

राष्ट्रीय होम्योपैथी मानसिक स्वास्थ्य अनुसंधान संस्थान

# National Homoeopathy Research Institute in Mental Health



केन्द्रीय होम्योपैथी अनुसंधान परिषद्, नई दिल्ली  
(आयुश मंत्रालय, भारत सरकार)(CCRH, Ministry of AYUSH, Govt. of India)

सचिवोत्तमपुरम.पि .ओ,कोट्टायम,-686 532 (केरला)

Sachivothamapuram P.O., Kottayam-686 532 (Kerala)

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**NATIONAL HOMOEOPATHY RESEARCH INSTITUTE IN MENTAL HEALTH**  
(Under Central Council for Research in Homoeopathy, Ministry of AYUSH, Govt. of India)  
Sachivothamapuram P.O., Kottayam, Kerala – 686 532  
Phone :0481 2436322, 2432238

## TENDER NOTICE FOR OUTSOURCING MANPOWER

The National Homoeopathy Research Institute in Mental Health, Sachivothamapuram P.O., Kottayam, Kerala intends to invite tenders from approved outsourcing agencies for supplying manpower on contract basis for a period of one year. The tender documents can be downloaded from the Institute website [www.nhrimh.ac.in](http://www.nhrimh.ac.in) and CPPP website [www.eprocure.gov.in/epublish/app](http://www.eprocure.gov.in/epublish/app). Last date and time for bid submission is on 21.01.2022 upto 3.00 p.m.

  
OFFICER IN CHARGE

राष्ट्रीय होम्योपैथि मानसिक स्वास्थ्य अनुसंधान संस्थान  
**National Homoeopathy Research Institute in Mental Health**



केन्द्रीय होम्योपैथी अनुसंधान परिशद, नई दिल्ली  
(आयुश मंत्रालय, भारत सरकार)(CCRH, Ministry of AYUSH, Govt. of India)  
सचिवोत्तमपुरम.पि .ओ,कोट्टायम,-686 532 (केरला)  
Sachivothamapuram P.O., Kottayam-686 532 (Kerala)

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F.No. 1-1/2021-22/NHRIMH/KTM/ 2493

Dated: 20/12/2021

**Notice Inviting Tender**

1. Sealed tenders are invited under **Two Bid Systems** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Companies/ Firms / Agencies for providing manpower to perform jobs assigned to **Staff Nurse, Physiotherapist, Office Assistant, Data Entry Operator, Lab. Technician, Lab. Attendant, Pharmacist, Driver, Receptionist, Cook, Kitchen Servant, Security Guard, Ward Boy, Ayah, Multipurpose Health Worker, Multi-Tasking Staff and Power Laundry Operator, Safaiwala** in the **National Homoeopathy Research Institute In Mental Health, Sachivothamapuram P.O., Kottayam (Under Central Council for Research in Homoeopathy, Ministry of AYUSH, Govt. of India) for a period of one year**, which may be extended for a maximum period of three years from the date of awarding the contract or curtailed at the discretion of the competent authority.
2. **Schedule –**
  - i. Last date & time for receipt of tenders : 21.01.2022 upto 3.00 PM
  - ii. Date & time for opening of Technical Bid : 24.01.2022 at 11.00 AM
  - iii. Place of opening the tenders : National Homoeopathy Research Institute in Mental Health, Sachivothamapuram P.O., Kurichy, Kottayam - 686532
  - iv. Date and time for opening of Financial Bids for technically qualified bidders : 02.02.2022 at 11.00 AM
  - v. Validity of tenders : 120 days from the date of Opening of tenders
3. Tender documents can be downloaded from the Institute's website [www.nhrimh.ac.in](http://www.nhrimh.ac.in) and **CPPP website [www.eprocure.gov.in/epublish/app](http://www.eprocure.gov.in/epublish/app)**.
4. The interested and eligible Company/Firm/Agency may send their tender document complete in all respect along with Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One lakhs only) and other requisite documents by **28.01.2022 upto 3.00 PM** to the **Officer Incharge, National Homoeopathy Research Institute in Mental Health, Kottayam**. The tenders shall not be entertained after this deadline under any circumstances whatsoever.
5. This Office reserves the right to amend/withdraw any of the terms and conditions in the Tender document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Officer Incharge, **National Homoeopathy Research Institute in Mental Health, Kottayam** in this regard shall be final and binding on all.
6. The jurisdiction of legal matter, if any, will be at Kerala.

