

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	19-03-2026 11:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	19-03-2026 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Health And Family Welfare
विभाग का नाम / Department Name	Department Of Health Research
संगठन का नाम / Organisation Name	Indian Council Of Medical Research (icmr)
कार्यालय का नाम / Office Name	National Institute Of Cholera And Enteric Diseases
वस्तु श्रेणी / Item Category	Manpower Outsourcing Services - Fixed Remuneration - Admin; Office Helper; High School , Manpower Outsourcing Services - Fixed Remuneration - Admin; Data Entry Operator; As per ATC , Manpower Outsourcing Services - Fixed Remuneration - Others; Research Fellow; As per ATC
अनुबंध अवधि / Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	35 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/ Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/ Bid to RA enabled	No
बिड का प्रकार/ Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	6771740.64
मूल्यांकन पद्धति/ Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/ Arbitration Clause	No
सुलह खंड/ Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

The Director

National Institute for Research In Bacterial Infections , Department of Health Research, Indian Council of Medical Research (ICMR), Ministry of Health and Family Welfare
(Dr. Santasabuj Das)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of work & Job Description:[1771235196.pdf](#)

This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
LCS Parameter	100	60	View file	Yes

Total Minimum Passing Technical Marks: 60

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
02-03-2026 16:00:00	Hybrid Mode Join Zoom from PC, Mac, iOS or Android: https://echo.zoom.us/j/85150814810 To join via video from Video Conferencing System: Join by SIP 85150814810@zoomcrc.com Join by H.323 162.255.37.11 (US West) 162.255.36.11 (US East) Meeting ID: 851 5081 4810

Manpower Outsourcing Services - Fixed Remuneration - Admin; Office Helper; High

School (16)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Admin
List of Profiles	Office Helper
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	West Bengal
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 2	0
Title for Optional Allowance 1	0
Title for Optional Allowance 3	0
Designation	0

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sayak Majumder	700010,P-33, C.I.T. Road, Scheme-XM, Beliaghata, Kolkata	16	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 21440 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 0 • EPF Admin Charges (INR Monthly) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 0 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Admin; Data Entry Operator; As Per ATC (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	As per ATC
Specialization	Not Required

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	West Bengal
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 2	0
Title for Optional Allowance 1	0
Title for Optional Allowance 3	0
Designation	0

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sayak Majumder	700010,P-33, C.I.T. Road, Scheme-XM, Beliaghata, Kolkata	3	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 23360 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 0 • EPF Admin Charges (INR Monthly) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 0 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Others; Research Fellow; As Per ATC (2)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Others
List of Profiles	Research Fellow
Educational Qualification	As per ATC
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	West Bengal
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 2	0
Title for Optional Allowance 1	0
Title for Optional Allowance 3	0
Designation	0

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sayak Majumder	700010,P-33, C.I.T. Road, Scheme-XM, Beliaghata, Kolkata	2	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 25000 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 0 • EPF Admin Charges (INR Monthly) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 0 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

5. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

6. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

7. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

8. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

9. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

10. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

11. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

12. **Buyer Added Bid Specific SLA**

File Attachment [Click here to view the file.](#)

13. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove;**
- and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-

compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

LCS PARAMETER FOR TECHNICAL EVALUATION

S. No.	Criteria	Conditions & Score	Max. marks	Remarks/ Documents for submission of technical bid										
1	Firm Turnover	Average Turnover Rs. 35.00 lakhs - 2 Marks (Mandatory) Additional every turnover of Rs. 5.00 lakhs – 1 mark each capped at Rs. 15.00 lakhs only	05	Firm turnover is defined as the average turnover of a firm over the last 3 years. Chartered Accountant verified/audited turnover statements to be furnished as proof for the same.										
2	Manpower/ Human resource on Payroll	Minimum 50 human resource – 10 Marks Additional every 10 human resource – 1 mark each, capped at 50	15	Human resource on roll will be all staff on the books of the firm on the date of the release of the tender. Duly CA audited statement of roll for the previous one year to be submitted as part of the technical bid.										
3	No. of Projects for supply of Human resource/Manpower (currently running)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No of Projects</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>02</td> </tr> <tr> <td>2-3</td> <td>03</td> </tr> <tr> <td>4-7</td> <td>04</td> </tr> <tr> <td>8 or above</td> <td>5</td> </tr> </tbody> </table>	No of Projects	Marks	01	02	2-3	03	4-7	04	8 or above	5	05	Definition of projects – supply of human resource with at least 1year duration. <i>Work can be completed work/ on-going work and should have at least 1 year of work executed and should have been performed over the last 3 years</i>
No of Projects	Marks													
01	02													
2-3	03													
4-7	04													
8 or above	5													
4.	Experience in years for Outsourcing Human resource/Manpower supply	Minimum 05 years (Mandatory) –05 Marks For additional every 1- year experience –1 mark will be awarded capped up to 10 years only	10	Experience means: Firm has working experience in Human resource Outsourcing in <i>Government/ PSU Clients/International organization/Corporate Organizations</i>										

5.	Currently running projects in consignee location (Kolkata Metropolitan) i.e. Form-C, Establishment Certificate (Kolkata Metropolitan)	No. of Clients	Marks	10	
		1-2	2		
		3-5	3		
		6-7	4		
		More than 7	10		
6.	Scientific/ Research organization experience in supplying human resource/Manpower in Scientific/Technical/ Admin and Support Staff	No. of Clients	Marks	05	Number of projects involving Scientific/Research Organizations provided in past 7 years (as on Proposal Submission Start Date)
		1-2	2		
		3-5	3		
		6-7	4		
		More than 7	5		
7.	Service Net worth of the Scientific/Technical/ Administrative e human resource /Manpower outsourcing	Copy of work order clearly/ indicating value of contract relating to Scientific/Technical Admin and Staff engaged in Project		15	Human resource outsourcing for Scientific/ Technical/Admin and support staff in Government Research Organizations like ISRO, NAL, DRDO, RRI, NCBS, JNCASR etc.
		Net Contract value Worth Rs. 12.00 Lakhs– 10 Marks Additional net worth of every Rs. 1,00,000/- 1 mark each capped at Rs. 5 Lakh.			
8.	Timely Payment of Statutory deductions	Timeliness of payment of EPF-5 Marks and ESI-5 Marks= Total 10 marks		10	The firm/Service provider has made timely payment of wages and timely deposition of statutory contribution like EPF, ESI etc., There should not be any delay in payment to staff or in depositing statutory dues (Proof of Remittance to be attached)

9.	ISO Certification	ISO Certification – a) ISO 9001= 2.5 marks b) ISO-27001= 2.5 marks	05	Latest valid certificate to be submitted (Having at least 6 months validity)
10	Awards/ Recognitions	Awards/ Recognitions from Govt./Govt. Undertakings/ Institutes/ Organizations/ PSUs	05	Proof to be submitted
11.	Software applications in managing Human resource/ Manpower Outsource	Vendor should have software application/support in managing attendance, project allotment, consolidated emoluments details, etc.,	05	Evidence of software being used to be submitted / proved and presentation should be made to this effect.
12.	Appreciation letter from the existing clients	Appreciation letters/ Certificates from the existing clients (Govt./ International Organization etc.,)	05	To be furnished
13.	GeM Star Rating	Performance Star Rating in GeM –4 & above	05	Screenshot to be submitted
Total			100	

Notice Inviting Tender (NIT)
Engagement of External Agency to Outsource of Project Human Resource
Positions Through GeM portal

**ICMR - National Institute for Research
in Bacterial Infections**

आईसीएमआर - राष्ट्रीयजीवाणुसंक्रमणअनुसंधानसंस्थान

Department of Health Research, Ministry of Health and Family Welfare, Government of India

स्वास्थ्यअनुसंधानविभाग, स्वास्थ्यऔरपरिवारकल्याणमंत्रालय, भारतसरकार

WHO Collaborating Centre For Research and Training On Diarrhoeal Diseases

P-33, C.I.T. Road,

Scheme XM

Belegkata

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**ICMR- National Institute for Research
in Bacterial Infections, Kolkata**

Notice Inviting Tender (NIT)

**Engagement of External Agency to Outsource of Project Human
Resource Positions Through GeM portal, under Least Cost
Selection(LCS)**

INTRODUCTION

The vision, of the ICMR-NIRBI(formerly ICMR-NICED), is to perform research and develop strategies for treatment, prevention and control of enteric infections and HIV/AIDS threatening the Nation's health.

In order to fulfill its vision, National Institute for Research in Bacterial Infections (NIRBI) will

- **Identify** enteric infections and HIV genotypes of national health priority.
- **Initiate** appropriate multidisciplinary research (epidemiology, bacteriology, virology, parasitology, clinical medicine, immunology and molecular biology) to develop strategies for treatment, control and prevention of enteric infections and HIV/AIDS of national health priority.
- **Collaborate** with other national and international scientists who are working for the same vision.

