

ICMR-National Institute for Research in Digital Health
Ansari Nagar, New Delhi-110029

File No. Store/4/2024-25/SSA/NIRDHDS/187414

Dated: 15.05.2026

CORRIGENDUM

Sub:- Engagement of External Agency to Outsource Human Resources Through Gem portal under Quality & Cost Based Selection (QCBS).

Reference : GeM Bid Number: GEM/2026/B/7402076 dated 29.04.2026

With reference to above, a pre-bid meeting was conducted offline on 11.05.2026 at 2:00 PM at Conference Hall, ICMR-NIRDH, New Delhi. A total of eleven Bidders Participated offline in the above mentioned pre-bid meeting. However, no bidder participated online. The queries of the bidders and their resolutions are as under:

Clause No.	Page Number	Query Raised by Bidder	Clarification Provided by ICMR-NIRDH
Categories of Post/Positions Required	4	Kindly confirm whether the indicated manpower requirement of 88 resources is fixed or indicative in nature. What is the minimum guaranteed deployment during the contract period?	As per Note-1 of Page-6, "the positions given are estimated and may increase or decrease at the time of placement of the order/contract through GeM and/or after deployment of manpower. The minimum guaranteed deployment during the contract period is one year or as per the tenure of the project whichever is earlier.
Statutory Compliance Gratuity	4	As per the applicable labour laws/new labour code provisions, deployed manpower may become eligible for gratuity upon completion of the prescribed period of continuous employment. However, we do not find any specific provision in the tender regarding reimbursement/payment of gratuity liability. Kindly clarify how gratuity-related statutory compliance and associated financial liability shall be handled under the contract.	The matter is under consideration with the Competent Authority and may be implemented accordingly.
4.3 Service Assumptions	9	Tender states that bids quoting service charge below 3.85% shall be rejected. Kindly clarify whether the service charge is expected to cover the complete recruitment and mobilisation cost for deployment of 88 manpower resources, or whether	Only Service Charge + GST shall be paid on the total emoluments by the Institute & no separate recruitment fee/reimbursement shall be payable by the Institute.

		any separate recruitment fee/reimbursement shall be payable by the department for sourcing and on boarding of manpower.	
Penalty and fine	14	The penalty provisions and deployment/replacement timelines mentioned in the tender appear to be stringent considering the practical challenges involved in sourcing skilled and experienced manpower. Recruitment and replacement of qualified resources is a time-consuming process, especially as selected candidates are generally required to serve notice periods with their current employers. In view of this, kindly consider relaxing the deployment/replacement timelines and associated penalty provisions for genuine cases:	No relaxation can be considered.
Penalty computation	14	Kindly clarify the definition of "order value" referred to under various penalty clauses. Whether the order value means the total annual contract value, total work order value, monthly billing value, or value of the specific impacted manpower	"order value" means the "total contract value".
Payment Cycle	15	<p>1) Kindly clarify whether the engagement shall operate on a "collect and pay" basis, wherein the agency is required to obtain funds from ICMR-NIRDHDS for salary disbursement and thereafter release salary and statutory payments to the deployed manpower. Further, kindly clarify the process and timeline for release of such funds by ICMR-NIRDHDS.</p> <p>(2) Payment Timeline: Kindly confirm the exact number of days within which the payment shall be released to the agency, post successful submission of the invoice and supporting documents.</p> <p>(3) Delayed Payment: In case of delay in payment to the agency due to any unforeseen or administrative reasons, please confirm whether the agency shall be entitled to interest on the delayed payment, and if yes, at what rate and from which date the same shall be applicable.</p>	<p>(1) As per Para – B (7) on page no. 18, the Service Provider shall assure the payment to contractual staff on the last working day of the month and shall submit its bills by the end of 5th day of the next month. The bills shall be raised on Reimbursement basis only. Please see Para-9 on Page-15 and Para-18 on Page-19.</p> <p>(2) Approx. 15 days after submission of bills duly completed in all respect.</p> <p>(3) No</p> <p>(4) Yes. But the Agency must be financially sound and must have sufficient back up of funds for a period of 03 months in any emergent or unforeseen situation and after closing of financial year.</p> <p>(5) In case of delayed payment from the Institute, the penalty, if any may be waived of. For all other reasons, including the reasons</p>