**Officer Incharge**  
**National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam**  
Telephone No. 0481-2432238, 2436322

## Scope of Work and General Instructions for Tenders

- i. The **National Homoeopathy Research Institute in Mental Health, Sachivothampuram, Kottayam**, Kerala under the Central Council for Research in Homoeopathy (CCRH), Ministry of AYUSH, Govt. of India requires the services of a reputed, well established and financially sound Manpower Company/Firm/Agency for providing services of **Staff Nurse, Physiotherapist, Office Assistant, Data Entry Operator, Lab. Technician, Lab. Attendant, Pharmacist, Driver, Receptionist, Cook, Kitchen Servant, Security Guard, Ward Boy, Ayah, Multi Tasking Staff, Multipurpose Health Worker, Power Laundry Operator and Safaiwala.**
- ii. The contract is likely to commence from the date of executing the agreement and would continue for a period of one year. The period of the contract may be further extended after the completion of contract for a maximum period of three years from the date of awarding the contract provided the requirement of the Office of augmenting its present manpower persists at that time or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency or induction of regular manpower in this Office. The Institute, however reserves the right to terminate this initial contract at any time after giving one month's notice to the selected service providing Company/Firm/Agency.
- iii. The Institute would be requiring the following categories of staff initially:

Category	Category of staff	Requirement	Monthly remuneration payable by CCRH per month	Remarks
1.	Staff Nurse	12	Rs.30,000/- (Rupees Thirty thousand only)	Employer portion of ESI, EPF and GST as applicable will be payable by CCRH
2.	Physiotherapist	01	<b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher	
3.	Laboratory Technician	01	Rs.24,000/- (Rupees twenty four thousand only) <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher	-do-
4.	Office Assistant	04	Rs.20,000/- (Rupees twenty thousand only)	-do-
5.	Data Entry Operator	03	<b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher	
6.	Pharmacist	06		
7.	Receptionist	01		
8.	Driver	02		
9.	Cook	02		-do-

			Rs.16,000/- (Rupees sixteen thousand only) <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher
10.	Kitchen servant	02	
11.	Security Guard	11	
12.	Ward Boy/Ayah	22	
13.	Safaiwala	10	
14.	Lab.attendant/Attendant	05	
15.	Power Laundry Operator	01	
16.	Multi Tasking Staff	01	
Total		84	

iv. The various crucial dates relating to “**Tender for providing Manpower to the National Homoeopathy Research Institute in Mental Health, Sachivothampuram P.O., Kottayam** ” are as under: -

- I. Last date & time for deposit of tenders : 21.01.2022 upto 3.00 PM
- II. Date & time for opening of Technical Bid : 24.01.2022 at 11.00 AM
- III. Place of opening the tenders : National Homoeopathy Research Institute in Mental Health, Sachivothampuram.P.O, Kurichy, Kottayam-686532
- IV. Date and time for opening of Financial Bids for technically qualified bidders : 02.02.2022 at 11.00 AM
- V. Validity of tenders : 120 days from the date of opening of tenders

v. **The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid.** The interested Agencies are advised to submit the Technical Bid and Financial Bid in two separate sealed envelopes superscribing “**Technical Bid and Financial Bid**” for providing manpower respectively and put in a bigger envelope and send by **Registered post/Speed Post** addressed to the **Officer in-charge, National Homoeopathy Research Institute in Mental Health, Sachivothampuram (P.O), Kurichy, Kottayam – 686 532.** The Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One lakhs only), refundable (without interest),** should be necessarily accompanied with the Qualifying Bid of the Agency in the form of Demand Draft/Pay Order from any of the Commercial Bank drawn in favour of **Officer Incharge, National Homoeopathy Research Institute in Mental Health, Kottayam** valid for a period of **120 days.** Bids not accompanied by earnest money of the requisite amount with proper validity will be summarily rejected.

vi. The successful tenderer will have to deposit a Performance Security Deposit for a sum of **Rs. 20,00,000/- (Rupees Twenty lakhs only)** (Subject to revision and without bearing interest) at the time of placing the work order within 15 days of the receipt of the formal order. The performance Security Deposit will be furnished in the form of Bank Guarantee from a nationalized bank drawn

