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GOVERNMENT OF INDIA
Regional Office for Health & Family Welfare

Meads Lane, Cantonment,
Thiruvananthapuram - 695 034.

No. RHO/TVM/2-4/17-18/ 1473-1478

Date: 13.10.2017.

Notice inviting Quotations for providing professional services through outsourcing of different designations for Regional office for Health & FW, Trivandrum.

In pursuance of Directorate General of Health Services, RD Cell Letter No. Z 15018/04/2013-RD dated 30.03.2016, the competent authority has decided to allow all SRD/RD in ROHFWs to engage persons on contract basis against the vacant Group C posts. Accordingly the Senior Regional Director ROHFW Trivandrum, on behalf of the president of India hereby invite the Quotation for engaging out sourcing agencies for providing contractual man power for vacant Group 'C' staff in ROH&FW, Trivandrum. The Quotation should reach this office on or before 09.11.2017 by 5.00 pm. Quotation will be opened at 11.00 am on 10.11.2017 in the chamber of Sr. Regional Director.

i. Scope of work and type of man power requirement:

The successful bidder/agency will provide manpower for deployment in the office of the Senior Regional Director, ROHFW, Trivandrum as per following specification.

Sl. No.	Name of the post	Nature of work	Emolument per post per month to be reimbursed by the User Department to the employer (For details please see Annexure II Financial Bid)	Educational Qualification and age & experience if any	Age limit in years	Number
1.	Data Entry Operator	Typing notes/letters/statement, Routine noting/drafting/Diary/dispatch Etc.	of Rs.18900	1) XIIth Class pass or equivalent from a recognized board or university 2) typing speed of 35 words per minutes in English or 30 words per minutes in Hindi on computer	Below 45 years.	2(Two)



2.	Driving Assistant	Driving the office vehicle, maintenance of vehicle and log book. He should be willing to drive vehicle in entire state and other places as and when required.	Rs.17550/-	Pass in 10 th Std from a recognized board. Possessing of valid driving license for motor cars. Knowledge of motor mechanism (candidate should be able to remove/ Repair minor defects in the vehicles) Experience of driving a motor car for at least three years.	Below 45 years	1 (One)
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II Period of contract

The contract is likely to be awarded for the period ending 31.03.2018. The contract is awarded will be valid through out of contract period. The contract may be extended if required, if the services rendered were found satisfactory on the same terms and conditions if agreed by the agency.

III Qualifying Requirement:

The firm/agencies having experience in providing manpower to various Govt./Semi Govt./Autonomous/Private organizations would be considered. A firm having any legal suit/any criminal pending against its proprietor or any of these directors (in case of any private. Ltd. Company) or having been earlier convicted for violation of PF/ESI/minimum wages Act or any other laws in force shall also not be eligible.

Bidding Procedure, Signing and Submission of Bids

The bidder must submit his bids in hard copies in two parts as mentioned below
Part -1 Called "Technical Bid" which will contain the following:-

Part - I - Technical Bid

IV Eligibility

To be eligible for agency should possess the following valid documents

1. Registration with Government
2. Valid Trade license
3. Audited balance sheet for last two financial years i.e. 2015-16 and 2016-17
4. Income Tax return certificates for last two financial years.
5. Registration with ESI&EPF authorizes.
6. Bankers name, address and account number of the bidder
7. PAN/TIN number
8. Service tax/GST registration certificate
9. Experience certificate from user departments

All the above documents are to be submitted along with Technical Bid in sealed cover by registered post or by hand.



A. Earnest Money

Each tender should be accompanied by an Earnest Money Draft (EMD) of Rs. 21206/- (Rupees Twenty one thousand two hundred six only) in the form of a Demand Draft drawn in favour of The Senior Regional Director, Regional Office for Health and Family Welfare, Trivandrum issued by any Nationalized bank at Trivandrum. The original DD for EMD along with a forwarding letter must be sent by registered post or deposited by hand in a sealed master cover on or before last date and time of submission of bid, to the office of the Senior Regional Director, Regional Office for Health & Family Welfare, Trivandrum, in an envelope duly superscripted "Tender for engagement of contractual staff for ROHFW" addressed to the Senior Regional Director, Regional office for Health and FW, Meads Lane, Cantonment, Trivandrum - 695034. Bids not accompanied by EMD physically will not be considered.

The bids(tenders) received without EMD or incomplete in any respect shall be summarily rejected and no tenderer shall have any right to represent. Tenders received along with EMD in the form of Cheque/Cash will not be accepted/ considered.

FORFEITURE OF EMD.

The EMD will be forfeited if vendor withdraws or amends impairs and derogates from the tender within the period of bid validity or in case of a successful bidder fails;

- I. To accept the contract in accordance with terms and conditions
- II. To furnish performance security as specified in the terms & Conditions.

EMD will be refunded to the unsuccessful tenderer within 30 days from the date of issue of work order to the successful tenderer and no interest would be paid thereon. EMD of the successful tenderer will be released only after the firm concerned deposit with ROHFW necessary security deposit mentioned in Para B under the price bid. No interest will be paid on the EMD/security deposit.

B. Technical Bid as per format at Annexure-I along with documents as mentioned at clause-IV to be submitted by registered post or by hand.

Part -II called price bid/financial bid which shall contain

A. Price bid/financial bid as per format at annexure-II to be submitted by registered post or by hand. The salary structure is already decided by the user department. The amount to be reimbursed by the User Department to the Employer is given in details in Annexure-II. The bidding agencies are required to quote their service charges both in figure as well as in words in Annexure-II only. Rate quotation in any other format will not be considered/accepted.

Late/delayed tender due to any reason whatsoever will not be accepted/considered on any circumstances. The time shown in the clock of Senior Regional Director Chamber will be taken as standard.

Incomplete Quotation in any respect are liable to be rejected without assigning any reason thereof. The ROHFW reserves the right to accept or reject any tender, in whole or in part thereof without any assigning/specifying any reason thereof. There shall be no obligation on the part of ROHFW to inform the unsuccessful tenderer of the outcome of the tender process.



B. Performance Security Guarantee.

The successful bidder will have to furnish a Performance Security for an amount of Rs.53015/-(Rupees Fifty three thousand fifteen only) in the form of a Bank Guarantee valid for 06 months beyond the term of the contract issued by a Nationalized bank as per prescribed format or by Demand Draft issued in favour of "The Senior Regional Director, Regional office for Health and Family Welfare, Trivandrum from a Nationalized Bank within 10 days of acceptance of the offer of contract. No claim shall be made against Govt. of India/Senior Regional Director ROHFW Trivandrum in respect of interest accrued if any, due on the Performance Security deposit.

In case of extension of contract for another year the performance guarantee should be renewed to ensure that it remains valid up to six months beyond the validity of the extended contract period. Bidder should ensure validity of performance security for extended period.

C. Period of validity

The bid shall be valid for acceptance for 90 days after the date of bid opening by ROHFW and shall be further extendable by another 30 days at the request of ROHFW, Trivandrum.

D. Period of Contract

The contract will be awarded up to the period of 31.03.2018 for and the rate at which the contract is awarded will be valid through out the contract period. The contract may be extended if required, if the services rendered were found satisfactory, on the same terms and conditions if agreed by the Agency.

The Senior Regional Director, ROHFW reserves the right to review the performance of the contractor every three months or whenever need arises, and can terminate the contract at any point of time during the currency of the contract in case performance and service rendered by the contracted firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contracted firm. The Senior Regional Director, ROHFW Trivandrum further reserves the right to renew the contract for such periods as it may deem necessary, taking in to account the satisfactory performance of the firm during the currency of the contract.

E. Right to accept/reject

The Senior Regional Director, ROHFW, Trivandrum reserves the right to accept or reject any bid, and to annul the binding process and reject all bids at any time without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the ROHFW's action.

F. Submission of Bids

The bidder will submit all the bid documents only in hard copies in sealed covers by registered post or by hand in the following manner

1 – Sealed Master Cover (with 2 sealed covers, inside Master cover)

In Master cover please put the following 3 items

Demand Drat-1, Sealed cover of Technical Bid-1, Sealed cover of Financial Bid-1



- i. In case the day of bid submission is declared holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timing.
- ii. Bid NOT submitted as per specified format and nomenclature will be outrightly rejected.

V Terms & Condition of Contract

- i. **Deployment of outsourced Manpower:** the contracting firm/agency shall deploy the manpower for the contracted works at the premises of the user department / field area as assigned by the Senior Regional Director from the date mentioned in the offer letter.
 - ii. **Contracting firm/Agency shall furnish the following document** in respect of the man power to be deployed by it in the premises of the user department /field area as assigned by the Senior Regional Director before commencement of the work.
 - a. List of Names of manpower shortlisted by the Agency for deployment in ROHFW
 - b. Bio-data of each manpower
 - c. Certificate of verification of residence, character and antecedence in respect of the manpower in the above list by District Superintendent of Police Authority.
 - iii) **All wages allied benefits like PF, Bonus, ESI etc. are to be paid by the "Agency"** Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Government for this purpose and shall remain liable for any contravention thereof. Agency shall have to abide by the minimum wages rules as per law in respect of the member of staff employed by them in the campus of the user Department.
 - iv. The Agency shall declare in writing that none of the partner is in any way related to any officials of ROHFW.
 - v) The Agency will provide the deployed manpower with uniform (if required) and ID Cards.
- Work timings for the outsourced staff will be from 9.00 am to 6.00 pm, five days a weeks

VI PENALTY

If the service undertaken by the Agency is not up to the satisfaction, the Senior Regional Director, ROH&F, Trivandrum may at his/own discretion impose financial penalty on the agency or full or part of the amount of the bill will be withheld/deducted from the monthly bill or security deposit as the case may be. The agency shall provide replacement within 24 hours of any person on absence, poor performance or leaving the job due to his/her personal reasons at no extra cost. In case of delay, penalty amounting to double the salary of the concerned employee may be charged. In case of long leave (more than 5 days) suitable replacement must be provided.

VII. PAYMENT

For the staff deployed at User Department by the employer, the employer would first pay the salary for a given calendar month before 5th date of next calendar month every month through NEFT to the bank account of deployed staff, afterwards claim for the reimbursement from the user department before 10th date of every calendar month. The payment would be arranged to the Agency by Senior Regional Director ROH&FW, Trivandrum by way of e-payment after submission of proper pre-receipted bill in triplicate along with copies of ESI and EPF deposited and a copy of the attendance register for



the month duly certified by the officer in-charge of the unit/office of the user department. The bill will be cleared for payment after due processing at the Regional Office for Health & Family Welfare, Trivandrum. No interest shall be paid or can be claimed by the Agency for delayed payment. Income tax deduction at source wherever applicable will be made from each bill at the rate prescribed by the Government from time to time by the superior authority.

VIII ARBITRATION

In case of any dispute arising out of this contract/award of work between ROH&FW, Trivandrum and the contracted agency the matter shall be sent to able arbitration of any enquiry committee which shall be appointed by the Director General, Directorate General of Health Services, New Delhi or the Senior Regional Director, ROH&FW, Trivandrum. The award or Arbitrator's decision shall be final. The submission shall be as per Arbitration Act 1940 or any statutory modification thereof for the time being in force.

IX INDEMNITY CLAUSE

Each party shall indemnify and hold harmless the other party and its employees officers from and against any damages, liabilities, losses, expenses, costs or claim to the extent that such claims and losses are directly caused by (a) the negligence or willful misconduct of the indemnifying party or (b) indemnifying parties breach of any of its covenants representations or warranty set forth herein.



Senior Regional Director.
ROH&FW, Trivandrum.



TECHNICAL BID

Tender notice No. _____

For providing manpower to perform jobs of Data Entry Operator and Driving Assistant.

1. Name of tendering company/Firm/Agency :
2. Name of proprietor/Director of Company/Firm Agency :
3. Full address of Registered office with telephone No. FAX and E-mail :
4. Full address of operating/branch office with telephone No. FAX and E-mail.
5. Banker of company /firm/agency
6. Certificate of registration of the tendering company/firm/agency (attach self attested copy)
7. PAN/TAN/GIR No. (enclosed self attested copy)
8. Service Tax / GST registration No. (enclose self attested copy)
9. EPF registration No. (enclose self attested copy)
10. ESI registration No (Enclose self attested copy)
11. Give list of use departments/contract handled by the tendering company/firm/agency on behalf of PSUs and Government Department.
12. Undertaking stating that the Tendering Company/Firm/Agency is not/has not been black listed by Central/State/Government/PSU (enclose self attested scanned copy)
13. Signed copy of the Undertaking as mentioned in Annexure III - Yes/No.
14. Additional information of any (attach sheet, if required).

Signature of authorized person

Name:
Seal
Date
Place



ANNEXURE II
FINANCIAL BID

Open Tender notice No. _____

Under the Senior Regional Director RHO&FW, Trivandrum

1. Name of Tendering Service provider company/firm /agency;
2. Salary structure for providing manpower to perform job of Data Entry Operator, Driving Assistant (inclusive of EPF, ESI, bonus all statutory liabilities, taxes, levies cess etc.)

Table (i)

Sl.No.	Component of Rate/Designation	Data Entry Operator per person, per month	Driving Assistant Per person per month
1.	Basic Salary/Minimum Wages	18900	17550
2.	Bonus @ 8.33%	0	0
3.	Total Salary	18900	17550
4.	Deductions to be made from individual employee salary		
4a.	EPF contribution @ 12%	2288	2106
4b.	ESI contribution @ 1.75% on minimum wages	331	307
4d.	Total of 4a, and 4b	2599	2413
5.	Salary on hand	16301	15137
7.	Cost to the use department before service tax	18900	17550
8.	Service tax/GST 19% on cost to the user department	3591	3335
9.	Cost to the user department including service tax	22491	20885
10.	Total amount that is to be reimbursed to the employer by the user department per person per month	22491	20885
11.	Service charges to be charged by the Bidder for deploying 1 person per month to the user department.	*	*

*To be quoted by the tenderer (participating outsourcing agency)

Please note that the amount mentioned at Sl.10 will be reimbursed per individual per month the User Department to the Employer. The Bidder has to quote only service charges to deploy the above mentioned category of personnel to User Department.

Signature of authorized person

Name:

Seal, Date, Place



UNDERTAKING

Tender Notice No. _____

For providing manpower to perform jobs of Data Entry Operator and Driving Assistant under the Senior Regional Director, ROH&FW, Trivandrum

I/We _____ proprietor/partner/Director of M/s.

_____ hereby declare that the information given in this tender form is true and correct to the best of my knowledge and belief.

I/We agree to all the Terms and conditions of the contract and to abide by them for one year after finalization of the contract.

Signature
Name of the Bidder.....
Designation
Address

Telephone No.(Office
Mobile No.
E-mail ID

Dated :