ICMR-NIRBI conducts research on acute diarrhoeal diseases of diverse etiologies as well as on typhoid fever, infective hepatitis and HIV/AIDS related epidemiological research and screening. Aims of this Institute are to conduct research on these diseases in both basic and applied aspects. The Institute also trains health professionals for better management and prevention of diarrhoeal diseases and for rapid and correct diagnosis of the etiological agents. Epidemiological investigations of diarrhoeal diseases are carried out in different parts of India. Antisera against *Vibrio cholerae* are raised in this Institute and supplied to the national and international laboratories. Presently, specific monoclonal antiserum for detection of *Vibrio cholerae* O139 strains have been developed and are supplied to WHO (SEARO), New Delhi for distribution to various national and international laboratories. As WHO Phage Reference Center, this Institute receives a large number of *Vibrio cholerae* strains from all over the world for Phage typing.

On behalf of the Director, ICMR- **National Institute for Research in Bacterial Infections**, Kolkata online bids are invited through GeM Portal from reputed, experienced firms for providing human resource services to perform its assigned work under different categories of Positions in ICMR -**National Institute for Research in Bacterial Infections**, Kolkata **initially for a period of one year and may be extended based on the performance of work for a maximum period of three years with mutual consent.**

Note: 'ICMR' means Indian Council of Medical Research, New Delhi including all the permanent Institutes / Centers of ICMR, across the Country.

CATEGORIES OF POSTS

ICMR-Intramural and Extramural			
Sl. No	Name of the Post	Number of post	Particulars
1.	Office Helper	16	Fixed remuneration/ remuneration as per ICMR Guidelines from time to time.
2.	Data Entry Operator	3	
3.	Research Fellow	2	

**May increase or decrease depending upon the work load/number of projects at ICMR-NIRBI, Kolkata

II: Fixed remuneration category

II. CATEGORIES OF POSTS

Provisional Essential, Desirable and Job Description for various project positions (it may vary from time to time and also as per the requirement).

Sl. No	Name of the Post	Post Details
1.	Office Helper	Unskilled High-school or equivalent
2.	Data Entry Operator	Semi-Skilled Intermediate or 12 th pass from recognized board. A speed test of not less than 15000 key depressions per hour through speed test on computer
3.	Research Fellow	Qualification: Post Graduate degree in concerned disciplines of Science/Geography (for Relevant project) or equivalent. Or Graduate degree in Engineering/ Technology/ Medical/ AYUSH/ Dental Science/ Veterinary/ Judicial disciplines or equivalent.

Manpower Monthly Consolidated Emolument.

Sl. No	Name of the Post	Monthly Emolument
1.	Office Helper	Rs. 21,440.00
2.	Data Entry Operator	Rs. 23,360.00
3.	Research Fellow	Rs. 25,000.00

Note:

- All educational qualification certificates shall be from a recognized Board/University.
- All experience gained shall be preferably from a Govt. Organisation and shall be counted after the date of completion of Minimum Essential Qualification.
- Experience in the relevant field/area, as required for the study of the Project concerned, will be considered.
- All community certificates should be issued by the authorized officers of the Govt.

- (e) The required relevant Field/Specialization may be mentioned in bracket against the position that is to be filled.
- (i) Based on project requirements, the Principal Investigator (PI) may, with the approval of the Head of Institute, recruit specialized personnel with equivalent qualifications for a sanctioned position by adhering to relevant guidelines and informing the Council."
- (j) The relevant guidelines of ICMR or other funding agency, as amended from time to time will be followed.
- (k) Minimum wages for unskilled, semi-skilled and skilled manpower should be paid as applicable for the central govt., but should not exceed the amount indicated against each category.

Pre-Bid Meeting Detail(s)

Pre-Bid Date and Time Pre-Bid Venue

Date & Time

TERMS AND CONDITIONS

SI. No.	Category of the Terms and Conditions
A	Service Level Agreement for Human resource Hiring Services (i.e. Golden Parameters of GeM)
B	Additional Terms and Conditions that neither available in the Golden Parameter of GeM nor available under the GeM additional Terms and Conditions

A.) Service Level Agreement for Human resource Hiring Services

1) AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer (ICMR-NIRBI) and Project Human Resource Hiring Service Provider (Agency). The purpose of this agreement is to facilitate implementation of Human Resource Hiring Service at the Buyer's premises or any other premises/area/field duty designated by Buyer/Consignee. This Agreement outlines the scope of work, Buyer's obligations, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier), unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

- (a) General terms and conditions for Services.
- (b) Service Specific STC of the Services contracts shall include the service level agreement (SLA) for the service.

2) OBJECTIVES AND GOALS

The objective of this agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this agreement are to:

- (a) Provide clear reference to service ownership, accountability, roles, and responsibilities of both parties.
- (b) Present a clear, concise, and measurable description of services offered to the Buyer.
- (c) Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified.
- (d) To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document, that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The agreement can also be revised/ modified on mutual consent of the stakeholders.

3) PARTIES TO THE AGREEMENT

The main stakeholders associated with this agreement are below-

Buyer: Buyer (ICMR-NIRBI) is responsible to provide clear instructions, approvals and timely payments for the services availed.

Service Provider: Service provider (Agency) is responsible to provide all the required services in a timely manner. Service provider may also include seller, any authorized agents, assignees, successors, and nominees as described in the agreement.

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.

4) SCOPE OF SERVICES

The scope of service requires the Service Provider to provide Human Resource Hiring Services, in the Buyer's premises or the Buyer's designated premises. The Service Provider would be required to provide sufficient and qualified human resource, capable of supporting the functioning of the project/ department in a manner desired by the Buyer. The services shall be rendered as per the agreement signed between the parties.

Buyers of this service will have the option to choose the desired human resource on the basis of type of function, educational qualifications, work experience, skill categories as per their requirement. Buyer will also provide additional details like duration of requirement, number of human resources required etc. Service Providers will quote price as per the given service parameters.

Some of the key aspects of this service are listed below:

- (a) The performance and discipline of the resources provided by the Service Provider should be ensured by the Service Provider.
- (b) Regular progress reporting and review of the same with the concerned Competent Authority will be an integral part of the responsibility of the Service Provider.
- (c) Timely production of quality output will be an overarching responsibility of the Service Provider.

- (d) The project plan including scope of work, job requirements, timelines and resource requirements shall be finalized by the concerned Buyer department.

4.1 Service Details and Standards

- (a) Service Provider; while providing the services shall be compliant with all the applicable laws with respect to Buyer's organization, region or premises.
- (b) It is the responsibility of the Service Provider to provide human resource as per Buyer's requirement. The person deployed should not be less than the age of 18 years old.
- (c) The persons deployed should be efficient while handling the assigned work and complete the assigned work in given timelines. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- (d) The Service Provider should have a legal status, it can be a registered Proprietorship Firm/ Partnership Firm/ Company under Companies Act having legal entity with all statutory licenses/ registration for carrying out such activities.
- (e) The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required for providing the services are valid during the entire period of the contract; failing to which shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
- (f) In the case of services hired on an annual basis, paid leave will be calculated at the rate of 1.5 days for each completed month of engagement, will be calculated based on the project year and can be accumulated up to the completion of the project. Beyond specified leaves as applicable, leave will be treated as leave without pay (LWP) for which necessary deduction will be made by the Buyer in the billed amount, if no replacement is provided.
- (g) The Service Provider shall be required to keep the Buyer updated about the change of address, change of Management etc. from time to time.
- (h) The Service Provider shall be solely responsible to redress the grievances/ resolution of disputes relating to persons deployed. The Buyer shall in no way be responsible for settlement of such issues whatsoever.
- (i) After award of contract, if the **Service Provider is found to be charging any amount from the human resource on its roll in any manner, the agreement shall be terminated immediately, with forfeiture of Performance Security amount and also the Service Provider will be blacklisted. Any amount received from its human resource as registration or any fees by the Service Provider will be recovered from the pending bills and will be paid directly to the concerned human resource.**
- (j) Any violation of contractual obligations by the Service Provider/ human resource shall attract penalties. Before imposing a penalty, the Buyer will provide three days prior notice to the Service Provider, to make its representation. The Service Provider confirms and agrees that penalty whenever becomes payable, shall be deducted by the Buyer from the payments due to the Service Provider.
- (k) In case the submission of monthly bills is delayed by the Service Provider beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/penalty to the tax authorities shall be borne by the Service Provider.

4.2 Defined Timelines

- (a) If Buyer requires additional human resource/manpower during the contract period; Buyer shall inform about the same with specific requirements to the Service Provider, Ten days prior to the employment start date.
- (b) The human resource/manpower deployed shall be punctual and reach Buyer's premise/ designated premise on the time defined by Buyer, prior information shall be given to Buyer for any delay/ absence. In case, deployed person comes late/leaves early on three occasions, one-day wage shall be deducted.
- (c) Service Provider shall adhere to the timeline given by Buyer for providing the required human resource on Buyer's premise/ designated premise.
- (d) In case of non-availability of specifically demanded human resource/manpower; the Service Provider shall communicate the same to Buyer at least one month prior to the employment start date.

4.3 Service Assumptions

- (a) The engagement of human resource for different projects of Buyer (ICMR-NIRBI) is on a skill development program and with fixed consolidated remuneration. Hence, ESI and EPF are not applicable for the same
- (b) **Bid offering service charges of less than 3.85% shall be summarily rejected.**
- (c) Dispute Resolution shall be as per the Arbitration & Conciliation Act, 1996. Venue shall be in the ICMR -NIRBI, Kolkata.
- (d) The Service Provider shall not sublet any part of the Contract. He shall be solely responsible and liable to deliver the services as per the contract.
- (e) The human resource provided by the Service Provider shall not be deemed employees of the Buyer department in any manner. Hence, the compliance of the applicable acts/ laws will be the sole responsibility of the Service Provider.
- (f) The Service Provider must assess all the proposed candidates of desired requirement on the parameters of educational qualification, work experience, skill assessment, short-listing and proposing to Buyer all pre-screened candidates ("Services").
- (g) The Service Provider would be required to provide sufficient and qualified human resource, capable of supporting the functioning of the project/department in a manner desired by the Buyer. Any mismatch in demand and supply of resource, such as number of outsourced staff, educational qualification, sectorial/ desired work experience etc., may lead to penalties and/or replacement of the resource with the matching skill set or profile desired by the Buyer.
- (h) The persons deployed by the Service Provider shall not claim nor shall be entitled to regularization or service, pay, perks and other facilities admissible to regular/ confirmed employees during the currency or after expiry of the Agreement.
- (i) No medical facilities or reimbursement or any sort of medical claims thereof in respect of outsourced staff claimed by the Service Provider will be entertained by the Buyer.
- (j) The working hours and days of the outsourced human resource shall be as per the existing applicable rules of the Buyer. The deployed human resource shall get the benefit of holidays as notified/ declared by the Buyer. However, outsourced human resource has to work on holidays, if necessary and required based on demand of work.
- (k) The requirement of the human resource may increase or decrease during the period of initial contract also. In case of a decrease in the requirement, the same will be informed to the Service Provider and additional human resource shall be withdrawn at the given time. If the requirement is increased, the Service Provider shall provide additional human resource on the same terms and conditions, in a reasonable time.

- (l) The outsourced staff, during the course of their engagement, shall perform duty with utmost integrity to the Buyer and shall not disclose/ share any documents and information which they are not supposed to divulge to Service Provider/ third parties. In view of this, they shall be required to sign the confidentiality clause and breach of this condition shall make the Service Provider, as well as the person deployed, liable for penal action under the applicable laws, besides action for breach of contract and termination of contract.
- (m) The Buyer will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the human resource or by the Service Provider. The human resource as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the Buyer will not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.
- (n) The Buyer shall have the right, within reason, to have any personnel removed who is considered to be undesirable, with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer in case of any dispute.
- (o) The Service Provider shall nominate a coordinator/ Single Point of Contact (SPOC) who shall be responsible for regular interaction with the Buyer Department, so that optimal services of the persons deployed could be availed, without any disruption.
- (p) For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of human resource so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer Department.
- (q) No deployed human resource shall be allowed to stay in the Buyer's premise/ designated premise unnecessarily after working hours, without Buyer's permission.
- (r) Any damages/ losses caused by deployed human resource shall be borne by the Service Provider. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
- (s) **The Service Provider shall assure the payment to human resource on or before 7th of every of month. The payment of wages to the outsourced staff shall be made in their bank accounts only, no cash or kind payment shall be made. Any such incidents may lead to penalties on Service Provider.**
- (t) **The Service Provider shall submit proof for all his claims, at the desired format of the Buyer.**

4.4 Limitations of Service Delivery (If Any)

- (a) The Service Provider will provide human resource services as per the service categories/ human resource desired by the Buyer.
- (b) The Buyer will have the option to replace the proposed human resource, in case of non-performance, non-delivery or in any other justified reasons. However, replacement of the human resource will be in the same category with same degree of skills, educational qualifications and number of years of experience. Also, prior approval for the same shall be obtained from Buyer.

5) SERVICE PROVIDER'S OBLIGATION

Service Provider's obligations will include the following: -

- (i) The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law. The service provider shall comply with the Acts as indicated in Annexure-I (Page -14)
- (ii) The Service Provider shall provide the documentary proof for the qualifications and experience of the human resource deployed by them. The bio-data/ resume, qualification and experience of the said human resource should be certified by the Service Provider. In case, any of such document is found to be false at any stage, it would be deemed to be a breach of terms of contract making the Service Provider liable for legal action.
- (iii) The Service Provider shall be responsible for police verification, character and antecedents' verification of the human resource. The same may be verified by the Buyer at any time, if desired so.
- (iv) The Service Provider shall furnish the following documents in respect of the human resource deployed by them to Buyer's premise/ designated premise in the given time limit:
 - a. List of persons deployed (monthly)
 - b. Bio data/ resume with antecedent details (at the time of deployment)
 - c. Copy of Aadhaar Card of the candidates (at the time of deployment)
 - d. Identity Cards issued by Service Provider bearing photograph (within seven days of joining)
 - e. Identity proof and residential proof (at the time of deployment)
 - f. Copy of police verification certificate (at the time of deployment)
 - g. Copy of date of birth certificate, if required (at the time of deployment — for domicile purpose)

All selected human resource shall wear Identity Card provided by the Service Provider every day during working hours.

- (v) The Service Provider shall issue the letter of deployment to every deployed human resource and a copy of the same shall be submitted to Buyer.
- (vi) In an event of deployed human resource availing leave, and if required by Buyer, suitable substitute(s) shall be provided by Service Provider, as per mutual understanding with Buyer, maintaining service levels and continuity.
- (vii) The service provider shall be responsible for timely payment of wages to the human resources failure which a penalty will be deducted. The service provider shall also submit the documents to the buyer for reimbursement.
- (viii) The Service Provider shall furnish statement of amount paid for the month to the human resource deployed along with proof of the payment made.
- (ix) Service Provider shall furnish copy of bank statement in support of amount paid as and when required by Buyer.
- (x) All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same.
- (xi) The Service Provider shall issue monthly pay slip to all the outsourced man power deployed at the premises of the Buyer.
- (xii) The Service Provider shall provide Biometric attendance system for the outsourced manpower at the Buyer's premises to record their attendance.

6) BUYER'S OBLIGATIONS

Buyer's obligations will include the following: -

- (a) The Buyer shall provide work space (seating area, work desk, furniture etc.) for the human resource hired through Service Provider. Buyer shall also arrange necessary gate/ entry pass to Buyer's premise/ designated premise for the human resource.
- (b) Buyer shall directly or in consultation with the Service Provider provide the necessary training to the human resource for Buyer specific tools, applications and machinery etc., if required.
- (c) Buyer shall provide, free of charge unimpeded access to all the infrastructure which is required to perform the Services. However, use of such infrastructure shall be limited for official purpose only.
- (d) The Buyer shall make necessary arrangements for use of basic facilities like water pots/ machines, cafeteria, washrooms etc. for human resource working at Buyer's premise/ designated premise.
- (e) TA/ DA shall be payable directly by the Buyer on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking official travel for the project/assignment, if any as per ICMR norms for Project Manpower.

7) SERVICE TRACKING

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analysing Service Provider's performance as well as Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for the both Buyer and Service Provider, non-tracking of the same may lead to a fine/ penalty on either party.

7.1. Logbook

- (a) The service provider shall update the logbook on the GeM portal as per the logbook process flow.
- (b) Once the service provider updates the logbook online, the Buyer shall either accept or reject these entries within the prescribed time lime. The buyer will also record the any service non-delivery or non-performance issues, and subsequent penalties. Failure to take action on logbook entries updated by service provider shall be deemed as accepted.
- (c) The Service Provider can raise an issue against the rejection of any entry by the buyer within prescribed timelines of such rejection with the designated representative of the Buyer.

7.2. Service Performance and Feedback

1. Feedback from the Human Resources Committee/ SPOC of the Buyer shall be maintained (weekly/ monthly, bi- annually) by the Service Provider. The same can be used to track the service standards. Feedback should be taken without any bias of either party. Buyer can also ask for submission of service feedback notes/ documents at the time of payment towards services delivered.
2. The Single Point of Contact (SPOC) for the issues arising out of this agreement will be the Service Provider or a designated representative who shall be any employee of the Service Provider in administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the Service Provider shall be solely responsible for maintaining the quality and level of service provided.
3. Such service tracking initiatives not only ensures the quality and punctuality of service delivery also reduces the chances of flaws in delivery mechanism. If any variation in attendance sheet, logbook, service feedback is found during the tracking; immediate action can be taken against the party.

8) PENALTIES AND FINE

Penalties and fine can be imposed on either party in case they have caused loss to other party, loss can be financial as well as reputational. These losses may occur due to breach of contract/ agreement, faulty services, non/ delayed payment to the Service Provider for the services availed. Amount of penalties/ fine shall be settled/ recovered during next payments/ final settlements of the Service Provider.