- in favour of Officer in-charge, National Homoeopathy Research Institute in Mental Health, Kottayam.
- vii. The performance security (in the form of Bank Guarantee) should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor.
- viii. The tendering Company/Firm/Agency is required to enclose photocopies of the following documents, duly attested by a Gazetted Officer, along with the Technical Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered any further:
- a) Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers where the bidder is a sole proprietor and if partnership firm, names, addresses and telephone numbers of Directors/Partners also;
  - b) Self attested copy of the Permanent Account Number (PAN) card along with copy of latest income tax return under Income Tax Act;
  - c) Self attested copy of GST Registration Number;
  - d) Self attested copy of Valid Registration No. of the Agency/Firm;
  - e) Self attested copy of valid Provident Fund Registration Number.
  - f) Self attested copy of valid ESI Registration Number;
  - g) Self attested copy of valid License Number under Contract Labour Act and under any other Acts/Rules;
  - h) Proof of Average Annual Turnover along with audited Balance Sheet duly certified by Chartered Accountant;
  - i) Proof of experience and supported by documents from the concerned organizations;
  - j) Duly filled and signed prescribed forms – at Annexure – II, III and Declaration;
  - k) Attested copy of latest quarterly /monthly return of ESI,EPF, and GST;
  - l) Affidavit stating that the agency is/has not been black listed by Central/State Government/PSU;
  - m) Number of similar assignments; Manpower provided to Public/Private/PSU in last 5 years by the agency;
- ix. Conditional bids shall not be considered and will be out rightly rejected at the very first instance.
- x. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet may be attached. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.
- xi. The envelope containing Technical Bid shall be opened first on the scheduled date and time (at **11.00 AM on 24.01.2022**), by the authority of the **National Homoeopathy Research Institute in Mental Health, Sachivothampuram P.O., Kottayam**, in the presence of the representative of the Company/Firm/Agency, if any, who wish to be present on the spot at that time. The Technical bids shall be evaluated by a Technical Evaluation Committee, Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on **02.02.2022 at 11.00 AM** in presence of short listed contractors or their authorized representatives.
- xii. The competent authority of **National Homoeopathy Research Institute in Mental Health, Sachivothampuram, Kottayam** reserves the right to accept or reject a part or whole bids without assigning any reason. The competent authority also reserves the right to reject bids of firms who had a bad track record of services rendered at NHRIMH, Kottayam.
- xiii. The bidder shall quote the technical & financial bids as per the format enclosed at **Annexure II & III**

- xiv. The National Homoeopathy Research Institute in Mental Health reserves the right to ascertain the eligibility/suitability of the shortlisted candidates as per the Recruitment Rule.

## I. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY/FIRM/AGENCY

The Tendering Service Provider Company/ Firm / Agency should fulfill the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company/Firm/Agency should be located in Kerala.
2. The agency must be registered.
3. The Service Provider Company/Firm/Agency should be registered with the appropriate registration authority.
4. Service Provider Company/Firm/Agency should have at least **five years experience** in providing manpower to private and / or public sector Company/ Banks and Government Departments etc. **preferably in the health and / or development sector.**
5. Service Provider Company / Firm / Agency should have its own Bank Account.
6. Service Provider Company / Firm / Agency should be registered with Income Tax and GST departments.
7. Service Provider Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
8. The Service Provider Company / Firm / Agency should have completed at least one service contract of value of not less than Rs. 25.00 lakhs per annum or completed at least two service contracts of value of not less than Rs. 13.00 lakhs per annum related to providing human resources in a single contract.
9. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is/has not been black listed by Central Government / State Government / any PSU.

**Non-compliance with any of the above conditions by the Service Provider Company/Firm/Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.**

## II. TERMS AND CONDITIONS

### A. General

- i. The bidder should be strictly adhere to the statutory regulations viz. Minimum Wages Act 1948, EPF Act 1952, ESI Scheme, CONTRACT LABOUR (REGULATIONS AND ABOLITIONS) ACT, 1970 & CONTRACT LABOUR (REGULATIONS AND ABOLITIONS) ACT, CENTRAL RULES, 1971.
- ii. The bidder should register themselves with Regional Labour Commissioner (Central) and also with EPF and ESI authorities of the concerned zones.
- iii. The contract is likely to commence from the date of executing an agreement between the Officer in Charge, National Homoeopathy Research Institute in Mental Health, Kottayam and the company/agency in a non-judicial stamp paper worth Rs. 200/- (Rupees two hundred only) and shall continue for a period of one year, unless it is curtailed or terminated by this office owing to deficiency of service, sub-standard quality of staff deployed, breach of contract, reduction or cessation of the requirements of works shall automatically expire after one year from commencement of the contract unless extended further by the mutual consent of contracting agency and this office.
- iv. **The monthly bills of the agency shall be accompanied with a list showing name of staff, wages p.m/day, No of duty days, total days to be paid/total recoveries of ESI, EPF etc., net amount to be paid and also with the paid challans of EPF, ESI etc. of the previous month. These challans should be exclusively for the workers of NHRIMH, Kottayam only. The list of staff showing names and amount paid must be enclosed along with paid challans, duly attested by EPF/ESI**

etc. authorities. No consolidated proof of challan by including various other establishments will be accepted.

- v. The monthly payments should be made by the contractor to the contract staff directly in their SB Account latest by 7<sup>th</sup> of every month.
- vi. The contract may be extended, on the same terms and conditions or with some addition/deletion/modification for a further period not exceeding one year.
- vii. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Office.
- viii. The tenderer will be bound by the details furnished by it to this Office, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.
- ix. Financial bids of only those tenderers who are declared qualified technically shall be evaluated.
- x. The **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** reserves the right to terminate the contract during initial period also after giving a month's notice to the contracting agency.
- xi. The contracting agency shall ensure that the manpower deployed in the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** conforms to the eligibility conditions of age and educational and professional qualification, etc. language skills and experience prescribed in the Tender Document. **(Annexure No.I)**
- xii. The manpower employed by the agency shall be required to work normally as per the office working days, in all week days including different shift duties as assigned to them from time to time with half an hour lunch break wherever admissible according to the duty timing.
- xiii. The Contracting Company/Firm/Agency shall furnish the following documents in respect of the persons who will be deployed by it in this Office before the commencement of work.
  - (a) List of persons short listed by Agency for deployment in **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** containing full details i.e. date of birth, marital status, address, contact No. educational and professional qualification, experience etc.
  - (b) Bio-data of the person with photograph affixed.
  - (c) Character certificate from a Gazetted officer of the Central/State Government.
- xiv. In case, the person employed by the successful Company/ Firm /Agency commits any act of omission / commission that amounts to misconduct/ indiscipline / incompetence and security risks, the successful Company / Firm /Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the Office within 2 days of being brought to their notice.

- xv. The service provider shall provide uniform and identity cards to the personnel deployed in the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** carrying the photograph of the personnel and personal information as to name, date of birth, designation and Identification mark etc. immediately on deploying of contract staff. No persons will be allowed to work without uniform and identity cards issued and authorized by the agency.
- xvi. The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam**.
- xvii. The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, tobacco, smoking, loitering without work etc.
- xviii. The persons deployed shall be required to report for work to the Division/officers under whom they are deployed which will be intimated separately. In case, a person deployed is absent on a particular day or comes late/leaves early on three occasions, one day's wage shall be deducted. In case of repetition of such instances, clause (xiv) will be applicable.
- xix. The Agency shall depute a **Supervisor/Coordinator**, out of the deployed personnel, who would be responsible for immediate interaction with the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam**, so that optimal services of the persons deployed by the agency could be availed without any disruption.
- xx. The selected Agency shall ensure that the **attrition rate of candidates will not exceed more than 5% in a year**. The selected Agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. **The delay by the Agency in providing a substitute beyond three working days shall attract liquidated damages @ Rs. 100 per day (per such case) on the service providing Agency, besides deduction in payment on pro-rata basis.**
- xxi. It will be the responsibility of the service providing Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this office and this office will have no liabilities in this regard.
- xxii. For all intents and purposes, the service providing Agency shall be the "Employer" within the meaning of different Labour Legislation in respect of persons so employed and deployed in this Office. **The persons deployed by the Agency in the office shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam.**
- xxiii. The service providing Agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to persons deployed. This Office shall, in no way, be responsible for settlement of such issues whatsoever.
- xxiv. The service providing agency should indemnify the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** against all claims, damages or compensation under the provisions of Payments of Wages Act, 1936; Minimum Wages Act 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Dispute Act, 1947; Maternity Benefit Act, 1961 or any other law relating thereto and rules made there under from time to



- time. The **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** will not own any responsibility in this regard.
- xxv. This Office shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- xxvi. The person deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, adhoc, regular / confirmed employees of this Office during the currency or after expiry of the contract.
- xxvii. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular / other capacity.
- xxviii. In case of hike in the minimum wages fixed by Govt. of Kerala or wages fixed by the Council, the expenditure on this account would be borne by principal employer i.e. the Institute.
- xxix. The Person/s whom sponsored by the service provider / agency and engaged by the Institute will not bestow any right for continuation of service either on contract basis or on regular/ temporary basis in any post under the council/ Institute, in any case.
- xxx. If the contractor is found to be benami of any other person or agency at a later date, the contract awarded will be terminated immediately.
- xxxi. The Officer Incharge, National Homoeopathy Research Institute in Mental Health, Kottayam reserves the right to offer the contract to any other agency in case of unsatisfactory work on the part of the approved agency.
- xxxii. The contract awarded to the approved tenders is not transferable.
- xxxiii. The Officer In-charge, National Homoeopathy Research Institute in Mental Health, Kottayam reserves the right to terminate the contract without notice in the event of any prohibition notified by appropriate Govt.
- xxxiv. In case of breach/violation of any of the terms and conditions of this tender, the contract will be terminated, security deposit will be forfeited and the contractor will be debarred from participating in any of the Tenders called by the Institute in future.

**B. Fraud and corrupt practices**

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process, Notwithstanding anything to the contrary contained herein, the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam**, 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 **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** under Clause i. hereinabove, if an applicant is found by the **National Homoeopathy Research Institute in Mental Health, Sachivothamapuram, Kottayam** 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 Office during a period of 2 (two) years from the date such applicant is found by the Office 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 purpose of this clause 1, 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 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 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 employed 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
- e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective or restricting or manipulating a full and fair competition in the Bidding Process;

#### C. Legal

- i. The service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Office.
- ii. The Service Provider shall also be liable for depositing all taxes, cess etc. on account of service rendered by it to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- iii. The service Provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- iv. 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 this Office.
- v. In case, the tendering Agency fails to comply with any statutory / taxation liability under appropriate law and as a result thereof the Office is put to any loss / obligation, monetary or otherwise, the Office will be entitled to get itself reimbursed out of the outstanding bill or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

#### D. Financial

- i. The Qualifying Bid should be accompanied with an Earnest Money Deposit(EMD), refundable, of Rs.1,00, 000/- (Rupees One lakhs only) in the form of Demand Draft/Pay Order drawn in favour of **Officer Incharge, National Homoeopathy Research Institute in Mental Health (NHRIMH), Sachivothampuram, Kottayam** failing which the tender shall be rejected out rightly.
- ii. The EMD in respect of Agency which does not qualify the Technical Bid (First Stage)/ Financial Bid (Second competitive stage) shall be returned to it without any interest. **Further, if the Agency**

**fails to deploy manpower against the initial requirement within 15 days from the date of placing the order, the EMD shall stand forfeited without giving any further notice.**

- iii. Bids, offering rates which are lower than the minimum wages for the pertinent category, would be rejected.
- iv. The successful tenderer will have to deposit a Performance Security Deposit for a sum of Rs.20,00,000/- (Rupees Twenty lakhs only) (without bearing interest ) within 15 days of the receipt of the formal order. The performance security will be furnished in the form a Bank Guarantee drawn **in favour of Officer Incharge, National Homoeopathy Research Institute in Mental Health, Kottayam**. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor.
- v. In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit of the Agency shall be liable to be forfeited by this Office besides annulment of the contract.
- vi. The Agency shall raise the bill, in triplicate, along with attendance sheet and documents as mentioned in Para II A (iv) to the **National Homoeopathy Research Institute in Mental Health, Sachivothampuram P.O., Kottayam** under whom the outsourced personnel has been deployed in the first week of the succeeding month. The payment as far as possible will be released within two weeks of the submission of the bills.
- vii. The claims in bills regarding Employees State Insurance, Provident Fund, and GST etc. should be necessarily accompanied with documentary proof pertaining to the previous month's bill. A requisite portion of the bill/ whole of the bill amount shall be held up till the proof is furnished, at the discretion of this Office.
- viii. Settlement of disputes will be as per Indian Arbitration and Conciliation Act, 1996 and venue will be the **National Homoeopathy Research Institute in Mental Health, Sachivothampuram, Kottayam**.
- ix. The **National Homoeopathy Research Institute in Mental Health, Sachivothampuram, Kottayam** reserves the right to withdraw/ relax/ amend any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

**E. Evaluation criteria for Financial Bid**

- i. The firm is not required to quote the wages for different categories of employees. They may include the EPF, ESI, Service charge etc. for all the manpower required respectively in the prescribed format of financial bids at **Annexure – III**. These charges should be in compliance / accordance with the statutory requirements. The service charges of the firm for providing the manpower should be indicated separately.
- ii. In case a service provider quotes zero (0) percentage as service charge, the tender will be out rightly rejected.
- iii. **The GST, if any payable on Service charges would not be taken into account.**
- iv. In case it is found that different firms have quoted lowest service charges for different categories of employees/workers, the L-1 firm will be decided on the basis of lowest service charge for all categories of employees on cumulative basis. The negotiation of rates, if required, would be held with the L-1 firm considering the reasonability of rates for different categories.
- v. Service charges indicated for each category of worker would be fixed during the entire contract period.

- vi. **The financial bids will, therefore, be evaluated on the basis of percentage of service charges on minimum monthly wage payable – (please also refer to Column 4 of Financial Bid). The Bidder whose total service charge for all categories of employees/ workers for the number of personnel indicated in the scope of work is the lowest in comparison to other bidders, he will be declared the lowest bidder. However, the rate offered irrespective of being lowest will be evaluated whether the same is practically viable to carry out the contract and service credentials of those who offered previous services at NHRIMH, Kottayam while selecting the lowest bidder and such agencies/firms. Those who have not rendered satisfactory services and have complaints of wages paid, not honoring the agreement executed between the principal employer and the contractor etc. will not be considered even if they quote lowest rate/bids.**

  
**Officer Incharge  
National Homoeopathy Research Institute in Mental Health,  
Sachiyothampuram, Kottayam  
Telephone No. 0481-2432238, 2436322**

**ANNEXURE – I****Details of categories, qualifications, experience in respect of the staff proposed to be engaged through outsourcing**

Sl. No	Name of post	Age	Qualification & Experience
1.	Staff Nurse	18 – 35 years	(i) 03 years Diploma Course (GNM); (ii) One year experience; and (iii) Registered with Nursing Council of India. OR (i) B.Sc. (Nursing); and (ii) Registered with the Nursing Council of India.
2	Physiotherapist	18 - 30 years	Bachelor's degree in Physiotherapy from a recognized Institute/ University registered with the Physiotherapy Council.
3	Receptionist	18 – 30 years	(i) 10+2., Knowledge of computer applications. Experience in EPABX Board. (ii) Fluency in English and Regional Language (Malayalam)
4	Office Assistant	18 – 30 years	(i) Graduate in any discipline from a recognized University. (ii) Should have good communication, writing ability and interpersonal skills. (iii) Knowledge of computer applications such as MS Word, MS Excel and Power Point.
5	Data Entry Operator	18 – 30 years	(i) Graduate in any discipline from a recognized University. (ii) Diploma of minimum 6 months in computer application from a recognized Institution. (iii) One year experience of DEO in any Central / State / Autonomous / reputed Organization.
6	Laboratory Technician	18 – 30 years	(i) Higher Secondary with Science group or its equivalent; and (ii) Diploma in Medical Laboratory Technology of not less than two years duration from a recognized Institution.
7	Lab Attendant/ Attendant	18 - 30 years	(i) Matriculation or equivalent. (ii) Previous experience in a recognized hospital or nursing station.
8	Pharmacist	18 – 30 years	(i) 12 <sup>th</sup> standard pass or equivalent (ii) 01 (one) year experience of dispensing Homoeopathic drugs preferably in a recognized Homoeopathic Hospital/Institute/Dispensary managed by Govt./Semi Government/Autonomous Bodies.
9	Driver	18 – 30 years	(i) Pass middle school examination from a recognized school. (ii) Valid Driving License for Light and Heavy vehicles. (iii) Experience for about two years in the line.
10	Cook	18 – 30 years	i) Ability to read and write. ii) Previous experience minimum of one year in a recognized Hospital/Dispensaries/Child Welfare Centre.
11.	Kitchen Servant	18 – 30 years	(i) Ability to read and write Malayalam. (ii) Previous experience in a recognized Hospital or nursing Institution as a Kitchen servant.

12	Security Guard	18 – 30 years	(i) Ability to read and write Malayalam (ii) Some experience in Watch and Ward in a large office.
13	Ward Boy/Ayah	18 – 30 years	(i) Middle School Pass or equivalent (ii) Previous experience of minimum one year in a recognized Hospital/Dispensary/Child Welfare Centre.
14	Safaiwala	18 – 30 years	(i) Ability to read and write Malayalam. (ii) Previous experience.
15	Power Laundry Operator	18 – 30 years	(i) Matriculation or equivalent (ii) Previous experience in a recognized hospital or nursing institution in the concerned field.
16.	Multipurpose Health worker	18 – 30 years	(i) 12 <sup>th</sup> pass, preferably with science subjects, from a recognized Board/University.
17	Multi Tasking Staff	18 – 30 years	(i) Matriculation or equivalent pass or ITI pass.



**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

<b><u>Sl. No.</u></b>	<b><u>Particulars</u></b>	<b><u>To be filled by the Tenderer</u></b>
1.	Name of the Tendering Company/Firm/Agency (Attach certificate of registration)	
2.	Registration No. (Attach copy with date & validity under shops/Establishment Act)	
3.	Name of the proprietor/Director of Company/Firm/Agency	
4.	Full address of Registered Office	
5.	Telephone No.	
6.	Fax No.	
7.	E-mail address	
8.	Full address of Operating/Branch Office	
9.	Telephone No.	
10.	Fax No.	
11.	E-mail Address	
12.	Name of Contract person	
13.	Telephone No.	
	FAX NO.	
	E-mail Address	
	Banker of the Company/Firm/Agency (Attach certified copy of statement of A/c. for the last three years)	
	Full address	
	Telephone No.	
	License No. issued by office of the Regional Labour Commissioner (Attach attested copy)	
	PAN No. (Attach attested copy)	
	GST Registration No. (Attach attested copy)	
	E.P.F Registration No. (Attach attested copy)	



E.S.I Registration No. (Attach attested copy)

Financial turnover of the tendering  
Company/Firm/Agency for the last 03 (three)  
Financial Years certified by Chartered Accountant

2018-19  
2019-20  
2020-21

14. Experience (in years)
15. No. of clients at present (Attach a list of the clients at present)
16. Whether the tendering Compnay/Firm/Agency  
Is blacklisted by any Government Department  
Or any criminal case is registered against them  
Or their owner/partner anywhere in India
17. Whether Agency profile is attached
18. Whether a copy of the terms and conditions duly  
signed, in token of acceptance of the same, is attached
19. Additional information, if any (attach separate sheet, if required)

Signature of authorized person

Name: \_\_\_\_\_

Date:

Seal:

Place:

**DECLARATION**

1. I, \_\_\_\_\_ Son/ Daughter/ Wife of Shri. \_\_\_\_\_

Proprietor/ Director/ Authorized signatory of the agency/ Firm, mentioned above, is competent to sign this declaration and execute this;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them; and

3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Name: \_\_\_\_\_

Date:

Seal:

Place:





**FINANCIAL BID**

(To be enclosed in a separate sealed envelope)

Sl. No.	Category of manpower	No. of persons to be engaged	Minimum monthly wage per head payable by NHRIMH, Kottayam	EPF @ 13% on Rs.15,000/-	ESI @ 3.25%	Service charges in percentage terms	Total % of Service charges (col. 5+6+7)
1	2	3	4	5	6	7	8
1.	Category: 1-2	13	Rs. 30,000/- per month fixed by the Council <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher				
2.	Category:3	01	Rs. 24,000/- per month fixed by the Council <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher				
3.	Category: 4-8	16	Rs. 20,000/- per month fixed by the Council (if this category of wages is exempted/not mandatory from ESI the same may be mentioned) <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher				
4.	Category: 9-16	54	Rs. 16,000/- per month fixed by the Council <b>Or</b> Minimum wages as notified by State Govt.+ESI & EPF whichever is higher				

(Attach a separate sheet, if required)



Note:

- # Rates to be quoted either as per the Minimum wages fixed by the Government of Kerala or the minimum monthly wages payable by the Council whichever is higher as indicated in the tender document at para No. 1.
- # The No. of category vacancies quoted shall differ from time to time
- # Attach the latest order of State/Central Government regarding minimum wages and statutory deductions relating to EPF/ESI etc.
- # GST shall be paid as admissible.

Signature of authorized person

Name: \_\_\_\_\_

Seal of firm:

Place:

Date:

