Authority) provided that the request is received within 10-15 days of receipt/acceptance of NOA. Thereafter suitable action as deemed fit will be initiated. The AIIMS, Guwahati will recover the general damages or extra expenditure incurred for manpower service shall be deducted from their pending bills. The above shall be in addition to forfeiture of Bid Security and blacklisting of the firm depending upon the circumstances of the default /merit of the case.

The selected Agency shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours and on holidays. The person should be capable of taking orders and making arrangement for Providing manpower on short notice to AIIMS Guwahati. The selected Agency should submit two working mail IDs for all official correspondence which will be registered in the vendor directory. Any changes in the Mail IDs must invariably be informed immediately to AIIMS, Guwahati.

PAYMENTS:

Bills in triplicate should be raised for payment complying statutory obligations/dues like PF, ESIC etc. as per applicable rules. Payment shall be released after deducting TDS as per Income Tax Rules, GST Rules and any other deductions as per Government rules.

The bills raised by the Agency should have all tax registration numbers printed on bill (i.e PAN & GST No.). The bills should include the payment disbursed to outsourced employee with payment details on account of disbursement of ESI/EPF/Professional Tax and any other statutory obligations. The agency should submit certificate to the effect of GST charged to AIIMS, Guwahati. The bill shall be signed by the authorized signatory of the firm across a revenue stamp. Validity of the tax registration during the currency of contract shall be the sole responsibility of the Agency. The bill shall be raised indicating permissible taxes separately and the copies of proof of

GST or other applicable taxes deposited to Tax Authorities by the firm for recent period, just before the submission of Bills must also be enclosed for reference of AIIMS Guwahati authorities. Bills shall be released after verifying the actual disbursement of ESI & EPF contribution made to the outsourced employee. In the event if it is observed that the agency did not disburse the contribution of ESI/EPF in respect of outsourced staffs, even though the same has been claimed by the agency in the bill, the Institute shall take appropriate action against the agency as may be deemed fit, including cancellation of contract, debarment for participating in future bidding, forfeiting performance security and shall take up the matter with EPFO & ESIC, Min. of Labour and Employment, Govt of India.

PENALTY CLAUSE:-

The selected firm(s) shall not be allowed to transfer, assign, pledge or sub-contract its rights and the contract will be valid from the date it is awarded/formalities completed. This office will, however, reserve the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed shall be required to be rectified and compliance reported. This office reserves the right to Suo-moto terminate the contract by giving one month's notices at any point of time, without any financial obligations upon the Institute.

The Agency shall be bound by the details furnished by him/her to the All India Institute of Medical Sciences (AIIMS) Guwahati while submitting the tender or at subsequent stage. Upon selection of the agency, if at any stage, the documents furnished by him/her is found to be false, it would be deemed to be a breach of terms of contract, the contract shall be cancelled, legal action as deemed fit will be taken and performance security shall stand forfeited.

PERFORMANCE SECURITY DEPOSIT: -

The successful Bidder will be liable to deposit an amount equal to 5% of the Contract Value towards Performance Security by way of Insurance Surety Bond/Account Payee Demand Draft/FDR from a nationalize/commercial bank/Irrevocable Bank Guarantee issued/confirmed from any of the commercial bank in favour of "All India Institute of Medical Sciences (AIIMS) Guwahati" payable at Guwahati.

Performance Security should be kept valid beyond 60 days after completion of obligations under the contract i.e. initially for a period of 14 Months from the date of signing the contract and if the contract is extended, on mutual basis, for another one year then the supplier shall extend it up to another 14 months.

The Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

DISPUTES AND ARBITRATION:

All disputes or differences arising during the execution of the contract shall be resolved by mutual discussion, failing which the matter will be referred to an Arbitrator who will be appointed by the Executive Director, AIIMS Guwahati for arbitration for settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment(s), whose decision shall be binding on the contracting parties.

POWER TO IGNORE MINOR DEVIATION:

AIIMS, Guwahati reserve the right to ignore any trivial nature of deviation in tender documents while processing the tender. The Institute may also seek any clarification / documents to substantiate the claim of the bidder at the later stage if felt necessary by Tender Evaluation Committee (TEC). However, the bidder cannot claim it as a matter of right and will be bound to comply the Terms & Conditions of the Tender without citing the ground of trivial deviation / seeking of the clarification/ documents in support of the cancellation of his/ her bid.

LAW GOVERNING THE CONTRACT AND JURISDICTION:

The contract shall be governed under Indian Contract Act 1872 and instructions thereon from the Government of India. The appropriate Court at Guwahati shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

Debarment from bidding:

- (i) A bidder shall be debarred if he has been convicted of an offence-
 - (a) under the Prevention of Corruption Act, 1988; or
 - (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- (ii) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.

Code of Integrity:

No official of the bidder shall act in contravention of the codes which includes

- (i) Prohibition of
 - (a) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or other wise to influence the procurement process.
 - (b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - (c) Any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
 - (d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement

process or for personal gain.

- (e) Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
- (f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- (g) Obstruction of any investigation or auditing of a procurement process.
- (h) Making false declaration or providing false information for participation in a tender process or to secure a contract;

(ii) Disclosure of conflict of interest.

(iii) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause with any entity in any country during the last three years or of being debarred by any other procuring entity.

The Institute 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 Executive Director, AIIMS Guwahati reserve absolute right to accept or reject, increase or decrease the order quantity, any or all the terms of the tender without assigning any reasons thereof and also to cancel the supply at any time without assigning any reason.

Seal & Signature of Bidder

Name of the E-Tender:

Selection of Agency for providing manpower on job outsourcing basis at AIIMS, Guwahati

UNDERTAKING

FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER DOCUMENT

**To,
The Executive Director
AIIMS Guwahati**

Sir,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The service charges quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/We undersigned hereby bind myself/ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES, GUWAHATI - 781101 to supply the approved awarded manpower service in the approved prices to AIIMS Guwahati.
3. The Manpower which shall be provided will be as per the requirement of the institution. The decision of the Executive Director, AIIMS Guwahati, India (herein after called the said officer) as regard to manpower service shall be final and binding on me/us.
4. I/We hereby undertake to supply the manpower service during the validity of tender as per directions given in supply order/NOA/ executive order within stipulated period positively.
5. If I/We fail to supply the Manpower service in stipulated period, necessary action can be taken by the Executive Director, AIIMS Guwahati who has full power to compound or forfeit the Bid Security/ Security deposit.
6. If it is deemed necessary to change any person due to poor performance /any wrong practice, person shall be replaced by me/us to prevent inconvenience failing which penalty will be imposed as per penalty clause.
7. Performance Security, amounting to 5% of the Contract Value, in the form, as mentioned in bid document, shall be furnished by me/us at the time of signing of the Agreement which shall remain in the custody of the Executive Director, AIIMS, Guwahati till the validity of the Contract period

plus two months (i.e. valid for 14 months) from the date of signing the contract.

8. I/We declare that no legal/financial irregularities are pending against the proprietor Partner/Director of the tendering firm.
9. I/we undertake that we will make payment of consolidated remuneration as specified against each post to the manpower deployed through me/us on regular basis by 1st of every month following the month of deployment through NEFT/ bank transfer to the bank account numbers submitted by such personnel after deduction of statutory dues only. No other hidden charges will be deducted from such consolidated remuneration.
10. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything, adverse comes to the notice of the Institute during the validity of tender period, the Executive Director, All India Institute of Medical Sciences, Guwahati (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of Bidder
With seal of firm
(Name of Bidder)

Place

Date.....

Name of the E-Tender:
Selection of Agency for providing manpower on job
outsourcing basis at AIIMS, Guwahati

CRIMINAL LIABILITY UNDERTAKING

(To be executed on ₹ 10/-Non-judicial Stamp Paper duly attested by Public Notary)

I..... S/o.....Resident of
.....
.....

do solemnly pledge and affirm that,

1. I am the Proprietor/ Partner/ Director/ authorized signatory of M/s.....
2. No police case and/or case by CID/CBI/FEMA/Income Tax/ GST and other statutory authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted by any Government authority/ organization.

Signature

(Name)

Seal of the participating Bidder Company

Affirmation / Verification by
Notary Public

Name of the E-Tender:

Selection of Agency for providing manpower on job outsourcing basis at AIIMS, Guwahati

Performance Statement Form

Name of the Firm

Sl No	Name of the Organization with complete address & Telephone Nos.to whom services provided	From	To	Nos. of man power Provided	Total Contract Amount(in Rs.) with clear documentary evidence	Reason for Termination if any

Signature and seal of the Bidder

.....

Place :

Date :

Note : Self attested Documents to be attached-

- (a) Complete PO copies/Completion certificate issued by above mentioned organization.
- (b) PO copy of executed single order with minimum value of Rs.5.00 crore (Rupees Five Crore) as per point no.3 of Eligibility criteria.
- (c) PO copy of executed order with deployment of minimum 200 persons throughout the year in any financial year as per point no.4 of Eligibility criteria.

Name of the E-Tender:**Selection of Agency for providing manpower on job outsourcing basis at AIIMS, Guwahati****Turnover Certificate****(Rs. In Crores)**

This is to certify that the turnover as mentioned below during last five financial years of M/s _____ is as per the figures appearing in the Financial statements of the firm/ company.

Financial Year	Annual turnover out of providing manpower service(A)	Annual turnover from other sources like trading activity etc.(B)	Total Turnover (A+B)
2017-2018	Rs.		
2018-2019	Rs.		
2019-2020	Rs.		
2020-2021	Rs.		
2021-2022	Rs		
Cumulative Turnover			

Seal and signature of the CA

Membership No.

Phone/Mobile No:

Note:-

- Annual turnover for providing manpower services should not include gross receipts from services provided for Security services, watch man, housekeeping services and any other services.
- The above figures must tally with annual Audited Financial Statement submitted for the last 05(Five) financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).

Authorized Signatory of bidder

Name of the E-Tender:

**Selection of Agency for providing manpower on job outsourcing basis
at AIIMS, Guwahati**

Financial Bid

1. Name of tendering Firm/Company:
- 2.

Sl. No	Description	Rate (In Percentage)
1	Service Charges to be charged by the agency (Uniform/same rate) for different categories of Manpower Services.	

Note:

1. Service provider agency has to fill the percentage (%) of service charges on total monthly bill for all categories of human resources/ manpower provided which should not be less than 3.85%. The rate of service charge is to be same for all categories of posts. No other charges would be payable by the Institute.
2. The agency has to comply with all statutory dues/charges. The agency will not recover any charges more than statutory charges from the wage bill of its deployed staff. Statutory liabilities of the employer part like EPF @12% p.m of Rs 15,000/-, EPF admin charges @ 1% of Rs 15,000/- p.m, ESI- employer contribution @3.25% of up to Rs 21,000/- p.m. can be claimed from Principal Employer (AIIMS, Guwahati) in monthly billing.
3. GST is to be charged extra on monthly bill including service charges.
4. TDS will be deducted as per Govt. norms.
5. The Lowest Bidder (L1) shall be determined on the basis of service charges quoted by the bidders. The service charges should not be less than **3.85% (3% profit plus transaction charges, which are 0.85% at present)** of the consolidated wage and maximum two digits after decimal point is to be taken for evaluation.
 - i.) **If two or more agencies have quoted same percentage of lowest service charge, then the lowest bidder amongst them will be decided based on the highest value of QCBS marks and Minimum service charges.**

Or

 - ii.) **If two or more agencies have quoted same percentage of lowest service charge and obtained same highest value of QCBS total marks, then the lowest bidder amongst them will be decided based on the highest value of QCBS marks (based on Annexure -VII QCBS criteria Sl. no- 01+02+03) and Minimum service charges.**

6. The service charge is to be at Percentage common to all categories. The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulations.

7.The bidder will be barred for participating any bid in future (life time) In the event if it is observed that bidder has under quoted and indulged unfair practice regarding compliance of existing wage structure of the institute, less disbursement of wages to the outsourced personnel, violation of any clauses of bid documents in any manners and the institute will take appropriate action as may be deemed fit, including cancellation of contract & forfeiting of Performance Security.

8. That I/We undertake that the information given in this tender are true and correct in all respects.

Signature of the bidder with seal.

Date:

Place:

**Form of Performance guarantee / Bank
guarantee bond**

In consideration of the Executive Director of All India Institute of Medical Sciences Guwahati (hereinafter called "AIIMS Guwahati") having offered to accept the terms and conditions of the proposed agreement between AIIMS Guwahati and (hereinafter called "the said Vendor(s)") for the supply, installation & commissioning of (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for **an amount equal to 5% of the Contract Value** as a performance guarantee from the vendor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement with reference to tender No.....

1. We, (Here in after referred to as "the Bank") hereby undertake to pay to the AIIMS Guwahati an amount equal to 5% of the Contract Value..... on demand by the AIIMS Guwahati.
2. We, (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the AIIMS Guwahati stating that the amount claimed as required to meet the recoveries due or likely to be due from the said vendor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. (Rupees..... only)
3. We, the said bank further undertake to pay the AIIMS Guwahati any money so demanded notwithstanding any dispute or disputes raised by the vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the vendor(s) shall have no claim against us for making such payment.
4. We,..... (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the AIIMS Guwahati under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Executive Director AIIMS Guwahati on behalf of the Government certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Vendor(s) and accordingly discharges this guarantee.
5. We, (indicate the name of the Bank) further agree with the AIIMS Guwahati that the Institute shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Vendor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said vendor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Vendor(s) or for any forbearance, act of omission on the part of the AIIMS Guwahati or any indulgence by the AIIMS Guwahati to the said Vendor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor(s).

7. We..... (indicate the name of the Bank) lastly undertake not to revoke this Guarantee except with the previous consent of the AIIMS Guwahati in writing.
8. This guarantee shall be valid up to unless extended on demand by the AIIMS Guwahati.

Notwithstanding anything mentioned above, our liability against this guarantee is restricted to **5% of the Contract Value**..... and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated theday offor(indicate the name of the Bank)

(Name, designation and code No. of the Bank Officer(s) signing the guarantee)

(Address & other details of the Controlling Officer of the branch of the bank issuing the BG)

Evaluation Methodology of Technical Proposal
(Through Quality cum Cost Based Selection - QCBS Methodology)

1. A two-stage procedure shall be adopted in evaluation the proposals. The selection will be done using Quality cum Cost Based Selection (QCBS) process. 70% weightage would be given to the Technical evaluation and 30% weightage would be given to the Financial bid. Contract shall be awarded to the bidder getting the highest total score as per QCBS matrix.
2. AIIMS Guwahati is intended to award the entire contract under the tender to only one successful bidder. AIIMS Guwahati will open the price bids, on a date to be announced later, of only those bidders whose bids are techno-administratively acceptable.
3. Technical evaluation will be done by a Committee constituted by Executive Director of AIIMS, Guwahati.
4. The bid of any bidder who does not met the eligibility criteria and/or has not complied with the conditions prescribed in the terms and conditions will be summarily rejected. Technical evaluation of only eligible bids shall be carried out.
5. **The location of Office of Manpower Services should be available within 100 km radius of AIIMS Guwahati.** In the event, an eligible bidder/agency, doesn't have registered office / branch in Guwahati or within 100 Kms from Guwahati, the eligible bidder/agency has to give an undertaking that the bidder/agency will open a registered office / branch within the periphery, as described above, before executing the operation of manpower deployment/work order.
6. **The minimum service charges shall not be less than 3.85%.**
7. The price bids of only those firm/agencies who qualify technically will be opened. The proposal with the lowest cost bid will be given a financial score of 100 and the other proposals will be given financial score that are inversely proportionate to their cost bids.
8. **Technical Evaluation: -**
 - A. For technical evaluation of only such bidder will be done who would be found qualified under administrative evaluation in respect of terms and conditions of the tender.
 - B. In technical evaluation matrix as given above will have maximum marks 100.
 - C. Technical evaluation will have a weightage of 70%.
 - D. Technical evaluation will be done only based on valid/acceptable supporting documentary evidence submitted along with technical bid. In case, there is no supporting documentary evidence for some of the point in the bid, zero marks will be given for such points.
 - E. The evaluation will be as per the formula given below and will be shortlisted for price bid opening.
 - F. Formula: Evaluated technical score will be based on the actual marks (out of a maximum of 100). i.e. {[Actual Marks obtained by the bidder / maximum marks (100)] X 70}

9. Financial Evaluation: -

- A. Financial evaluation will have a weightage of 30%.
- B. Formula for Financial Evaluation will be $\{(L1 \text{ quote}/\text{Bidder's quote}) \times 30\}$.
- C. A bidder ascertained as L1 as per the quoted price and evaluated total financial implications in the tender will get full marks in financial evaluation.
- D. Other bidders will get proportionate marks in financial evaluation e.g. a bidder ascertained as L1 as per the quoted service charge and evaluated total financial implications for the tender say service charge @ 3.85% will get maximum marks as 30.

For another bidder this figure of service charge quoted as @ 7%, so according to formula, he will get $[(3.85/7) \times 30] = 16.5$.

10. Final Evaluation and award of Contract: -

- A. Final evaluation will be on the basis of highest marks obtained after summing up evaluated technical score and evaluated financial score.
- B. The bidder obtaining highest marks in final evaluation will be eligible for the award of the work.

Note: Bidders are required to submit the required supporting documents sought in the QCBS matrix for evaluation under QCBS criteria.

ANNEXURE- VII

Data for Evaluation of Technical Bid (QCBS Matrix)

Sl No	Evaluation Criteria	Max Marks	Marks scored
1	<p>Value of executing a single Manpower of outsource staff contract in a Government Medical College/ Government Hospital/PSUs/State and Central Corporations/reputed national level private Organization.</p> <ul style="list-style-type: none">1. For more than or equal to Rs 20 Crores – Marks (15/15)2. For more than or equal to Rs 17 Crores but less than Rs 20 Crores – Marks (12/15)3. For more than or equal to Rs 14 Crores but less than Rs 17 Crores - Marks (09/15)4. For more than or equal to Rs 11 Crores but less than Rs 14 Crores - Marks (06/15)5. For more than or equal to Rs 08 Crores but less than Rs 11 Crores - Marks (05/15)6. For more than or equal to Rs 05 Crores but less than Rs 08 Crores - Marks (03/15)7. Value of Contract less than Rs 05 Crore- Marks (0/15) <p>For Experience, Single Completed contract running for at least one year without any break during the financial year, 2019-20 or 2020-21 or 2021-22 will be considered. Copies of the following documents mandatorily need to</p>	15	

	<p>be produced (In case the bidder fails to submit any of the following documents the experience will not be considered).</p> <p>a) Certificate duly certified by the Statutory Auditor</p> <p>b) Copy of the Contract /Purchase order/ Extension letters without any break showing continuous services for a minimum period of one year. Satisfactory performance Certificate issued by the Client with work executed amount and completion date.</p> <p>Note: The value of contract inclusive GST will be considered.</p>		
2.	<p>Number of manpower of outsource contract supplied against a single contract of at least Three years duration (2019-20, 2020-21 & 2021-22 either same or in different establishment) in any Government Medical College/ Government Hospital of National Importance/ PSUs /Sate and Central Corporations/reputed national level private organizations.</p> <p>1. Number of outsource manpower supplied more than 500 in a single contract of during last three years. - Marks (15/15).</p> <p>2. Number of manpower of outsource staff contract supplied more than or equal to 300 but less than 500 in a single contract during last three years - Marks (10/15).</p> <p>3. Number of manpower of outsource staff contract supplied more than or equal to 200 Nos. but less than 300 Nos. in a single contract during last three years - Marks (5/15).</p> <p>4. Number of manpower of outsources staff contract supplied less than 200 Nos. in a single contract during last three years - Marks (0/15).</p> <p>For Experience, Single Completed contract running for at three years (2019-20, 2020-21 & 2021-22 either same or in different establishment) without any break during the financial year. Copies of the following documents mandatorily need to be produced (In case the bidder fails to submit any of the following documents the experience will not considered).</p> <p>a. Certificate duly certified by the Statutory Auditor</p> <p>b. Copy of the Contract /Purchase order/ Extension letters (if any) showing continuous services of at least three years duration (either same or in different establishment). Satisfactory performance Certificate</p>	15	

	issued by the Client.		
3	<p>Average Annual Turn Over of the bidder for preceding Five financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22) based on its audited financial statement. (Turnover should be inclusive of GST)</p> <ol style="list-style-type: none"> 1. Average Annual Turnover of More than or equal to Rs. 20 Cr. -Marks (15/15). 2. Average Annual Turnover of more than Rs. 18 Cr. but below Rs. 20 Cr. -Marks (12/15). 3. Average Annual Turnover of more than Rs. 15 Cr. but below Rs. 18 Cr. - Marks (09/15). 4. Average Annual Turnover of more than Rs. 12 Cr. but below Rs. 15 Cr. - Marks (06/15). 5. Average Annual Turnover of more than Rs. 9 Cr. To below Rs. 12 Cr. - Marks (03/15). 6. Average Annual Turnover of less than Rs. 9 Cr.- Marks (0/15). <p>Audited financial statement of (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22) certified by the statutory auditor to be submitted</p>	15	

4	<p>Cumulative Value of the manpower of outsource staff contracts executed in the last three years (valid from 1st April 2019 to 31st March 2022 with minimum duration of each contract being not less than one year) duly certified by the statutory auditor, in any Government Departments/ Government Institutions/ Public Sector Undertakings / Public Section Banks / Reputed Public Ltd. Companies / Government Hospital/ Government Medical Colleges/Autonomous Institutions Note: - The values should be inclusive GST.</p> <ol style="list-style-type: none"> 1. Cumulative value of more than or Equal to Rs. 20 Cr.– Marks (15/15) 2. Cumulative value of more than or equal to Rs. 18 Cr. but less than Rs. 20 Cr. – Marks (12/15) 3. Cumulative value of more than or equal to Rs. 15 Cr. but less than Rs. 18 Cr. – Marks (09/15) 4. Cumulative value of more than or equal to Rs. 12 Cr. but less than Rs. 15 Cr. – Marks (06/15) 5. Cumulative value of more than or equal to Rs. 9 Cr. But less than Rs. 12 Cr. – Marks (03/15) 6. Cumulative value less than Rs. 9 Cr., – Marks (0/15). <p>For Experience, only the completed contracts and those that are running for more than one year up to 31-03-2022 (1st April 2019 to 31st March 2022) will be considered. Copies of the following documents mandatorily need to be produced (In case the bidder fails to submit any of the following documents the experience will not be considered).</p> <ol style="list-style-type: none"> a) Certificate duly certified by the Statutory Auditor. b) Copy of the Contract /Purchase order/ Extension letters without any break showing continuous services for a minimum period of one year. c) Satisfactory performance Certificate issued by the Client. 	15	
5	<p>Number of Running contracts of similar nature (manpower of outsource staff of minimum 200 Nos.) in hand during the financial year 2021-22 in Central/ State Government Organizations/ PSU/ Public Sector Banks/ Medical College/ Government Hospitals/reputed national level private organizations.</p> <ol style="list-style-type: none"> 1. No. of contracts more than or equal to 10 –Marks (15/15) 2. More than or equal to 07 but less than 10 - Marks (10/15) 3. More than or equal to 05 but less than 07 - Marks (05/15) 4. Less than 05 Contracts – Marks (0/15) <p>Copy of the Contract /Purchase order/ Extension letters without any break showing continuous services for a minimum period of one year.</p>	15	

6	<p>Experience of executing manpower of outsource staff contract in a Government Medical College/ Government Hospital/Hospitals under PSUs/State and Central Corporations/reputed national level private hospital as per hospital beds.</p> <ol style="list-style-type: none"> 1. For more than or equal to 750 beds - Marks (5/5) 2. For more than or equal to 650 but less than 750 beds – Marks (4/5) 3. For more than or equal to 550 but less than 650 beds – Marks (3/5) 4. For more than or equal to 450 but less than 550 beds – Marks (2/5) 5. Less than 450 beds - Marks (0/5) <p>For Experience, Single Completed contract running for at least one year without any break during the financial year 2019-20, 2020-21 and 2021-22 (1st Apr 2019 to 31st March 2022) will be considered.</p>	05	
7	<p>Training, Site Visit, satisfactory work performance & work plan presentation (Total 20 marks)</p> <p><u>Satisfactory Performance & work plan:</u> Performance certificate issued by organization head, M.S. or authorized nominee {certifying total manpower, duration of the contract, complaints, number of penalties & their quantum, warnings & show cause notices} and/or site visit by a committee.</p> <p>Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min. (10 marks)</p> <p>Visit to healthcare organization where the bidder is providing manpower services (10 marks)</p> <p>Copies of the following documents mandatorily need to be produced (In case the bidder fails to submit any of the following documents the experience will not be considered).</p> <ol style="list-style-type: none"> a. Copy of the Contract /Purchase order/ Extension letters without any break showing continuous services for a minimum period of one year. b. Satisfactory performance Certificate issued by the Competent Authority of the Client with work executed amount and completion date. 	20	
Total marks		100	

Note: -

- a) **Bidder having qualifying 60 marks out of 100 will be eligible for financial bid opening and further process of evaluation.**
- b) Final evaluation will be on the basis of highest marks obtained after summing up evaluated technical score and financial score.
- c) The bidder obtained highest marks in final evaluation will be eligible for award of the contract subject to fulfilling all other terms and conditions.

In case of tie in the highest evaluated score among the bidders, the bidder having lowest total financial implication will be awarded the contract. Even if there is a tie, then the bidder with the highest value of cumulative gross turnover arising out of manpower service for last 05(Five) years will be awarded the contract.

(Based on Turnover Certificate furnished as per Annexure IV corroborated by Audited Financial Statement/ IT Returns during the year 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.)

Format for Financial Bids

Bidders have to quote this commission as PERCENTAGE (should not be less than 3.85 %) of total amounts to be paid by the Institute for the employees through the agency. This commission will be treated as service charge or any similar nomenclature to be paid additionally by the institute for the benefit of the agency.

**(To be made on Rs 100.00 Non-Judicial
Stamp Paper)**

CONTRACT AGREEMENT FOR PROVIDING MANPOWER ON JOB OUTSOURCING

This agreement is made at Guwahati on this ____ day of _____ month Two Thousand Twenty-Three between the All India Institute of Medical Sciences, Guwahati – 781101 (*herein after* 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 Party**.

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 Party**.

WHEREAS the „Client“ is desirous to engage the “Agency” for providing Manpower for AIIMS, GUWAHATI at Guwahati on the terms and conditions stated below:

1. All the Terms & Conditions of the tender document will form part of this agreement.
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, ESI, etc. relating to personnel deployed in AIIMS, Guwahati. 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 AIIMS, Guwahati 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 AIIMS, Guwahati.
6. In case of non-compliance of any conditions of 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 for an amount equal to 5% of the Contract Value, in the form of Fixed Deposit Receipt or Irrevocable Bank Guarantee in favour of AIIMS Guwahati from a scheduled bank shall be furnished by the Agency at the time of signing of the Agreement.
8. The Agency shall be fully responsible for timely monthly payment of wages/salary i.e. by 1st of every month following the month of deployment without fail and any other dues to the personnel deployed at AIIMS, GUWAHATI as per rates mentioned in the Schedule without any deductions except PF & ESI as admissible.
9. The personnel provided by the Agency will have no claim to become the employees of AIIMS, GUWAHATI under any circumstances and there will be no Employee and Employer relationship between the personnel engaged by the Agency & AIIMS, GUWAHATI

10. There would be no increase in service charges payable to the Agency during the contract period.
11. The Agency also agrees to comply with annexed Terms and Conditions of the Tender and amendments thereto from time to time. Decision of Client in regard to interpretation of the Terms and Conditions of the Tender shall be final and binding on the Agency.
12. 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 Service Tax will be paid by AIIMS, Guwahati. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.
13. In case of any dispute between the Agency and Client, Client shall have the right to decide and settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment(s), and the decision of Arbitrator shall be binding on the contracting parties. However, all matters of jurisdiction shall be at the local courts of Guwahati.
14. 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.
15. In addition to above, all other terms and conditions expressed and implied and essential for execution of this agreement as per Tender enquiry document will form part of this agreement.
16. Their deployment will be in general shifts or round the clock in 3 shifts at AIIMS, Guwahati. In case of duty in shifts, one shift will be considered as 1-day duty. The outsourced staffs will be entitled for 1.5 day leave in each month (18 days leave in a year) apart from leave on account of Gazetted Holiday and Sunday. In case duty performed in Gazetted Holiday and Sunday, the outsourced staffs will be eligible for leave in any day of the week. Un-availed leave shall be carrying forward to next month and all such accumulated shall expire in the event new contract executed with new agency.
17. The Second Party will not indulge in any unfair practice such as quoting less bid price or any other means which will affect the existing wage structure of the Outsourced staff deployed in the institute in various capacity.
18. The Second Party confirm the understanding & consent on the following points:
 - i) The existing wage structure of the outsource staff will not be reduce in any case during validity of my contract period.
 - ii) The Second Party will not disburse wages less than the salary structure mentioned in the bid documents and with all its effect of periodical revision to the outsource staff of the institute during validity of contract period.
 - iii) The Second Party will provide Photo ID card (at his own cost) to the employee deployed under his payroll

iv) The Second Party shall disburse monthly salary / wages to the employee deployed under his payroll on or before 1st day of the month along with pay slip to be provided to the individual person.

19. The Second Party understand and undertake that in the event it is observed that the Second Party has under quoted and indulged unfair practice regarding compliance of existing wage structure of the institute, less disbursement of wages to the outsourced personnel, violation of any clauses of bid documents in any manners whatsoever, the Second Party will be barred for participating any bid in future (life time) and the First Party shall take appropriate action as may be deemed fit, including cancellation of contract & forfeiting of Performance Security.

20. The Second Party should comply the provisions under Contract Labour (Regulation & Abolition) Act, 1970 and as amended from time to time. The Second Party who qualify the bidding process should submit Labour License within 30 days, upon issuance of FORM III by the First Party, failing which penalty @Rs.50/- per manpower deployed will be charged. Penalty for non- submission of Labour License will increase @Rs.25/- per manpower deployed in every 15 days, for non-submission of the same.

THIS AGREEMENT will take effect from day of ____day of, 2023 and shall be valid for one years, extendable for another one year on mutually agreeable conditions, subject to satisfactory performance. Further extension beyond 1+1 year is at the discretion of the Competent Authority of AIIMS, Guwahati.

On this____day of____, 2023 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 Guwahati in the presence of the witness.

<p>For and on behalf of the “Agency”</p> <p>Signature of the Authorized Official</p> <p>Name of the Official Seal</p> <p>of the “Agency”</p> <p>Signed, sealed and delivered by the said official of Vendor holder in presence of</p>	<p>For and on behalf of the “Executive Director, AIIMS, Guwahati”</p> <p>Signature of the Authorized Officer Name</p> <p>of the Officer</p> <p>Seal of the Authorized Officer</p> <p>Signed, sealed and delivered by the said officer in presence of</p>
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E -TENDERING INSTRUCTIONS TO BIDDERS

The Special Instructions (for e -Tendering) supplement 'Instruction to Bidders', as given in this Tender Document. Submission of Online Bids is mandatory for this Tender. E -Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers / Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, AIIMS GUWAHATI has decided to use the ***E-Tendering Portal: www.tenderwizard.com/AIIMSG***

<https://eprocure.gov.in> or www.aiimsguwahati.ac.in (For Download & View Only)

Instructions:

1. Tender Bidding Methodology:

One Stage Online Bidding (technical)

2. Broad outline of activities from prospective Bidders:

1. Procure a Class III Digital Signature Certificate (DSC)
2. Register on the e-Procurement portal www.tenderwizard.com/AIIMSG
3. Create Users on the above portal
4. View Notice Inviting Tender (NIT) on the above portal
5. Download Official Copy of Tender Documents from the above portal
6. Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, Guwahati
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 AIIMS, Guwahati's Post-TOE queries.
10. Attend Public Online Tender Opening Event (TOE) on the above portal-Opening of Financial Part (Only for Technical Responsive Bidders)

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.

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) [refer <http://www.cca.gov.in>].

4. Registration:

To use the Electronic Tender portal www.tenderwizard.com/AIIMSG 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 Annual Registration Fee as applicable (i.e. Rs.2000/-+GST as applicable)

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

1. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
2. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
3. 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.
4. 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

The entire bid- submission would be online on the Tender wizard portal i.e., www.tenderwizard.com/AIIMSG

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.

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.

Processing Fee: Firm have to pay processing fee (i.e., 0.1% of ECV + GST as applicable (min.500/- & MaxRs.4000/- + GST as applicable) through online (Credit card/ Debit Card/ Net Banking), When participating in the e -Tender.

Offline Submissions: OFFLINE SUBMISSION OF BID IS NOT ALLOWED.

Public Online Tender Opening Event (TOE)

The e-Procurement portal offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e., Supplier organization) duly authorized. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and / or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing / Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Important Note: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e -procurement / e - auction service-provider's end (in the server, leased line, etc.). Due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMS GUWAHATI by the bidders in time, then AIIMS GUWAHATI will promptly reschedule the affected event(s).

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 homepage.

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.

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

1. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.

2. Register your organization on the portal well in advance of your first tender submission deadline on the portal.
3. Get your organization's concerned executive strained on the portal well in advance of your first tendersubmission deadline on the portal.
4. Submit your bids well in advance of tender submission deadline on the portal (There could be last minuteproblems due to internet timeout, breakdown etc.)

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. Digital Certificate(s) Vendors Training Program Necessary t raining to each and every registered bidder under this portal shall be imparted by the ASP, M/s. BECIL, if required, before participation in the online tendering.

Helpdesk No. 9073677150/151/152
Mr. Rishi Shankar Chatterjee: - 09674758726
Mrs. Saswati Majumder -09674758722