Penalties and fine are detailed below-

S. No.	Description	Penalty / Fine		
		1 st Instance	2 nd Instance	3 rd Instance
1.	Non-deployment of total mentioned in the contract as per the date of joining.	Up to 15 Days, @1 % per day of the total value and Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value.	Up to 15 Days, @2 % per day of the total value and Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value.	Cancellation of the contract with cancellation charges @ 10% of the order value
2.	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act	-	-
3.	If the employee is found responsible for any theft, loss of material/ articles and damages	Immediate payment in actuals, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days.	Immediate payment in actuals, equivalent to the value of the article theft/ lost/damaged. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value

S. No.	Description	Penalty / Fine		
		1 st Instance	2 nd Instance	3 rd Instance

4.	If the employee is found responsible for disobedience/ misconduct	Warning/ counselling/ of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value
5.	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which, @ 1 % per day of the total value (excluding service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Substitute within 2 days failing which, @ 3% per day of the total value (excluding service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Cancellation the contract with cancellation charges @ 10% of the order value
6.	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	-
7.	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share) [if applicable]	Rs. 100 per day per worker for each default, warning to Service Provider to deposit the said amount within 7 working days	Rs. 200 per day per worker for each default, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to Buyer	Cancellation of the contract with cancellation charges @ 10% of the order value

9) PAYMENT TERMS

This section provides details about the terms and conditions of payment towards the services, it may also include deduction of payment in case of faulty service.

Some notable points under payment terms are: -

9.1 Payment Condition

- (a) The cost of services quoted by the Service Provider shall cover all aspects of service delivery and include all the components of wages, service charges and taxes, as applicable.
- (b) The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.
- (c) No advance payment shall be made to the Service Provider

9.2 Payment Cycle

- (a) Payment shall be made once the services are delivered, and the Service Provider submits the invoice and necessary required documentary proof, for the same.
- (b) The Buyer shall make the payment, within prescribed timelines, as mutually agreed, as per the payment process flow upon submission of invoice, logbook, and service feedback.

9.3 Payment Process

- (a) Payment shall be made only after submission of invoices, attendance sheet, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
- (b) All the penalties/ fine/ interest (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same.
- (c) Payment shall be made through electronic bank transfer only, in no circumstance cash/ cheque payment shall be made.

10) AMENDMENT OF CONTRACT

During service delivery period, some conditions may occur when the Buyer and/ or Service Provider may require to amend the Agreement, some of such conditions may be as follows-

- (a) *Amendment of the Contract after event of Force Majeure:* In case of occurrence of any exceptional event/ circumstance, which has affected either party directly to perform the agreed services, the agreement can be amended. However, cause, evidence and nature of such effect shall be notified to the other party.
- (b) *Amendment in statutory variations:* All statutory variations leading to increase in the cost of the contract will be debited to the buyer accounts.
- (c) *Amendment of the Contract as per both parties' consent:* Amendment of the Contract shall be done as per mutual consent of both parties; no party shall be made liable to pay/ get any compensation for agreement amendment. However, the variation put together shall not reduce or exceed 50% of contract value.

11) TERMINATION OF CONTRACT

The Agreement shall be come to an end, either on completion of the Contract Period or shall be terminated for the following reasons:

- (a) *Mutual consent*: The contract may be terminated based on mutual consent; in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments, other than payment of invoices raised till the time of termination including notice period.
- (b) *Breach of contractual obligations*: Any incident, considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract, where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach, within 14 days after receiving notice requiring it to do so.
- (c) *Breach of SLAs*: The contract may also be terminated if i) the cumulative penalties rise to 10% of the contract value or, ii) repeated breach of any SLA beyond three instances as per buyer discretion.
- (d) However, termination of this contract shall not affect any accrued rights or remedies of either party.

B. Additional Terms and Conditions (ATC)

ATC that neither available in the Golden Parameter of GeMnor available under the GeMATC:-

- A. The Service Provider Company / Firm/ Agency should have completed at least one service contract of providing service/human resource of value not less than Rs. 35.00 lakhs per annum in the last three years i.e. F.Y. 2022-23, 2023-24 & 2024-25 or should have completed at least two service contracts of not less than Rs. 12.00 lakhs per annum, in any of the last three years, each related to providing human resources in the past three financial years.
- B. The Service Provider Company / Firm / Agency should submit certificates of good performance (regarding service/human resource provided) which must specifically mention that the vendor has made timely payment of salary and timely deposit of statutory contribution i.e. ESI, PF etc from any two institutions where the firm had provided service/human resource in last five years. The firm shall furnish an affidavit on non-judicial stamp paper of Rs.100/- (Rupees Hundred only) duly notarized affirming that in last three years, firm was not found to be deficient in providing satisfactory service, delay in payment to staff or defaulter in depositing statutory dues by any of the organization where the firm provided services.
- C. Conditional bids shall not be considered and will be outrightly rejected at the very first instance.
- D. The Director, ICMR -NIRBI, Kolkata reserves the right to annul any oral bids without assigning any reason.
- E. The Director of ICMR -NIRBI, Kolkata, reserves the right to prematurely terminate the contract at any time after giving one month notice to the contracting Agency. In case the contractor desires to terminate the contract during its period of pendency, he shall have to give a notice of three months to the Institute.
- F. Further explanation with regard to Clause no. 4, Scope of Services of Service Level Agreement for Human resource Hiring Services on GeM Portal: The human resource deployed by the Agency shall be required to work normally as per the organizations' working days / hours. However, if the human resource are posted to work in areas whose working hours are different, in such areas they will have to follow the schedule,

as per the requirement of such area. The human resource deployed by ICMR -NIRBI, Kolkata can be called upon to perform duties on Saturdays/Sundays and other Gazette holidays, if required. No extra payment shall be paid for attending office on such exigencies. However, their weekly day off shall be adjusted accordingly. The payment shall be made on conclusion of the calendar month only, based on actual duties performed by each person during the month.

- G. Further explanation with regard to Clause no. 6, BUYER'S OBLIGATIONS of Service Level Agreement for Human resource Hiring Services on GeM Portal: The attendance of the human resource shall be entered in the Biometric attendance system at the Buyer's premises, to be installed by the Service Provider.
- H. The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, tobacco products, smoking, spitting, loitering without work, using abusive / objectionable language, fighting with other staff including other contractual staff, creating nuisance/or disturbing the peace in place of posting etc.
- I. The Agency shall nominate a Coordinator who would be responsible for coordination with the Institute authorities to ensure optimal services of the persons deployed by the agency. The name & Telephone number of the nominated coordinator shall be provided to Administration section. The coordinator shall ensure the attendance of all the outsourced staff daily and shall arrange for a substitute in case, a outsourced staff is absent. (The coordinator will be paid by the vendor and not by Buyer (ICMR-NIRBI).
- J. The Buyer reserves the right to withdraw/ relax modify terms and conditions mentioned above to ensure smooth operations, with concurrence of the vendor.
- K. The Buyer is to abide by the rules of Govt. of India in mandatorily providing the 20% of total procurement of goods and services to MSME and out of which 4% of the business is provided to SC/ST enterprise vide circular No. DO No. 16(6)/2016-SME dated. Nov 2016.
- L. FRAUD AND CORRUPT PRACTICES
- (i) The applicant and their respective officers, outsourced staff, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Not, withstanding anything to the contrary contained herein, the Buyer may reject an application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- (ii) Without prejudice to the rights of the Institute under Clause (i) here in above, if an Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ issued by the Buyer during a period of 3 (three) years from the date such Applicant is found by the Buyer to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- (iii) For the purposes of clauses (i) and (ii) above, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value/service, to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the NIT/Project;
 - (b) "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - (c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;
 - (d) "Undesirable practice" means (i) establishing contact with any person connected with or deployed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process.
- M. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by Buyer.
- N. In case, the tendering Agency fails to comply with any statutory/ taxation liability, under appropriate law and as a result thereof Buyer is put to any loss/ obligation, monetary or otherwise, Buyer will be entitled to recover the same out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
- O. The venue of the dispute settlement, if any, shall be ICMR-NIRBI, Kolkata
- P. The Service Provider shall open Bank Account in the name of his firm in Nationalized Banks within fifteen days of assumption of contract and maintain it until the duration of the contract. The Service Provider will also get the Saving Bank Accounts of all his workers opened in the Bank and deposit/transfer their emoluments directly to these accounts.
- Q. The service provider shall deploy the human resource specified in the schedule of quantities. The ICMR-NIRBI reserves the right to increase/decrease the minimum human resource by giving the Service Provider a notice of three working days.
- R. However, the administrative/service charges will continue at the same rate, till the end of the contract period.
- S. In the event of default being made in the payment of any emoluments in respect of any of the person deployed by the Service Provider for carrying out this contract, and a claim is filed in the office of the Competent Authorities and proof thereof is furnished to the satisfaction of the said Authorities, the ` ICMR-NIRBI ' may, failing payment of the said money by the Service Provider, make payment of such claim on behalf of the Service Provider to the said outsourced staff and any sum so paid shall be recoverable by the ` ICMR-NIRBI from the Service Provider.

- T. If any authority imposes any financial penalty/award because of deficiency by the Firm/human resource provided by the firm to ICMR-NIRBI and direct ICMR-NIRBI to deposit/pay the same, such money shall be deemed to be payable by the Service Provider to Buyer and shall recover such amount from the Service Provider, either by deducting this amount from money due to the Service Provider or from Performance Security(PBG) along with administrative/departmental charges.
- U. The vendor is also requested to provide their bank details, Name of the beneficiary, Account No. of the beneficiary, IFSC code of the bank/ branch.
- V. No client-related document, data, or any kind of material shall be allowed to be taken or transmitted outside the Buyers premises, without written permission from the buyer, in any manner whatsoever.
- W. Service Provider will be permitted to take the documents from the Buyer's premises only after written permission from Buyer. However, the Service Provider must ensure the safekeeping and confidentiality of these documents.
- X. Penalty Provisions:
- a. Failure to commence/execute work:- In case the service provider fails to commence/execute the contract as stipulated in the agreement, the ICMR-NIRBI reserves the right to impose and recover penalty as detailed below:-
- a) 5% of the cost of order per week for delays in commencement of work beyond two weeks of the placement of the order for up to four weeks delays. ii) After the four-week delay the ICMR-NIRBI may cancel the agreement and get this job carried out preferably from any other agency from the open market. The difference in cost, if any, will be recovered from the defaulting service provider as damages and he shall also be debarred for a period of three years from participating in such type of tenders and his security deposit shall stand forfeited.

C. Absence of Services: -

- (1) In case a worker reports late for duty or leaves his duty before time, a penalty of Rs. 500/- per episode/worker shall be imposed on the vendor and shall be deducted from monthly bill.
- (2) The selected Agency shall provide a substitute in the event of any person leaving the job due to his/ her personal reasons or remaining absent without intimation within time, mutually agreed for various categories of human resource. The delay by the Agency in providing a substitute beyond agreed timelines shall attract penalty @ Rs. 500/- per day (per such case) on the service providing Agency.
- (3) Delay in payment of emoluments: The firm will pay the emoluments, due to outsourced staff on or before the 7th of next month. Default on the part of the service provider in paying consolidated emoluments on time to the workers, shall attract penalty at the rate of 2% per month calculated on the monthly wage bill (of the concerned month). Further explanation with regard to clause No. 8(4) penalties and fine of service level agreement for human resource engagement services on GeM portal.
- (4) In case any public complaint is received, which is attributable to misconduct/misbehavior of service provider's personnel, include theft or pilferage or sabotage or any subversive act and as verified by the competent authority, a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from the service provider's bill. Further if deemed fit by ICMR authorities, such, guilty person shall be withdrawn immediately by the service provider. Legal

action if required under relevant rules/acts shall be also initiated against the guilty person by the Service Provider. Loss caused by theft/pilferage etc. will be recovered from the firm. Turning up drunk on duty, untidy or scruffy appearance, not wearing uniform (wherever applicable) shall invite penalty of Rs. 500/- per worker/per episode. The Competent Authority for imposing the penalty shall be the Director, ICMR-NIRBI. That in the event of any loss occasioned to the 'ICMR-NIRBI' as a result of any lapse on the part of the Service Provider or his deployed outsourced staff, established after an enquiry conducted by the 'ICMR-NIRBI', the said loss may be claimed from the Service Provider up to the value of the loss. The decision of Director, ICMR-NIRBI will be final and binding on the Service Provider.

- (5) In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit(PBG) of the Agency will be liable to be forfeited by this Institute besides annulment of the contract.
- (6) In case of under deployment of human resource on any given day as agreed upon, a penalty of Rs. 1000 per less staff per day, for the entire deficit numbers will be imposed along with the deduction of consolidated emoluments.
- (7) In case the services remain consistently unsatisfactory for a period of more than 2 weeks, a penalty of Rs.1.00 lakh will be imposed. In case of any damage/loss/theft of property, attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.
- (8) In case of any damages/loss/theft of property, attributed to the personnel deployed by the service provider. The lost of the same will be recovered from the service provider.
- (9) In case it is reported that the staff of the outsourced firm reports late for duty or leave the duty without informing the ICMR-NIRBI authorities a penalty of Rs. 500 will be imposed per instance.
- (10) Payment of wages to the outsourced staff shall be made in their bank accounts only, no cash or kind payment shall be made. In case the consolidated emoluments of all the out sourced staff is not paid through ECS or by cheque, a penalty of Rs.20000/- will be imposed on the firm per instance. If the service provider fails to provide the documentary proof for the qualification and experience of the deployed human resource at the time of deployment then a penalty of Rs. 1000/- per default will be imposed. The service provider shall provide the documentary proof for the qualifications and experience of the human resource deployed by them. The bio-data/ resume, qualification and experience of the said human resource should be certified by the service provider. In case any of such document is found to be false at any stage, a penalty of Rs. 200/- will be imposed per incident of submission of false document.
- (11) The bidders are required to quote charges related to security/registration charges of the candidate applying for the service under the contract, that charges shall not be considered for arriving L-1 bidder. In case, any approved bidder found to be charging higher rates from the candidates, administrative action like debarring of the firm for two years shall be taken. The service provider must provide the receipt for the same to the candidate.
- (12) The service provider shall assure the payment to outsourced manpower on or before 7th of every month. In case of delays, any such incident may lead to penalties on service provider. Any delay in payment will lead to imposition of penalty @ Rs. 10000/- per day of delay.
- (13) Wage slip with breakup of payment components shall be provided by the service provider to all the human resource. Any default will lead to imposition of penalty @ Rs. 1000/- per incident.
- (14) Some other instances in which penalty at the rate of Rs. 1000/- per instance would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- (i) If person is found not following any universal precautions at work.
 - (ii) If any worker deployed by the firm is found indulging in theft, pilferage, sabotage, or any subversive act of any nature.
 - (iii) If the personal hygiene of any outsourced staff is found unsatisfactory.
 - (iv) Penalty will also be imposed if the behaviour of personnel(s) found discourteous to anyone in the premises including staff or patients or visitors.
 - (v) If any personnel found performing duty by submitting a fake name and address.
 - (vi) If any personnel found on duty other than those mentioned in the approved list, as supplied by the vendor to the Institute authorities.
- (15) **Indemnity bond:** The second party (vendor) shall provide indemnity to the first party for any illegal acts carried out by the human resource supplied to the first party in its premises. The second party (vendor) shall be the "employer" for all purposes in respect of the human resource so provided and shall be responsible for and ensure the implementation of all the relevant laws. The second party's staff deployed/ persons deputed shall not claim any compensation/ absorption/ regularization of services with the Buyer i.e. ICMR-NIRBI in any case.
- (16) **Purchaser's Right to accept any bid and to reject any or all bids.:** The purchaser reserves the right to accept in part or in full, any bid or reject any or more bid(s), without assigning any reason or to cancel the Tender process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).
- (17) **Inclusion of Additional Manpower in future:** Based on the requirement of the additional manpower in future, there shall be the provision of 50% increase based on the present requirement with mutual consent between Service Provider and ICMR-NIRBI on the same terms and conditions.
- (18) **OPTIONAL CLAUSE:** The Institute reserves the right to increase or decrease the number of manpower to be deployed up to 100 percent of bid requirement at the time of placement of contract. The Institute also reserves the right to increase the requirement by up to 50% of the contracted requirement during the currency of the contract rates. Bidders are bound to accept the orders accordingly.
- (19) **Bid Security (BS)/EMD:** Not required
- (20) Performance Bank guarantee is **5% of Bid Value** . **The PBG shall be deposited** through Bank Guarantee/Demand Draft/FDR drawn in favour of the **Director**, ICMR-NIRBI, Kolkata. The original PBG must be delivered to **the Director**, ICMR-NIRBI, Kolkata **till bid submission end date** and time, failing which the bid shall be summarily rejected. The scanned copy of original PBG may be uploaded along with the bid.
- (21) The Bidder Security and PBG Shall be denominated in Indian Rupees. The Bid Security and PBG Shall be furnished in one of the following forms:
- i. Account Payee Demand Draft/Banker's Cheque.
 - ii. Fixed Deposit Receipt.
 - iii. Bank Guarantee.
- (22) The demand draft or banker's cheque shall be drawn on any commercial bank in India, in favour of as indicated above payable at Director, ICMR-NIRBI, Kolkata. In

case of Bank Guarantee, the same is to be provided from any commercial bank in India or county of the bidder as per the form at specified under Format-1.

- (23) The Bidder Security Shall be valid for a period of 180 days from the Techno – Commercial Bid Opening date.
- (24) EMD of the unsuccessful bidders will be returned to them at the earliest on or before 45 day after award of contract.
- (25) The Bid Security of successful bidder will be returned without any interest, after receipt of performance security(PBG) from the bidder.
- (26) **The PBG is returnable after 2 month of end of contract period on submission of NOC/Work Satisfactory report by the Institute.**

IV. EVALUTION OF BIDS AND AWARD CRITERIA

1. The evaluation of the bids will be Least Cost System (LCS) method.
2. The bidder should score more than or equal to 60% out of 100 in the technical bid evaluation process to be qualified for commercial evaluation. Further, the bidder should also satisfy the eligibility criteria of the technical/administrative parameters to be eligible for commercial evaluation.
3. The score of the bidder, as per the documents submitted, shall be allotted by Evaluation committee constituted by ICMR-NIRBI and its decision will be final. ICMR-NIRBI will enter the marks and uploaded the same in the GeM portal.
4. After opening and evaluating the financial proposals of technically qualified bidders, a final combined score shall be arrived based on the above-mentioned weightage.

E) Marking Scheme for Technical and Financial Bid

- (i) Evaluation will be based on Financial bid only. Whereas Technical bid will be qualifying in nature. Marking system for Technical Bid will comprise of the following criteria:

S. No.	Criteria	Conditions & Score	Max. marks	Remarks/ Documents for submission of technical bid
1	Firm Turnover	Average Turnover Rs. 35.00 lakhs - 2 Marks (Mandatory) Additional every turnover of Rs. 5.00 lakhs – 1 mark each capped at Rs. 15.00 lakhs only	05	Firm turnover is defined as the average turnover of a firm over the last 3 years. Chartered Accountant verified/audited turnover statements to be furnished as proof for the same.
2	Manpower/ Human resource on Payroll	Minimum 50 human resource – 10 Marks Additional every 10 human resource – 1 mark each, capped at 50	15	Human resource on roll will be all staff on the books of the firm on the date of the release of the tender. Duly CA audited statement of roll for the previous one year to be submitted as part of the technical bid.
3				

	No. of Projects for supply of Human resource/Manpower (currently running)	<table border="1"> <thead> <tr> <th>No of Projects</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>02</td> </tr> <tr> <td>2-3</td> <td>03</td> </tr> <tr> <td>4-7</td> <td>04</td> </tr> <tr> <td>8 or above</td> <td>5</td> </tr> </tbody> </table>	No of Projects	Marks	01	02	2-3	03	4-7	04	8 or above	5	05	Definition of projects – supply of human resource with at least 1 year duration. <i>Work can be completed work/ on-going work and should have at least 1 year of work executed and should have been performed over the last 3 years</i>
No of Projects	Marks													
01	02													
2-3	03													
4-7	04													
8 or above	5													
4.	Experience in years for Outsourcing Human resource/Manpower supply	<p>Minimum 05 years (Mandatory) –05 Marks</p> <p>For additional every 1-year experience –1 mark will be awarded capped up to 10 years only</p>	10	Experience means: Firm has working experience in Human resource Outsourcing in <i>Government/ PSU Clients/International organization/Corporate Organizations</i>										
5.	Currently running projects in consignee location (Kolkata Metropolitan) i.e. Form-C, Establishment Certificate (Kolkata Metropolitan)	<table border="1"> <thead> <tr> <th>No. of Clients</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1-2</td> <td>2</td> </tr> <tr> <td>3-5</td> <td>3</td> </tr> <tr> <td>6-7</td> <td>4</td> </tr> <tr> <td>More than 7</td> <td>10</td> </tr> </tbody> </table>	No. of Clients	Marks	1-2	2	3-5	3	6-7	4	More than 7	10	10	
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6-7	4													
More than 7	10													
6.	Scientific/ Research organization experience in supplying human resource/Manpower in Scientific/Technical/ Admin and Support Staff	<table border="1"> <thead> <tr> <th>No. of Clients</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1-2</td> <td>2</td> </tr> <tr> <td>3-5</td> <td>3</td> </tr> <tr> <td>6-7</td> <td>4</td> </tr> <tr> <td>More than 7</td> <td>5</td> </tr> </tbody> </table>	No. of Clients	Marks	1-2	2	3-5	3	6-7	4	More than 7	5	05	Number of projects involving Scientific/Research Organizations provided in past 7 years (as on Proposal Submission Start Date)
No. of Clients	Marks													
1-2	2													
3-5	3													
6-7	4													
More than 7	5													
7.	Service Net worth of the Scientific/Technical/ Administrative human resource /Manpower outsourcing	<p>Copy of work order clearly/ indicating value of contract relating to Scientific/Technical Admin and Staff engaged in Project</p> <p>Net Contract value Worth Rs. 12.00 Lakhs– 10 Marks</p> <p>Additional net worth of every Rs. 1,00,000/- 1 mark each capped at Rs. 5 Lakh.</p>	15	Human resource outsourcing for Scientific/ Technical/Admin and support staff in Government Research Organizations like ISRO, NAL, DRDO, RRI, NCBS, JNCASR etc.										

8.	Timely Payment of Statutory deductions	Timeliness of payment of EPF-5 Marks and ESI-5 Marks= Total 10 marks	10	The firm/Service provider has made timely payment of wages and timely deposition of statutory contribution like EPF, ESI etc., There should not be any delay in payment to staff or in depositing statutory dues (Proof of Remittance to be attached)
9.	ISO Certification	ISO Certification – a) ISO 9001= 2.5 marks b) ISO-27001= 2.5 marks	05	Latest valid certificate to be submitted (Having at least 6 months validity)
10	Awards/ Recognitions	Awards/ Recognitions from Govt./Govt. Undertakings/ Institutes/ Organizations/ PSUs	05	Proof to be submitted
11.	Software applications in managing Human resource/ Manpower Outsource	Vendor should have software application/support in managing attendance, project allotment, consolidated emoluments details, etc.,	05	Evidence of software being used to be submitted / proved and presentation should be made to this effect.
12.	Appreciation letter from the existing clients	Appreciation letters/ Certificates from the existing clients (Govt./ International Organization etc.,)	05	To be furnished
13.	GeM Star Rating	Performance Star Rating in GeM –4 & above	05	Screenshot to be submitted

Micro & Small Enterprises who are Service Provider of the Primary Service Category and whose credentials are validated online, through Udyam Registration/ Udyog Aadhaar and Start-ups as recognized by Department of Industrial Policy and Promotion (DIPP), shall be given full score in the criteria of experience, Performance and Average annual turnover i.e. .

Minimum cut-off Marks for qualifying in Technical Bid – 60 marks out of 100 marks.

The proposal with the highest weighted combined score (quality and cost) as per the predefined formula integrated in GeM portal shall be selected.

After filing the technical score, the system will open financial bid of all qualified Service Provider's and compute QCBS score as given below:

(a) Technical Eligibility Criteria

- (i) The Outsourcing Agency (Service Provider) must be a registered legal entity like a Proprietorship/partnership/ company, society, LLP etc. **registered with the concerned authorities**. A copy of registration certificate should be submitted. The Registered Office of the bidder should be located in West Bengal for which the documentary proof of Form-C should be submitted.
- (ii) Should submit Self-Attested copy of CA certificate with **last three-year balance sheet, Income Tax Returns**. CA certified copy of **last three-year annual turnover**.
- (iii) The bidder must have an **Annual Turnover of not less than of Rs.35.00 lakhs** during the last three consecutive financial years. Chartered Accountant certified copies of Profit & Loss account, audited accounts/ balance sheet and IT Return and IT clearance certificate also to be attached. The bidder should not have incurred loss in any two years during the last three years.
- (iv) Detailed company profile with **at least 5 (Five) years' experience in providing human resource services** to Central Government/ State Government organizations/ Government of PSUs/ Undertaking/ Organizations with documentary evidence. The experience shown should be for providing continuous human resource service for at least one year for each client. Satisfactory document proof from end users must be submitted.
- (v) *The bidder should have **at least a minimum strength of 50 for the financial year 2024-25 on their rolls**.*
- (vi) The bidder should possess **ISO 9001:2015 or latest** updated version of the certification in providing Human resource services and the certificates should be enclosed along with the bid.
- (vii) The bidder should have **valid registration from the concerned authorities for Services & Taxes** (proof to be enclosed).
- (viii) To submit the copy of **PAN/TAN/ESI/PF/GST Registration**.
- (ix) A company, firm or agency should be registered with/ have requested required business **License** and should be valid at least three months as on date of opening of bids.
- (x) The firm **should not have been black-listed** by any Central Govt./ State Govt./ Govt. PSUs/ Undertaking/ Organizations or allies' agencies. No Vigilance/ CBI case should be pending against the bidder. A certificate to be given to this effect on own letterhead.

(b) Financial bids evaluation criteria: -

Note:

1. Total cost shall be quoted as a fixed amount in Indian Rupees only. Conditional proposal shall be summarily rejected.
2. In the event of arithmetic calculation mistake, the individual price in words shall be considered for calculation.
3. All figures are to be rounded off to the nearest Rupee only. Any figure given in paisa will not be considered
4. The L-1 bidder will be decided on the basis on total cost of service Charges. No cost will be paid which is not in the mentioned in the price bid
 - Financial Evaluation will be done on the basis of Administrative / Service Charges only.
 - The bidder shall quote the charge in percentage (%)
 - The minimum service charges in the procurement of manpower outsourcing service (3.85%) charges should be adhered.
 - The firm may also note that administrative charges, it quoted at negligible or zero or below 3.85% shall be summarily rejected.
 - In case of any conflict between GeM SLA, T&C available on GeM and additional Terms & conditions, the conditions/terms given in ATC shall supersede over others.

Form 1

TENDER ACCEPTANCE LETTER
(To be given on company Letter Head)

Date:

To

The Director,
ICMR -National Institute for Research in Bacterial Infections .

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No. _____

Name of Work: Contracting of External Agency for Outsourcing of Project Human Resource through QCBS.

Dear Sir

I/We have downloaded/obtained the tender document(s) for the above mentioned "Work" from the GeM site(s) namely:

<https://gem.gov.in> as per your advertisement, given in the above mentioned website(s)

- (1) I/We hereby certify that I/We have read the entire terms and conditions of the tender documents (including all documents like annexures/scope of works) which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.
- (2) The corrigendum (s) issued from time to time by your department/organizations too have also been taken into consideration, while submitting this acceptance letter.
- (3) I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s)/corrigendum (s) in its totality/entirely.
- (4) I/We do hereby declare that our firm has not been blacklisted/debarred by any Govt. Department/Public Sector undertaking.
- (5) I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefor or summarily reject the bid or terminate the contract, without prejudice to any other rights.

Yours faithfully

(Signature of the Bidder, with Office Seal)

Form 2

UNDERTAKING FROM THE BIDDER

- (a) We have the required licenses, registration and permissions of the Competent Authority of the Government to perform our assigned work order in the premises of the Buyer (ICMR-NIRBI).
- (b) We have not been in default of payment to any outsourced manpower deployed/provided by us to any other Principal Employer.
- (c) We have not defaulted/short paid any of our statutory liabilities.

Signature of the Bidder, with Office Seal

Form 3

Financial Capacity of the Applicant

S. No.	Financial Year	Annual Revenue (Rs. in crores)
1.	FY 2022-23	
2.	FY 2023-24	
3.	FY 2024-25	
	Average	

(Signature, name and designation of the authorized signatory
For and on behalf of

Note:

Please attach Annual Financial Statements for FY 2022-23, FY 2023-24 and FY 2024-25,
Endorsed by registered Chartered Accountant

Form 4

Experience Certificate of the Firm for Similar nature of Work

S. No.	Name of work/ Project & Client name	Category of Client (Central / State Govt Organization / PSU / Public Listed Company)	Number of outsourced contractual human resource for client	Start Date of the assignment	Completion date of the assignment (mention ongoing, if not completed)	Annualized Value of the Human resource Outsourced to the Client (Rs)	Documentary Evidence to authenticate the experience details to be Attached
1.							
2.							
3.							
4.							
5.							

***Note:** Projects which were completed prior to 7 years from the date of publication of tender will not be considered for evaluation

Certification from Authorized Signatory of the Firm

This is to certify that the information contained above is correct as per the accounts of the Applicant and/or the clients.

(Signature, name and designation of the authorized signatory)

Date:

Name and seal of the Applicant:

FORM-6

Experience with Public Sector/ Govt Sector Clients

S. No.	Name of Public Sector Client	Number of outsources contractual manpower	Start Date of the assignment	Completion date of the assignment (mention ongoing, if not completed)	Documentary Evidence to authenticate the experience details (to be Attached)
1.					
2.					
3.					
4.					
5.					

Certification from Authorized Signatory of the Firm

This is to certify that the information contained above is correct as per the accounts of the Applicant and/or the clients.

(Signature, name and designation of the authorized signatory)

FORM-7

Experience of Manpower supply for Research Organization

S. No.	Name of Research Organization	Number of outsources contractual manpower	Start Date of the assignment	Completion date of the assignment (mention ongoing, if not completed)	Documentary Evidence to authenticate the experience details (to be Attached)

Certification from Authorized Signatory of the Firm

This is to certify that the information contained above is correct as per the accounts of the Applicant and/or the clients.

(Signature, name and designation of the authorized signatory)

FORM-8

Geographic spread

S. No.	Name of Research Organization	Number of outsources contractual manpower	Start Date of the assignment	Completion date of the assignment (mention ongoing, if not completed)	Documentary Evidence to authenticate the experience details (to be Attached)

***Note: Projects which were completed prior to 7 years from the date of publication of tender will not be considered for evaluation**

Certification from Authorized Signatory of the Firm

This is to certify that the information contained above is correct as per the accounts of the Applicant and/or the clients.

(Signature, name and designation of the authorized signatory)

FORM-9

Particulars of the Applicant

Particulars of the Applicant	
1.1	Title of Project: Contracting of External Agency for Outsourcing of Human Resource through Least Cost Selection(LCS)
1.2	State whether applying as Sole Firm: Yes/No
1.3	State the Following:
	Name of Firm:
	Legal status (e.g. sole proprietorship or partnership/Pvt. Ltd/Public Ltd)
	Registered address:
	Year of Incorporation:
	GST Number:
	PAN Number:
	EPF Registration Number:
	ESI Number:
	Company Registration Number:
	Year of commencement of business:
	Principal place of business
	Name, designation, address and phone numbers of authorized signatory of the Applicant:
	Name:
	Designation:
	Company:
	Address:
	Phone No.:
	E-mail address:

<p>1.4</p> <p>(i)</p> <p>(ii)</p> <p>(iii)</p> <p>(iv)</p>	<p>For the Applicant state the following information:</p> <p>Has the Applicant been penalized by any organization for poor quality of work or breach of contract in the last five years? Yes/No</p> <p>Has the Applicant ever failed to complete any work awarded to it by any public authority/entity in last five years? Yes/No</p> <p>Has the Applicant or any member of the Consortium been blacklisted by any Government department/Public Sector Undertaking in the last five years? Yes/No</p> <p>Has the Applicant or any of its Associates, in case of Consortium, suffered bankruptcy/insolvency in the last five years? Yes/No</p> <p>Note: If answer to any of the questions at (ii) to (iv) is yes, the Applicant is not eligible</p>	
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FORM-10

Declaration that the Company has not been blacklisted in last three years

(To be submitted on the Letterhead of the responding SI)

{Place}

{Date}

To,

Ref: No: dated

Subject: Self Declaration of not been blacklisted in response to the Tender for Security Audit of ICMR -NIRBI web portal and Certificate Issuance.

Dear Sir,

We confirm that our company, M/s. _____ is not blacklisted in any manner whatsoever by any of the State/UT and/or Central Government in India in last three years on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Further it is confirmed that there is no legal incapacity that will bar the Bidder from entering into a Contract or Agreement or to undertake the specified Scope of Work

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Bid.

FORM-11

Undertaking on GST

I (Name), aged years, S/o / D/o
..... (Name), Proprietor / Managing Partner / Managing
Director of (Name of the Agency) do hereby
solemnly affirm and state as follows:

- (a) That we are registered under GST and compliant of GST provision.
- (b) In case of non-compliance of GST provisions and blockage of any input credit we shall be responsible to indemnify ICMR -NIRBI.
- (c) That all input credits shall be passed on to ICMR -NIRBI by us

Dated this, the day of month Year.

Signature of Proprietor / Managing Partner / Managing Director

Place:

Date:

Note:

- 1) The bidder has to quote in %age only. The quoted percentage (with positive number) shall be considered up to two decimals only.
- 2) The percentage quoted by the agency is applicable for all the payments paid by agency to the outsourced staff and statutory authority i.e. consolidated emoluments, PF & ESIC, bonus, increase of wages and insurance wherever applicable.
- 3) Bids with NIL / BLANK / N.A. / ZERO / Negative percentage quoted will be rejected outrightly without giving any reason whatsoever. It will be considered as non – responsive bid. The lowest responsive bidder will be considered.
- 4) Supervisors, Face biometric machine for attendance, Uniform as per condition of tender has to be provided by the agency and ICMR - NIRBI will not pay on this account hence charges shall be included in the quoted percentage.
- 5) The amount on account of consolidated emoluments, PF & ESIC, bonus, increase of wages supported with the documentary proof shall be paid to the agency.