		<p>(4) Spillover of Salary/Wages: Kindly confirm that in case a delay in release of funds by ICMR-NIRDHDS impacts the subsequent salary/wage cycle and leads to consequent delay in the disbursement of remuneration to deployed manpower, the agency shall be insulated from any penalty or adverse action.</p> <p>(5) Interest or Penalty Clause: If the agency is liable for any penalty in case of delayed salary disbursement due to reasons beyond its control (such as non-release of funds from ICMR-NIRDHDS), kindly specify how such penalties will be adjusted or waived.</p> <p>(6) Escalation Mechanism: In case of recurring delays in payment, is there an established escalation or grievance redressal mechanism available to the agency to report and seek resolution?</p>	<p>beyond the control of the Agency, penalty shall be imposed as the Agency must be financially sound as mentioned in Para - (4) above.</p> <p>(6) The escalation matrix shall be - AO > Director > ADG (A), ICMR > Sr. DDG (A), ICMR > DG, ICMR</p>
Buyer Obligation	12	With reference to the Buyer Obligation clause on Page No. 12, we understand that the buyer/ICMR shall provide laptops, mobile phones, systems, internet access, and any other infrastructure/devices required by deployed manpower for performance of services. Kindly confirm that provisioning and cost of such devices/equipment shall not form part of the agency's scope of work or financial obligation under the contract.	The Buyer shall provide Computer etc. for official work. It shall not form part of the agency's scope of work or financial obligation under the contract.
EMD	19	Kindly clarify whether submission of EMD in the form of Bank Guarantee is acceptable under the tender conditions. If admissible, request you to kindly share the prescribed format/template for submission of Bank Guarantee against the EMD at the earliest for timely compliance.	EMD in the form of Bank Guarantee is acceptable. Prescribed format/template for submission of Bank Guarantee against the EMD is attached.

A. Para – B (2) at page no. 18 may be read as :-

2. The Company/Firm/Agency should have completed: -

(i). at least ONE Service Contract of value not less than Rs. 10 Crores per annum in any of the last three Financial Years i.e. 2023-24, 2024-25 and 2025-26 OR

(ii). at least TWO Service Contracts of value not less than Rs. 07 Crores each, in any of the last three Financial Years i.e. 2023-24, 2024-25 and 2025-26 OR

(iii). at least THREE Service Contracts of value not less than Rs. 03 Crores each, in any of the last three Financial Years i.e. 2023-24, 2024-25 and 2025-26.

B. Column – 3 of Para – 6 at Page no. 28 may be read as :-

Service Contract Value Worth Rs. 10 Crores - 10 Marks

Additional worth of every 04 Crore -01 Mark (each, capped at 30 Crores).

C. Para - V (1) (iii) of page no. 25 may be read as :-

(iii). The Company/Firm/Agency should have completed: -

(a). at least ONE Service Contract of value not less than Rs. 10 Crores per annum in any of the last three Financial Years i.e. 2023-24, 2023-24 and 2025-26 OR

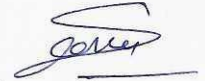
(b). at least TWO Service Contracts of value not less than Rs. 07 Crores each, in any of the last three Financial Years i.e. 2022-23, 2023-24 and 2024-25 OR

(c). at least THREE Service Contracts of value not less than Rs. 03 Crores each, in any of the last three Financial Years i.e. 2022-23, 2023-24 and 2024-25.

Copies of "Service Completion Certificates" from the concerned department, where the services have been provided must be enclosed. The "Work Orders" shall not be treated as "Service Completion Certificates". However, the "Work Orders" shall invariably be submitted.

The Bid Document stands modified to the extent of above. The other terms and conditions shall remain unchanged. The Corrigendum is published on the GeM portal and websites of ICMR and ICMR-NIRDII for information of all Bidders.

This is issued with the approval of the Competent Authority.



Seema Verma
Admn. Officer

(ANNEXURE)

PROFORMA FOR BANK GUARANTEE TOWARDS EMD
(TO BE USED BY ALL NATIONALISED BANKS/ SCHEDULED COMMERCIAL BANKS)
(To be submitted on Rs.100/- Non judicial stamp paper and the non-judicial stamp paper should be in the name of the issuing bank).

Ref. Bank Guarantee No.

Date:

To,

The Director,

ICMR-.....

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Dear Sir,

In accordance with your invitation to tender under specification no. _____ M/s. _____ having its registered/Head Office at _____ (hereinafter called the tenderer) wish to participate in the said tender for _____ and you, as a special favour, have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of _____ valid upto _____ on behalf of the tenderer in lieu of tender deposit required to be made by the tenderer, as a condition precedent for participation in the said tender.

We, the _____ bank at _____ having our Head Office at _____ (local address) guarantee and undertake to pay immediately on demand by NMDC Limited, the amount of _____ (in figures and words) without any reservation, protest, demur and recourse. Any such demand made by said Purchaser shall be conclusive and binding on us irrespective of any dispute or difference raise by the tenderer.

This guarantee shall be irrevocable and shall remain valid up to _____, if any further extension of this guarantee is required, the same shall be extended to such required period (not exceeding one year) on receiving instructions from M/s _____ whose behalf this guarantee is issued.

This date should be 30 days after the guarantee is valid.

In witness where of the Bank, through its banker has set its hand and stamp

on this _____ 20 _____.

WITENESS:

SIGNATURE:

SIGNATURE:

NAME:

OFFICIAL ADDRESS
BANK

DESIGNATION WITH

ATTORNEY AS PER

POWER OF ATTORNEY NO.

DATE: