

**TENDER FORM  
FOR  
HOUSE KEEPING SERVICES /  
SECURITY SERVICES /  
MAN POWER SERVICES**



**REGIONAL RESEARCH INSTITUTE OF UNANI MEDICINE**

(A Unit of Central Council for Research in Unani Medicine, New Delhi)

Under Ministry of AYUSH, Govt. Of India

No.1, West Mada Church Road, Royapuram, Chennai – 600 013

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**ADVERTISEMENT MATTER**

**REGIONAL RESEARCH INSTITUTE OF UNANI MEDICINE**

**(CCRUM - MINISTRY OF AYSUH, GOVT. OF INDIA)**

**No.1, West Mada Church Road, Royapuram, Chennai-13**

**TENDER NOTIFICATION – 01/2018**

Regional Research Institute of Unani Medicine (RRIUM), Royapuram, Chennai-600 013, invites separate sealed tenders from reputed/authorized firms/companies engaged in the hospital business for providing housekeeping services/ Man power services/ Security services at RRIUM, Chennai-13. The Tender forms can be downloaded from the CCRUM website: [www.ccrum.res.in](http://www.ccrum.res.in) and the last date for submission of separate sealed tender is **11-06-2018 at 11.00 a.m.**

Any Change / extension in due date will appear in the above website in future. No press note will be issued for any change.

INCHARGE

## TENDER NOTICE

Notice Inviting Tenders (**Single Bid**) for selection of Agencies to provide outsourcing Housekeeping personnel / Security personnel / Man power personnel, at Regional Research Institute of Unani Medicine, No.1, West Mada Church Road, Royapuram, Chennai – 600 013.

### Dates & Information :

S.No.	Description	Date & Time
1	Documents download / Issue	17-5-2018 from 10:30 AM
2	Date of Pre Bid Meeting with the intending bidders at the Conference hall of RRIUM, Chennai.	18-5-2018 at 11:30 AM
3	Bid Submission starting	18-5-2018 from 11:30 AM
4	Last Date for submission of Tender	11-6-2018 upto 11:00 AM
5	Bid opening (Technical bid)-Housekeeping -do- Security Service -do- Man Power Service	- 12-6-2018 at 11.30 a.m. - 13-6-2018 at 11.30 a.m. - 14-6-2018 at 11.30 a.m.

### About the Institute:

Regional Research Institute of Unani Medicine, a unit of Central Council for Research in Unani Medicine, New Delhi (CCRUM), under Ministry of AYUSH Govt. of India is occupied on 3 acres of land with 3 Floors of Main Building and New Pharmacy Block. This is a Research Institute consists of General Out-Patient Department, Research OPD, In-patient Department, Laboratories, Pharmacy, Survey of Medicinal Plants Unit, Kitchen, MCRU, Swasthya Rakshan Programme etc.

### Details of Tender:

1. Sealed tenders in **Single Bid system** are invited from reputed, registered and licensed agencies who can take on the work of Housekeeping Services/ Man power Service/ Security Services at RRIUM, Chennai for a period of **one year from 1-7-2018 onwards and may be extended at the discretion of competent authority**

2. The agency should have experience in providing Housekeeping Services/Security Services/Man power services in reputed organizations, preferably in Govt./Public Sector/Private Sector for at least five years.
3. **The tenderers should quote the rate for Housekeeping Services and Security Services as per the Minimum wages of the Govt. of India**
4. A set of tender documents can be obtained from this Institute between 11.00 am and 4.00 pm on any working day, upto 8-6-2018 at free of cost. Tender document can also be downloaded from our website [www.ccrum.res.in](http://www.ccrum.res.in)
5. Tender document consists of the following:-  
  
Annexure – A: Scope of Work  
  
**Technical Bid Includes (Annexure B,C,D,E)**  
Annexure – B: Checklist of Information to be provided along with the Tender  
Annexure – C: Declaration by the Tenderer about its Structure & Organization  
Annexure – D: Undertaking – Details of Experience  
Annexure – E : Proforma of declaration
6. Sealed Tenders with separate covers of Technical bids enclosed in the Separate cover Superscript in Bold Letters “Tender for Housekeeping/ Security Services/ Man power Services and addressed to the Incharge, Regional Research Institute of Unani Medicjne, No.1, West Mada Church Road, Royapuram, Chennai – 600 013 should reach before/upto 11.00 AM on **11-6-2018**
7. The Technical Bids shall be opened on the below mentioned dates and time in the presence of such tenderers or their authorized representatives who may wish to be present.
  - a) **For House keeping Services at 11.30 a.m. on 12-6-2018**
  - b) **For Security Services at 11.30 am on 13-6-2018**
  - c) **For Man Power Services at 11.30 am on 14-6-2018**
8. Tenders received after the closing date and time due to Postal delay or delay due to any other reason shall not be considered.

## **DETAILED GUIDELINES & INFORMATION**

### **A. Eligibility Criteria**

- 1. The Tenderer must have an average annual turnover of minimum Rs. 25,00,000/- (Rupees Twenty five lakhs only) during the last three years.**
2. Copies of the following documents should be submitted along with the Technical Bid.
  - (a)** Audited Balance Sheet of last three years i.e., 2014-15, 2015-16 and 2016-17. Audited Income and Expenditure statement of last three years i.e. 2014-15, 2015-16 and 2016-17. Income Tax Returns of the last three Assessment years.
  - (b)** Goods and Service Tax, duly registered with Commercial Tax Department
  - (c)** Copies of Labour License issued under Contract Labour (R & A) Act by Licensing Officer of Central / State Government.
  - (d)** ESI & PF Registration with payment details for last three years from April, 2014 to March 2017
  - (e)** PAN/ TAN No. and GST Registration.
  - (f)** Company / Proprietorship/Partnership Registration Certificate
  - (g)** The Tenderer should submit details of proprietor/Partners/Directors.
3. The Tenderer should have sufficient employees as detailed in Annexure 'A' on its rolls or rolls of its associates, specifically trained for the work. Full list of the employees, viz., Name with Photographs, Age, Employee Code, Designation, experience in the field of Housekeeping Services/Security Services/ManPower Services other manpower, PF, ESI details (technical bid page 2)etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the agency takes for its workers should also be attached with the technical bid.
4. Tenderers should submit "**Satisfactory Service**" Certificates from their previous client/Employer as supporting documents failing which the information will be treated as invalid.
5. The Incharge, RRIUM, Chennai reserves the right to relax/cancel any condition.

## **B. INSTRUCTIONS FOR SUBMISSION OF TENDERS**

1. The Tenderers are required to submit single bids i.e., Technical only as per prescribed Proforma. The single bid should be submitted in single separate sealed envelopes with superscript (in Bold Letters) "Technical Bid" for Housekeeping Services/Security Services/Man Power Services in RRIUM, Chennai with superscript "**BIDS FOR HOUSEKEEPING SERVICES / SECURITY SERVICES / MAN POWER SERVICES**". The bid shall be valid for 180 days from the date of opening.
2. The declaration in the prescribed Proforma (Annexure E) enclosed should be submitted along with the Technical Bid.
3. All entries in the Tender form should be readable and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. The bid shall contain no alterations. Omissions or additions except to correct errors made by the Tenderer, and in such case all the corrections must be authorized/signed and dated by the person or persons signing the bid.
4. Tender incomplete in any form will be rejected outright, Conditional Tenders will also be rejected outright. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by RRIUM, Chennai.
5. The closing date and time for receipt of tenders will be **11:00 AM on 11-6-2018**. The Technical Bid shall be opened at **11.30 a.m on 12-6-2018 for Housekeeping Serivces and 11.30 am. on 12-6-2018 for Security Services and 11.30 a.m on 14-6-2018 for Man Power Services** at RRIUM, Chennai in the presence of the authorized representatives of the Tenderer, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the tenderers whose technical tenders are selected will be informed by post/email after getting approval from Headquarters
6. A formal contract shall be entered into with the successful tenderer. In this contract the successful tenderer shall be defined as "Contractor".
7. The successful Tenderer will have to deposit a Performance Security Deposit of 5% of the total contract value of one year in the form of DD/Banker cheque, Bank Guarantee drawn in favour of Incharge, RRIUM, Chennai.
8. The successful Tenderer will have to deposit the performance Security Deposit before commencement of the work, otherwise the contract will be cancelled.

9. The competent authority of RRIUM, Chennai reserves the right to withdraw/relax any of the terms and conditions mentioned above
10. The competent authority of RRIUM, Chennai reserves the right to reject tenders in whole, or in part, without assigning any reasons thereof.

### C. BID EVALUATION

1. The Tenderer should fulfill all the eligibility criteria for qualification.
2. The Tenderer will further be liable for disqualification if it has:
  - I. Made misleading or fall representation or deliberately suppressed the information in the form, statement and enclosures required in the tender document.
  - II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses, unsatisfactory performance etc.,
  - III. If the Tenderer or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for any reason by any organization at any time or ever been convicted by a Court of Law, their application will be summarily rejected.  
All Tenderers who qualify based on technical bid shall be informed by post/email about their selection after getting approval from Headquarters.

#### **Minimum Qualifying Criteria for Technical bid**

<b>S.No.</b>	<b>Criteria</b>	<b>Eligibility</b>
1	Total years of experience in the field of Housekeeping Services / Security Services / Manpower Services	5 years Experience
2.	<b>Total Annual Turnover in the business of providing Housekeeping Services/ Security Services/ Man power Services ( determined from last balance sheet)</b>	<b>Minimum Rs.25,00,000/- (Rupees Twenty five lakhs only)</b>
3.	Total Number of Manpower (determined from Form 9A EPF& 5 Return of contribution to ESI) provided by the firm.	25 persons with all their credentials
4	Work performance	Satisfactory work performance certificate from previous organizations.

## **DETERMINATION OF THE SUCCESSFUL TENDER**

1. Tenderer who quote the lowest rate as per **the Minimum Wages Act of Govt. of India will be awarded as successful Tenderer for Housekeeping and Security services**
2. If two or more Tenderers quote the same lowest rate, then they are allowed for negotiation among them to allow one person and remaining for withdraw. If not willing for negotiation an opportunity will be given for on the spot sealed tender below the same lowest rate.

### **Format for submitting bill and mechanism for payment:**

- I. Tenderers will quote the lowest rates taking into account the scope of work mentioned and rates should be quoted for a month and will be calculated for one year as per format mentioned in Annexure-F for Man Power Services. For the purpose of comparison, the total amount (inclusive of Taxes, Levies etc.) will be added and will be taken into account for a period of one year i.e. Validity of Contract.
- II. Fall Clause: The rates charged for the outsourced services by the Tenderer shall in no event exceed the lowest price of identical services being provided by the Tenderer to any person/organization including any department of Central Government or any department of State Government or any Statutory undertaking of the Central or State Government, as the case may be during the currency of the contract except when the increase is due to statutory dues and levies.
- III. Tolerance Clause: The organization reserves the right to increase the quantum of work by 25% on pro rata basis.
- IV. Payment will be made every month subject to production of satisfactory performance report and remittance receipt of ESI and PF of previous month along with the bill.
- V. No escalation of rates quoted will be allowed during the period of the contract except due to revision of Minimum Wages of Government of India or revised statutory provision (ESI, EPF)
- VI. In case of any attempt for cartelization by Tenderer with a view to hike up the prices, all bids will be rejected and such Tenderer will be blacklisted and bid security will be forfeited.



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

1. The successful tenderers will submit performance guarantee equivalent to 5% of the total contract value of one year in the form of bank guarantee/FDR from any scheduled bank. The performance security shall be furnished within twenty-one(21) days or earlier from the date of receipt of communication from the Institute informing “ **AWARD OF CONTRACT**”
2. The performance security shall remain valid for a period of 3 months beyond the date of completion of all contractual obligations of the contract.
3. Failure of the firm to submit the above mentioned performance security shall constitute sufficient ground for the annulment of the contract.

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

1. Reports to be submitted by the Tenderer
  - i. A daily report of staff on duty in all the shifts
  - ii. A daily report of the status of the equipment and its utilization
  - iii. A daily report of the washing undertaken
  - iv. A daily report of the chemicals and consumables use
  - v. A daily report of the general sanitation from the sanitation officer or any other officer deputed for the purpose based on the designated Proforma.
  - vi. monthly feedback report from the user areas as based on key performance indicators (KPI)
  - vii. A centralized complaint reporting and redressal mechanism to be manned by the Tenderer. The redressal has to be certified by the complainant.
  - viii. Any other reporting mechanism as desired by the Institute

#### **Penalty Clauses**

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

<b>Offences</b>	<b>Penalties ( In Rupees )</b>
Not found displaying photo ID	Rs. 20/- per instance
Worker not in proper uniform	Rs. 50/- per instance

Indulging in smoking /drinking /Tobacco chewing/sleeping or any other misconduct during duty hours	Rs. 100/- with removal of the offender
Duty performed by a worker for more than one shift in 24 hours	With due permission from the sanitary Officer linked to Biometric attendance system. Not more than 5% of the total attendance Penalty of 50/- per instance in case of non – compliance
Unsatisfactory performance individual complaint	Rs. 100/- per instance
Adverse report by adhoc Committee for inspection	Rs. 500/- per instance
Complaints are not registered or not redressed	Rs. 200/- per instance
Absence of personal protective gears	Rs. 200/- per instance
For any other breach , violence or contravention of any terms and conditions	Rs. 500/- will be imposed per day
In case the service remains consistently unsatisfactory for a period of more than 2 weeks.	Penalty of 5% of the annual contract value will be imposed

- (a) 2% of the cost of agreement (Annual cost to Institute as quoted in tender per week up to 2 weeks delays for non- execution of contract after award of work
- (b) After 2 weeks delay, the Institute reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 Tenderer. The defaulting L-1 Tenderer may be debarred /blacklisted for a period of 4 years (i.e. 2 terms). The security deposited by the contractor shall also be forfeited.
- (c) During interim period of award of work and taking over the contracted work by the successful Tenderer, the ongoing system by earlier service provider will continue.
- (d) In case of default / cessation of work by the service provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market /L2 /L3 Tenderers and any excess amount payable arising thereof will be the liability of the defaulting service provider.
- (e) The amount payable for the preceding month will only be released after certification of satisfactory performance. Penalty will be recovered from the performance security and the Tenderer will have to deposit the corresponding amount before release of further payments.

- (f) In case of any damage / lost / theft of property attributed to the personnel deployed by the service provider, the cost of the same will be recovered from service provider.

## **F. OTHER TERMS & CONDITIONS**

1. The contractor shall obtain a license under Contract Labour (R&A) Act 1970 ( if applicable) and also submit a copy of such license duly attested, to the Institute. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various Labour Laws /Acts, ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the Institute is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is required on part of Institute, a fresh list of personnel shall be made available by the contractor after each and every change.
2. It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, MW etc.) as applicable from time to time and no separate claims for the same shall be entertained by the organization.
3. The contractor shall mandatory furnish proof of payment of all the legal entitlements to the workers, besides wages on a monthly basis.
4. If on account of non-compliances with the provisions of any laws, Institute is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the contractor. The contractor will sign an Indemnity Bond in favour of Institute to this effect. No liability, whatsoever shall attach to the Institute on account of or any failure on the part of the service provider to observe these regulations.

5. In case, any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
6. The Institute shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the Institute at any time.
7. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the Institute authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall himself be responsible to make good for the losses so suffered by the Institute.
8. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of Institute or do anything which may cause unnecessary disturbance or inconvenience to other persons working there as well as to the general public in the Institute premises and near to it.
9. The Institute will deduct Tax at source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
10. The contract can be terminated by the first party (Head of Institute) by giving one month prior notice. The second party (Contractor), if so desire to terminate the contract will be required to give two months prior notice (in writing) or till Institute is able to make alternative arrangements, whichever is earlier.
11. The contractor shall not engage the personnel below the age of 21 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Institute. Persons at higher risk should be vaccinated against Hepatitis 'B'.
12. The average age should be between 21 years and 55 years irrespective of the gender.
13. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the Court as and when required.
14. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the contractor or alleged to have been done by the contractor under the tender, it shall be recovered by the Institute from the contractor.
15. The contract will be valid for a period of one year from the date of commencement of contract and which can be further extended subject to satisfactory performance. No price escalation, other than minimum wages revision, shall be entertained by the client during the period.

16. The contractor shall not engage any sub contractor or transfer the contract to any other service provider.
17. The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability for the same shall devolve on the contractor and not on Institute administration.
18. The contractor shall be responsible for all acts of omission/commission in the Institute by his employees during the course of discharge of their duties at the Institute. The Institute will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
19. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in Institute & it reserves its rights to examine any of the workers of medical fitness without prior notice. Expenses, if any incurred by the Institutes on medical examination of such employees, shall be borne and paid by the contractor.
20. The contractor will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Institute premises is considered undesirable by the authorities.
21. The service provider's work shall be executed under the Head of the Institute. The contractor shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services made at the centralized control room/desk shall be directed to the supervisor and he must ensure speedy redressal.
22. The payment against bills shall be made every month by Institute. The bill has to be accompanied by the exact data on personnel employed plus other charges. This has to be certified by authorized representative of Institute on a daily basis. The service provider shall disburse the wages to its personnel deployed in the Institute **before 10<sup>th</sup> of every month through ECS**. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.
23. The contractor will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee every month.

24. The contractor shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labor laws obligations have been complied.
25. As per agreement contract for outsourcing agencies etc, the following documents, certificates, affidavits and verification etc are required to be endorsed/sent with the bills submitted for payment.
26. It is the sole responsibility of successful housekeeping agency to take all precautions in implementing wages notified by the Government of India from time to time under Minimum Wages/ Contract Labour Act.
27. The contractor / agency will be responsible as employer of his/her own staff in maintaining housekeeping records and shall maintain all records furnished under Contract Labor (R &A) Act, EPF Act and records under various act, Rules applicable to the contractor which should be made available to the Incharge, RRIUM, Chennai as and when demanded.
28. The cost of cleaning materials for the house keeping items should not be included in the rate for bidding, it will be separately provided by the Institute.
29. The Contractor shall submit their own schedule of activities for approval of the Client for improvement of housekeeping services
30. The Contractor shall cover its personnel under insurance for personal accident and/or death whilst performing the duty.
31. The Contractor shall raise invoice every month and submit the same to the Client before 5<sup>th</sup> of every month. The client shall make all efforts to make payment within 15 days from the date of receipt of the invoice to the Contractor. The Contractor shall ensure to make payment to the workers before the 10<sup>th</sup> of every month.
32. The Contractor shall exercise adequate supervision to ensure proper performance of Housekeeping services / Security services in accordance with the requirements
33. The personnel of the contractor shall not be the employees of the client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
34. The Contractor shall also ensure all the building areas namely Outer, Toilets, floors, Main entrances, Rooms, Halls etc are neat and clean every time and shall be maintained in the neat and tidy position every time.

35. The Contractor must provide two sets of uniforms to its employees/supervisors of the House Keeping staff / Security staff with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
36. The Contractor of the Housekeeping service / Security Service / Man power service shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to the Client. It shall totally indemnify Client in this regard.
37. The Contractor shall depute one full time experienced Supervisor in this domain in Clients office at his own cost. He shall ensure that all jobs of housekeeping services / Security services are rendered to Client in accordance with the instructions of the Contract / tender document.
38. The Contractor shall ensure that the Supervisor is well versant with all Housekeeping service / Security service requirements and who should be prompt enough to initiate all required action.
39. The number of person required for the House keeping service is **15 nos**
40. The number of person required for the Security service is **8 nos**
41. The number of person required for the Man power service is **14 nos** as per the **Annexure F**
42. **The Institute reserve the right to increase or decrease the no. of persons required for the House keeping Service / Security Service / Man power service depending upon the requirement of particular service**
43. **The Institute reserves the right to postpone/and/or extend the date of receipt/opening of rates/tenders or to withdraw the same, without assigning any reason thereof.**
44. **The Institute reserves the right to terminate the services of the appointed housekeeping agency / Security agency / Man Power agency without giving any notice whatsoever.**
45. **Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Chennai jurisdiction only and entitled to withhold payments due to the Housekeeping agency/ Security agency / Manpower agency till it is resolved.**

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

- (i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of Institute on a daily basis.
- (ii) Contractor shall provide Registration Numbers allotted by ESI authorities for each and every personnel deployed by them at Institute against this contract.
- (iii) Particulars of the personnel engaged for the work are required to be submitted to Institute.
- (iv) The contractor has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be submitted along with bills.
- (v) Bills in detail may be drawn as per column given below:
  - Basic, VDA, ESI, EPF,
  - Service Charges
  - Service Tax
  - Any other head under which payment sought
- (vi) All the Personnel engaged for the work will compulsorily be rotated every three (3) months.

**B. Certificate/affidavit by service provider.**

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

**Force majeure**

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



**Waiver**

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

( Incharge)

## Annexure – A

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

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

#### a) Details of required manpower (Housekeeping) at RRIUM, Chennai-13

S.No.	Name of the Post	No. of Posts	Qualification/Experience	Role and Responsibilities
1.	Trained Housekeeping Supervisor	01	SSC / Intermediate with experience in Housekeeping Supervision. Desirable: Must be able to speak Hindi, Tamil and Urdu.	Supervising the Housekeeping Staff
2.	Trained Housekeeping Staff	14	Experience is desirable in the Housekeeping services	Cleaning maintenance of the area allotted.

#### b) Details of required manpower (Security Guards) at RRIUM, Chennai-13

S.No.	Name of the Post	No. of Posts	Qualification/Experience	Role and Responsibilities
1.	Trained Security Guards Morning shift – 4 Night shift - 4 Including Security Supervisor	8	Must be able to speak Tamil, Hindi, Should be physically fit. Experience in the related field	Carefully watching the movements of all the incoming and outgoing patients/visitors and the staff

c) **Details of required manpower staff at RRIUM, Chennai-13**

Please refer **Annexure - F**

Note: The personnel deployed will have to perform the above duties but not limited to those only. The detailed work to be performed will be assigned separately to each worker from time to time.

**For Example:** Housekeeping normal duties shall inter alia include: He/She is responsible for keeping the area assigned to him/her spick and span. He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients. He/She will assist by nursing staff in collection of urine and stools specimens. He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc. Any other task assigned by nursing staff and other higher officials. The duties and responsibilities may be enhanced as per the requirement of the Institute and/or as per the standard norms of the Government of India.

The category of any posts and number of posts may be increased or decreased at any point of time.

## Annexure – B

### TECHNICAL BID

Checklist of Information to be provided along with the tender

S.No	Particulars	YES	NO
1.	Name of Tenderer (attach certificates of registration with a brief profile of the company)		
2.	Name of Proprietor / Director of Company/Partners of Firms		
3.	Full address of Registered Office with Telephone No. and E-Mail id		
4.	Full address of operating/Branch Office with Telephone no. and E-Mail id		
5.	Banker of Company with full address appropriate document/blank cancelled cheque		
6.	GST/PAN/GIR No.		
7.	Service Tax Registration No.		
8.	EPF Registration No.		
9.	ESI Registration No.		
10.	Income tax clearance certificate		
11.	Documents showing completing at least one service where it has provided persons in one organization during last 5 years (desirable)		
12.	As per Annexure - "E" <ul style="list-style-type: none"><li>• Acceptance of Terms and Conditions</li><li>• Signed declaration stating that the company is not/has not been blacklisted by Central/State Government/any PSUs/Private Sector</li><li>• Signed declaration about Non-Fraud and Non-Corrupt practices</li></ul>		
13.	List of similar assignments and number of Manpower provided to Central Government Departments/State Government/Statutory bodies / Autonomous bodies/ PSUs/ Private Sector during the last 3 years.		
14.	Any other information to establish financial worth and technical competence		
15.	Candidates will provide the Adhaar Card No. / ID card of company		
16.	Any other relevant information		

Signature of authorized person

Name:

Seal:

Date & Place:

**Annexure - C**

**Structure & Organization**

1. Name & Address of the Tenderer
2. Telephone No. / Email id :
3. Legal status of the Tenderer (attach copies of original document the legal status)
  - a. A Society registered under the Societies Registration Act 1860
  - b. A Proprietary firm
  - c. A partnership firm
  - d. A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested photocopy and give relevant page numbers)  
Organization/Place of registration/ license Registration/license No.
  - .....
  - .....
  - .....
5. Names and Titles of Directors & Officers with designation of the agency/contractor/firm/company.
6. Designation of individuals authorized to act on behalf of the organization
7. Was the Tenderer ever required to suspend operation for a period of more than one month continuously after the bidder commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the Tenderer or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandoned.
9. Has the Tenderer or any constituent partner in case of partnership firm, even been Debarred/blacklisted for tendering in any organization at any time? If so, give details
10. Has the Tenderer or any constituent partner in case of partnership firm even been convicted by a court of law? If so, give details.
11. Has the Tenderer any valid GST/VAT/Works, Contract Tax registration with the Sales Tax department?
12. Total number of employees along with their designations engaged by the Tenderer for the sanitation and housekeeping services.
13. Any other information considered necessary but not included above

Signature of Applicant

## Annexure – D

### UNDERTAKING – YEARS OF EXPERIENCE

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

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

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

1. Our agency has been in business for a period of at least last 5 years in Housekeeping Services / Security Services / Man Power Services for which the relevant supporting documents are submitted.

2. Minimum Qualifying criteria for Technical Bid

S.No.	Criteria	Eligibility	Copies of Supportive documents with relevant page numbers
1	Total years of experience in the field of Housekeeping	5 years Experience	
2.	Total Annual Turnover in the Business of providing housekeeping services (determined from last year balance sheet)	Minimum Rs. 25 lakhs (Twenty five lakhs)	
3	Total number of manpower (Determined from FORM 9A EPF & 5-Return of Contribution to ESI) provide by the firm	25 persons	
4	Work performance	Satisfactory work performance certificate from previous organizations	

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

Signature of the Authorized Representative  
Of Tenderers.

Name & Address with stamp

## **Annexure – E**

### **PROFORMA OF DECLARATION**

1. Name of the Contractor
2. Full Address
3. Email Address
4. Phone Number

### **UNDERTAKING**

I/We \_\_\_\_\_ do hereby declare that we have carefully read all the conditions of the tender schedule of the Regional Research Institute of Unani Medicine, Chennai for tender quoted for the supply of outsourcing personnel for housekeeping services / Security Services / Man Power Services at Regional Research Institute of Unani Medicine, Chennai for a period of one year from the date of acceptance of tender and shall be abide by all the conditions set in therein. The company is not/has not been blacklisted by Central/State Government/any PSUs/Private Sector for Non-Fraud and Non-Corrupt practices. I/We also declare that the details furnished above are true and if found to be false I/We shall be liable to disqualification.

Signature of Authorized Representative  
of Agency/Firm/Contractor

Date:

Name:

Place:

Seal:

## Annexure - F

### REQUIREMENT OF MAN POWER SERVICE AT RRIUM, CHENNAI.

Sl.no.	Name of the Post	No. of Post	Consolidated Pay / Month
1.	Junior Hindi Translator	1 no	Rs.20,000/-
2.	Data Entry Operator	2 nos	Rs.20,000/- x 2 Rs. 40,000/-
3.	Laboratory Technician	2 nos	Rs.20,000/- x 2 Rs. 40,000/-
4.	Pharmacist	1 no	Rs.20,000/-
5.	Compounder	1 no	Rs. 20,000/-
6.	Multi Purpose Health Worker	1 no	Rs.16,000/-
7.	Assistant	1 no	Rs.16,000/-
8.	Radiographer	1 no	Rs. 20,000/-
9.	Staff Nurse	2 nos	Rs. 20,000/- x 2 Rs. 40,000/-
10.	Assistant Consultant (Admin.)	1 no	Rs.38,000/-
11.	Cook	1 no	Rs.11,000/-
	<b>Total</b>	<b>14 nos</b>	<b>Rs. 2,81,000/-</b>

Note: Please quote the EPF, ESI , GST & service charges in addition to the above consolidated pay.



## **Details of Man Power Required :**

### **1. JUNIOR HINDI TRANSLATOR :**

1.	Name of the Post	<b><u>Junior Hindi Translator</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs. 20,000/- per month Fixed
4.	Age	Not exceeding 28 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: 1. Degree of a recognized University. Ability to translate from English to Hindi and vice-versa as evidence by a test or Postgraduate qualification in Hindi with ability to translate from English to Hindi and vice versa Desirable: Knowledge of Computers	

### **2. DATA ENTRY OPERATOR (Office Assistant) :**

1.	Name of the Post	<b><u>Data Entry Operator (Office Assistant)</u></b>
2.	Name of Post	02 (Two)
3.	Consolidated Pay	Rs.20,000/-
4.	Age:	Upto 30 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) Graduate in any discipline from a recognized University b) Should have good communication, writing ability and interpersonal skills c) Knowledge of computer applications such as MS Word, MS Excel and Power Point	

### **3. LABORATORY TECHNICIAN :**

1.	Name of the Post	<b><u>Laboratory Technician</u></b>
2.	Name of Post	02 (Two)
3.	Consolidated Pay	Rs.20,000/-
4.	Age	Not exceeding 28 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) 10+2 in Science with Diploma in Medical laboratory Technology from recognised institutions of minimum 1 yr duration b) Two years experience in a laboratory attached with recognised Teaching/Research hospital Desirable: Knowledge of Urdu/Arabic/Persian	

#### 4. PHARMACIST :

1.	Name of the Post	<b><u>Pharmacist</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs.20,000/-
4.	Age limit	Upto 28 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) SSLC (10+2) from a recognised Board/Insitution b) Diploma in Pharmacy of minimum two years duration from a recognized Institution or its equivalent c) Two years experience in the Dispensary/Hospital of Unani System of Medicine Desirable: Knowledge of Urdu, Arabic & Persian	

#### 5. COMPOUNDER ;

1.	Name of the Post	<b><u>Compounder</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs.20,000/-
4.	Age limit	Upto 28 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) Matric or equivalent from a recognized Board/Institution b) Certificate of training as Compounder in Unani System of Medicine of minimum of one year duration from a recognized Institution or its equivalent c) Two years experience in the Dispensary/Hospital of Unani System of Medicine Desirable: Knowledge of Urdu, Arabic & Persian	

#### 6. MULTI PURPOSE HEALTH WORKER

1.	Name of the Post	<b><u>Multi Purpose Health Worker</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs.16,000/-
4.	Age limit	Upto 30 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) 12 <sup>th</sup> passed from recognized Board. b) Should have good communication and interpersonal skills. c) Knowledge of computer applications such as MS Word, MS Excel and Power Point	

**7. ASSISTANT :**

1.	Name of the Post	<b><u>Assistant</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs.16,000/-
4.	Age limit	Upto 30 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) 12 <sup>th</sup> passed from recognized Board. b) Should have good communication and interpersonal skills. c) Knowledge of computer applications such as MS Word, MS Excel and Power Point	

**8. RADIOGRAPHER :**

1.	Name of the Post	<b><u>Radiographer</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs. 20,000/-
4.	Age limit	Not exceeding 30 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential: a) SSLC (10+2) or equivalent from a recognised B oard/Institute b)Diploma in Radiography from a recognized University/Institution c)One year Experience in Handling X-ray equipment from a recognized Hospital/Institution	

**9. : STAFF NURSE**

1.	Name of the Post	<b><u>Staff Nurse</u></b>
2.	Name of Post	02 (Two)
3.	Consolidated Pay	Rs. 20,000/-
4.	Age limit	Not exceeding 30 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications: Essential : 1. Matric or equivalent from a recognized Board/Insitute 2. Certificate of A grade Nurse and registered with Nursing Council of India 3. One year experience in working in a recognized Hospital/Insitution of Repute OR 1. B.Sc in Nursing from a recognized University/Institution and registered with Nursing Council of India Desirable: 1.Knowledge of Urdu/Arabic/Persian	

**10. Assitant Consultant (Admin)**

1.	Name of the Post	<b><u>Assistant Consultant (Admin)</u></b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs. 38,000/-
4.	Age limit	Retired Officers from Central/State Govt. or Autonomous Bodies from an administrative post carrying PB-2-Rs.9300-34800 with grade pay of Rs.4800/- and above not exceeding 65 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications:	
	Essential: a) Graduate in any discipline	
	b) Working experience in Administrative /Establishment/Accounts matters independently in a supervisory level	
	a) Knowledge of English & Hindi	
	Desirable : Knowledge of Computers	

**11. COOK :**

1.	Name of the Post	<b>Cook</b>
2.	Name of Post	01 (One)
3.	Consolidated Pay	Rs. 11,000/-
4.	Age limit	Not exceeding 28 years
5.	Place of posting	RRIUM, Chennai – 13
6.	Period of engagement	One year only, On Contract basis
7.	Education and other qualifications:	
	Essential: a) Ability to read and write	
	b) Previous experience in a recognized hospital or nursing institution as Cook	

# FINANCIAL STATEMENT

Annexure-G

FINANCIAL STATEMENT FOR HOUSEKEEPING / SECURITY SERVICES  
AT REGIONAL RESEARCH INSTITUTE OF UNANI MEDICINE,  
ROYAPURAM, CHENNAI – 13.

Name and Address of the Tenderer :

S.No.	Type of Manpower	Rate per month quoted by the tenderer									
		Minimum wages as per Govt. of India		E.P.F (%)		E.S.I (%)		GST (%)		Service Charge %	
		(in Figures)	In Words	(in Figures)	In Words	(in Figures)	In Words	(in Figures)	In Words	(in Figures)	In Words
1	Trained Housekeeping / Security/ Supervisor / (Male)										
2	Trained Housekeeping/Security staff (Male/Female)										

"EPF, ESI & GST as applicable

\* Housekeeping / Security statement delete which ever not applicable

- i Corrections if any must be attested. All amounts shall be indicated both in words as well as in figures. Where there is a difference between the amount quoted in words and figures, the amount quoted in words shall prevail.
- ii Payments shall be made by the Institute as per the terms and conditions of the Tender Documents
- iii The prices in the Price schedule shall be exclusive of any Service charge Education Cess, Secondary and Higher Education Cess or any other applicable taxes as may be levied by the Government from time to time and same shall be charged in addition to the applicable rate

I/We agree to execute the contract in accordance with the provisions of the tender document.

Signature  
Name  
Designation

Address  
Seal of the Agency