FORM-12

PERFORMANCE BANK GUARANTEE (To be on Rs 200/- non-judicial stamp paper)

In consideration of the [Insert name of the Bidder] (hereinafter referred to as selected Bidder') submitting the response to Bid inter alia for "Engagement of External Agency to Outsource of Project Human Resource Positions" in response to the Bid dated..... issued by ICMR- National Institute for Research in Bacterial Infections (herein after referred to as ICMR-NIRBI, KOLKATA) and ICMR-NIRBI, KOLKATA considering such response to the Bid of[insert the name of the selected Successful Bidder](which expression shall unless repugnant to the context or meaning thereof include its executors, administrators, successors and assignees) and selecting Successful Bidder/Trader and issuing Letter of award No... to(Insert Name of selected Successful Bidder)as per terms of Bid and the same having been accepted by the selected Successful Bidder, M/s , if applicable]. As per the terms of the tender, the [insert name, branch code & address of bank] hereby agrees unequivocally, irrevocably and unconditionally to pay to ICMR-NIRBI, KOLKATA at [Insert Name of the Place from the address of ICMR- NIRBI] forthwith on demand in writing from ICMR-NIRBI, KOLKATA or any Officer authorized by it in this behalf, any amount up to and not exceeding Rupees----- [Total Value] only, on behalf of M/s [Insert name of the selected Successful Bidder] This guarantee shall be valid and binding on this Bank up to and including and shall not be terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between parties to the respective agreement.

Our liability under this Guarantee is restricted to Rs (Rupees only).

Our Guarantee shall remain in force until..... ICMR-NIRBI, KOLKATA shall be entitled to invoke this Guarantee till

The Guarantor Bank hereby agrees and acknowledges that ICMR - NIRBI shall have a right to invoke this BANK GUARANTEE in part or in full, as it may deem fit.

The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand by ICMR-NIRBI, made in any format, raised at the above-mentioned address of the Guarantor Bank, in order to make the said payment to ICMR-NIRBI, KOLKATA.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by [Insert name of the selected Successful Bidder]and/or any other person. The Guarantor Bank shall not require ICMR -NIRBI to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against ICMR- NIRBI in respect of any payment made hereunder.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at Kolkata shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly ICMR- NIRBI shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the selected Successful Bidder , to make any claim against or any demand on the selected Successful Bidder or to give any notice to the selected successful bidder or to enforce any security held by ICMR-NIRBI, KOLKATA or to exercise, levy or enforce any distress, diligence or other process against the selected successful bidder.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. (Rs. only) and it shall remain in force until.....

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if ICMR-NIRBI, KOLKATA serves upon us a written claim or demand.

Signature Name
Power of Attorney No.
For
[Insert Name of the Bank]

Banker's Stamp and Full Address. Dated this day of ,20

Witness:

1.
Signature
Name and Address
2.
Signature
Name and Address Note:

The Performance Bank Guarantee shall be executed by any of the commercial Bank in India.

CHECK LIST – 1 / PQ PROFORMA
(TO BE UPLOADED BY THE BIDDER ALONG WITH TENDER APPLICATION)

S. No.	Particulars	ATTACHMENTS / ENCLOSURES CHECK LIST (To be uploaded / enclosed)
1.	Name & registered office Address of the Applicant	
2.	Name, address, telephone, Fax No., email address of the authorized contact person of the agency for further communication	Name:
		Address:
		Ph. No:
		Mobile No:
		Fax No:
		E-Mail ID:
3)	Unconditional Acceptance Letter	
4)	Authorization Letter / Power of Attorney (if required)	Scanned copy of duly signed & stamped Unconditional Acceptance Letter uploaded before due date

Declaration

I, () hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found fake / incorrect, my tender document may be rejected.

Place:

Date:

Signature with stamp

Authorized Signatory of the Agency

CHECKLIST – 2 / TQ PROFORMA

(TO BE UPLOADED BY THE BIDDER ALONG WITH TENDER APPLICATION)

S. No.	Particulars	ATTACHMENTS / ENCLOSURES CHECK LIST (To be uploaded / enclosed)	
1.	Name & registered office Address of the Applicant		
2.	Name, address, telephone, Fax No., email address of the authorized contact person of the agency for further communication	Name:	
		Address:	
		Ph. No:	
		Mobile No:	
		Fax No:	
	E-Mail ID:		
3.	Details of PAN card	Enclose Documentary proof	Self-attested copy of PAN Card uploaded - YES/NO
4.	Details of GST No.	Enclose Documentary proof	Self-attested copy of GST No. Uploaded - YES/NO
5.	Company registration certificate		
6.	Details of PF	Enclose Documentary proof	Self-attested copy of PF copy uploaded YES/NO
7.	Details of ESIC	Enclose Documentary proof	Self-attested copy of ESIC Copy uploaded YES/NO
8.	Work Experience Certificates from clients of having satisfactorily completed works similar nature i.e.	Details of similar nature works completed during last seven years showing the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of works	Completion Certificates with PO and BOQ / Documents. Self-attested copy uploaded YES/NO
(i)	Name of client:		
	Name of work:		
	Completion value:		
	Date of Start:		
	Date of completion as per agreement:		
	Actual date of completion of work:		
(ii)	Name of client:		
	Name of work:		
	Completion value:		

	Date of Start:		
	Date of completion as per agreement:		
	Actual date of completion of work:		
(iii)	Name of client:		
	Name of work:		
	Completion value:		
	Date of Start:		
	Date of completion as per agreement:		
	Actual date of completion of work:		
9.	Annualized average financial turnover details (Abridged Balance Sheet and Profit & Loss Account) equivalent to Indian Rupees in Lakhs during last three financial years minimum Rs. Lacs	Abridged Balance Sheet and Profit & Loss account for last three financial years	Copy of Annual Report i.e. Abridged Balance Sheet and Profit & Loss Account for the last three years. Self- attested copy uploaded YES/NO
10.	Whether experience from private clients?	Non-Government / Non PSU organizations	Scanned TDS certificates of stipulated value of works from clients enclosed: YES/NO
11.	Forms to be filled with relevant documents duly numbered		PAGE NOS
a)	Form -1	Tender acceptance letter duly stamped and signed	
b)	Form-2	Undertaking form duly stamped and signed	
c)	Form -3	Financial capacity of the Applicant	
d)	Form-4	Experience certificate of the Firm for similar nature of work	
e)	Form-5	Vendor Capability: Scale of Experience	
f)	Form-6	Experience with Public Sector/Govt Sector Clients	
g)	Form-7	Experience with Manpower supply for Research Organization	
h)	Form-8	Geographic Spread	
i)	Form-9	Particulars of the Applicant	
j)	Form -10	Duly notarized declaration regarding blacklisting / debarring of firms in ICMR Hqrs/ICMR	
k)	Form-11	Undertaking of GST	

Declaration

I, (____) hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found stage found fake / incorrect, my tender document may be rejected.

Place:

Date:

Signature with stamp

CHECKLIST -3
TECHNICAL ELIGIBILITY CRITERIA COMPLIANCE SHEET
(To be uploaded by the Bidder along with tender application)

Sl. No.	Particulars	Proof Attached (Yes/No)	Mention page no. in the tender document
1.	The Outsourcing agency (Service Provider) must be a registered legal entity like a company, society, LLP, Proprietorship, partnership ,etc. registered with Registrar of companies (RoC)/Registrar of Firms. A copy of registration certificate should be submitted. The Registered Office of the bidder should be located and established in Consignee location i.e. Kolkata		
2.	Self-Attested copy of CA certificate with last three-year balance sheet, Income Tax Returns i.e. 2022-23, 2023-24 & 2024-25. CA Certificate copy of last three years annual turnover should be submitted		
3.	The bidder must have an Annual Turnover of not less than Rs.35.00 Lakhs during the last three consecutive financial years 2022-23, 2023-24 & 2024-25 certified by a Chartered Accountant, copy of Profit & Loss account, audited accounts/ balance sheet and IT Return and IT clearance certificate also to be attached along with. The bidder should not have incurred loss in any two years during the last three years.		
4.	Detailed company profile with at least 5 (Five) years' experience in providing human resource services to Central Government/ State Government organizations/ Government of PSUs/ Undertaking/ Organizations with documentary evidence. The experience shown should be for providing continuous human resource service for at least one year for each client. Satisfactory document proof from end users must be submitted		
5.	The bidder should have at least a minimum strength of 50 for the financial year 2024-25 on their rolls.		
6.	The bidder should possess ISO 9001:2015 or latest updated version of the certification in providing Human resource services and the certificates should be enclosed along with the bid.		
7.	The bidder should have valid registration from the ESI, EPF and under GST. Details of ESI, EPF and GST registration for the last three years at Consignee Location		
8	Copy of up-to-date remittance to ESI, EPF and GST authorities for the financial year		

9.	Copy of PAN/TAN/GST Registration		
10	A company, firm or agency should be registered with/ have requested required Licenses and should be valid at least six months as on date of opening of bids.		
11	The firm should not have been black-listed by any Central Govt./ State Govt./ Govt. PSUs/ Undertaking/ Organizations or allies' agencies. No Vigilance/ CBI case should be pending against the bidder. A certificate to be given to this effect on own letterhead.		
12	Price Bid (Cost Breakup) as per prescribed format mentioned in bid		

Seal & Signature of the bidder Name:
Phone Number: Mail ID: