

NOTICE INVITING TENDER FOR HIRING OF SERVICES FOR OUTSOURCING MANPOWER OF HOSPITAL ATTENDANT FOR ONE YEAR ON RATE CONTRACT BASIS EXTENDIBLE BY ONE MORE YEAR ON MUTUALLY AGREEABLE TERMS AND CONDITIONS FOR ALL INDIA INSTITUTE OF MEDICAL SCIENCES VIJAYPUR, JAMMU.

(Submission of Bid through *offline*)

NIT Reference No: AIIMS/JMU/NIT/Hospital Attendant/2024/03

Dated: 03rd FEBRUARY, 2024 (SATURDAY)

EOI Document can be downloaded from following websites:

- <https://www.eprocure.gov.in/epublish/app>
- <https://www.aiimsjammu.edu.in/>
- If any Bidder cannot download the tender documents from the above websites
They may collect the Hard copy of the Tender Documents from the Office of Deputy Director (Administration)



Address To:

Deputy Director (Administration)

All India Institute of Medical Sciences, Vijaypur, Jammu

Camp Office: - Government Medical College (GMC) Doctor's Guest House,
Maheshpura Chowk, Jammu-180001

NOTICE INVITING TENDER FOR HIRING OF SERVICES FOR OUTSOURCING MANPOWER OF HOSPITAL ATTENDANT FOR ONE YEAR ON RATE CONTRACT BASIS EXTENDIBLE BY ONE MORE YEAR ON MUTUALLY AGREEABLE TERMS AND CONDITIONS FOR ALL INDIA INSTITUTE OF MEDICAL SCIENCES VIJAYPUR, JAMMU.

NIT Ref No: AIIMS/JMU/NIT/Hospital Attendant/2024/03 Dated: 03rd FEBRUARY, 2024 (FRIDAY)

SECTION-I

CRITICAL DATE SHEET

1.	Date of Issue/Publishing	03/02/2024 Time 11.00 Hrs (Saturday)
2.	Number of Covers	02 (Two)- Cover-I (Technical Bid) and Cover-II (Financial Bid)
3.	Bid Document Download Start Date	03/02/2024 Time 12.00 Hrs (Saturday)
4.	Place of Submission of Bid Documents	Tender Box, Placed at Camp Office of AIIMS, Jammu located at GMC Doctor's Guest House Near Maheshpura Chowk, Jammu-180001
5.	Bid Submission Start Date	03/02/2024 Time 14.00 Hrs (Saturday)
6.	Pre-Bid Meeting (For any query related to tender)	09/02/2024 Time 11.00 Hrs (Friday) Physically Pre-bid meeting at Conference Hall, Camp Office of AIIMS, Jammu located at Government Medical College (GMC) Doctor's Guest House Near Maheshpura Chowk, Jammu-180001.
7.	Bid Submission End Date	19/02/2024 Time 17.30 Hrs (Monday)
8.	Date and Time of Opening of Technical Bids (Cover-I)	20/02/2024 Time 12.00 Hrs (Tuesday)
9.	Date of Opening of Financial Bids (Cover-II)	24/02/2024 Time 11:00 Hrs (Saturday)
10.	Estimated contract value	Approximately Rupees 4.90 Cr. (Rupees Four Crore & Ninety Lakh only) per annum
11.	Tender Process Fee (Non-refundable) Not exempted	Rs. 2000/- (Rupees Two Thousand only)
12.	EMD (Earnest Money Deposit)	Rs. 15,00,000/- (Rupees Fifteen Lakhs only)
13.	Performance Bank Guarantee	5% of Estimated Contract Value
14.	Bid Validity	180 days from the date of publication
15.	Contract detail Mobile No E-mail id	Deputy Director (Administration) 8899950166 ddaiimsjammu@gmail.com
16.	Location	All India Institute of Medical Sciences, Vijaypur, Jammu Camp Office located at Government Medical College (GMC) Doctor's Guest House Near Maheshpura Chowk, Jammu-180001.
17.	Method of Selection	Least Cost (L1) basis financial bid would be opened only of bidders qualifying technical bid

Note: The Applicants are requested to read the NIT document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants.

**Deputy Director (Administration)
For and on behalf of Executive Director, AIIMS Jammu**

DISCLAIMER

This tender is not an offer by the All-India Institute of Medical Sciences, Vijaypur, Jammu but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Vijaypur, Jammu with the selected bidder/firm/agency.

1. Executive Director & CEO, AIIMS Jammu invites Offline bids on two bid systems for "Hiring of Services for Outsourcing Manpower of hospital attendant for one year on rate contract basis extendible by one more year on mutually agreeable terms and conditions for all India institute of medical sciences Vijaypur, Jammu."
2. Tender document may be downloaded from AIIMS web site www.aiimsjammu.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/epublishing/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted in form of Hard copy in Tender Box in one envelop consisting of inner separate envelope for Technical bid and Financial Bid, Placed at Camp Office of AIIMS, Jammu located GMC Doctor's Guest House Near Maheshpura Chowk, Jammu-180001.
4. Tenderer who has downloaded the tender from the **AIIMS website www.aiimsjammu.edu.in** and Central Public Procurement Portal (CPPP) e-Publishing website <https://eprocure.gov.in/epublishing/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and tenderer is liable to be banned from doing business with AIIMS Jammu.
5. The Technical bid should include as per Annexure –VI-A (Annexure-I)

6. EARNEST MONEY DEPOSIT [EMD]:-

Earnest Money Deposit (i.e. ₹ 15,00,000/-) to be deposited in the form of **Insurance Surety Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee)** from any of the commercial Banks. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. The Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "**The ED & CEO, AIIMS, Jammu**". The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at **Camp Office, GMC Doctor's Guest House, Maheshpura Chowk, Jammu-180001**, prior to opening of tender.

-No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Jammu in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

- Tenders without Earnest Money will be summarily rejected.
- No claim shall lie against the AIIMS Jammu in respect of erosion in the value or interest on the amount of EMD.
- If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of the relevant documents in support of exemption.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

7. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date.

8. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, and GST registration.

9. The GST registration details may please be furnished.

10. The bidder must be able to provide the service within specified time period as prescribed in the Work Order. Furthermore, on completion of the stipulated time period, Work Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.

11. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the competent authority.

12. All disputes shall be subject to Jammu Jurisdiction only.

13. AIIMS Jammu reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.

14. The Tender/Bid will be opened Physically in Camp Office, GMC Doctor's Guest House, Maheshpura Chowk, Jammu Premises at the time of bid opening.

- i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned services
- ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.

15. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.

**Deputy Director (Admin),
For and on behalf of Executive Director, AIIMS Jammu**

Background

All India Institute of Medical Sciences, Vijaypur, Jammu is a 750 bedded apex tertiary care super specialty Institute. It will be the largest hospital providing tertiary health care in the entire North Region having 20 specialty and 17 super-specialty departments. The institute is having patient care services in the form of 24 hours Emergency services, Out Patient Departments, Indoor Services, Operation Theatres, and various Diagnostic & Laboratory Services. Besides, the institute is also involved in research and teaching activities. In the scope of the present tender the following areas of AIIMS Vijaypur, Jammu are included.

Description of Area

1. **NORTH CAMPUS**

(a) **Main Hospital:** will have 750 beds, and expected average daily OPD load will be 3000-4000 patients per day and in Emergency Department with an average daily load of 200-300 patients per day.

The institute is likely to be operationalized in phases. Initially 150 beds will be functional and will be increased to 750 beds over subsequent years.

(b) **AYUSH Block:** is a "Traditional and Non-Conventional Systems of Health Care and Healing center of AIIMS Jammu which include Ayurveda, Yoga, Naturopathy, Unani, Siddha, Sowa Rigpa, Homoeopathy etc. It is 30 bedded with expected average daily OPD load will be 100-150 patients.

(c) **Night shelter Block:** is a building which will provides accommodation for patient attendants.

(d) **Academic Block:** is a 6 floored building beside hospital main Building which designed to support Academics and administration, medical education and research which includes departments and their labs like Anatomy, Physiology, Biochemistry, Pharmacology, Pathology, Forensic medicine, Microbiology, Preventive and social medicines

(e) **Auditorium Building:** is a building designed specifically for the purpose of hosting a performance, large meetings, conferences and CME etc. with sitting capacity of 1000 persons.

(f) **Animal House:** a place where animals will be reared/ kept for experiments or testing purposes.

SECTION - II
GENERAL INSTRUCTIONS TO BIDDERS (GIB)

1. PREAMBLE

(a) **Definitions and Abbreviations** The following definitions and abbreviations, which have been used in these documents shall have the meanings as indicated below: -

(i) Definitions: -

(aa) "Purchaser" means Organization i.e. AIIMS / Center / Hospital / Department / Sections getting services as incorporated in the Document.

(ab) "Bid" means Quotation / Tender received from a Firm / Tenderer / Bidder.

(ac) "Bidder"/ "Tenderer"/ "Vendor" means Tenderer/ the Individual or Firm submitting Bids / Quotation / Tender

(ad) "Supplier" means the individual or the firm providing manpower services as incorporated in the Contract.

(ae) "Bid Security" (BS) means Earnest Money Deposit / monetary or financial guarantee to be furnished by a bidder along with its tender.

(af) "Contract" means the written agreement entered into between the purchaser and the supplier, together with all the documents mentioned therein and including all attachments, annexure etc. therein.

(ag) "Performance Security" means monetary or financial guarantee to be furnished by the successful bidder for due performance of the Contract placed on it. Performance Security is also known as Security Deposit.

(ah) "Consignee" means the Center/Hospital/Department/Sections/person to whom the services are required to be delivered as specified in the Contract.

(ai) "Specification" also called Technical Specifications means the document/standard that prescribes the requirement with which services has to conform.

(aj) "Inspection" means activities of responsibility of contractor and comparing the same with the specified requirement mentioned in the Contract to determine conformity".

(ak) "Day" means calendar day.

(ii) Abbreviations: -

(aa) "ATE" means Advertised Tender Enquiry

(ab) "NIT" means Notice Inviting Tenders.

(ac) "GIB" means General Instructions to Bidders

(ad) "SIB" means Special Instructions to Bidders

(ae) "GCC" means General Conditions of Contract

(af) "SCC" means Special Conditions of Contract

(ag) "BG" means Bank Guarantee

(ah) "GST" means Goods & Service Tax

(ai) "RC" means Rate Contract

(b) **Availability of Funds** Expenditure to be incurred for the proposed services will be met from the funds available with the purchaser.

(c) **Language of Bid** The bid submitted by the bidder and all subsequent correspondence and documents relating to the bid exchanged between the bidder and the purchaser, shall be written in the English language. However, the language of any printed literature furnished by the bidder in connection with its bid may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the bid, the English translation shall prevail.

(d) **Bid Expense** The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its bid including preparation, submission of bid and for subsequent processing the same. The purchaser will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the Tender process.

2. TENDER DOCUMENT

(a) Content of Tender Document

- (i) In addition to Section I – “Notice Inviting Tender” (NIT), the Tender Document includes:
- (ii) Section II – General Instructions to Bidders (GIB)
- (iii) Section III – Special Instructions to Bidders (SIB)
- (iv) Section IV – General Conditions of Contract (GCC)
- (v) Section V – Schedule of Requirements
- (vi) Section VI – Scope of Work & responsibilities of Hospital Attendant
- (vii) Section VII – A) Qualification Criteria
– B) Proforma for Performance Statement
- (viii) Section VIII – Tender Acceptance Form
- (ix) Section IX – Price Break-up Format
- (x) Section X – Deleted
- (xi) Section XI – Bank Guarantee Form for Performance Security
- (xii) Section XII – A) Structure & Organization
– B) Details of Staff available with Organization
– C) Affidavit
- (xiii) Section XIII – Contract Forms
- (xiv) Section XIV – Job Responsibilities of Personnel
- (xv) Section XV – Duration of Training
- (xvi) Section XVI – Checklist

(b) The relevant details of the required Services, the terms, conditions and procedure for Tender, bid evaluation, placement of Contract, the applicable contract terms and, also, the standard formats to be used for this purpose are incorporated in the above mentioned documents. The interested bidders are expected to examine all such details etc. to proceed further.

(c) Corrigendum to Tender Document.

(i) At any time prior to the deadline for submission of bids, the purchaser may, for any reason

- deemed fit by it, modify the Tender Enquiry Document by issuing suitable Corrigendum to it.
- (ii) Corrigendum will be notified through the **AIIMS, Vijaypur, Jammu website** www.aiimsjammu.edu.in and Central Public Procurement Portal (CPPP) e-Publishing website <https://eprocure.gov.in/epublishing/app>
- (iii) In order to provide reasonable time to the prospective bidders to take necessary action in preparing their bids as per the amendment, the purchaser may, at its discretion extend the deadline appropriately for the submission of bids and other allied time frames, which are linked with that deadline.

3. **PREPARATION OF BIDS**

(a) Documents Comprising the Bid : The **Two Bid System**, i.e. “Techno – Commercial Bid” and “Financial Bid” prepared by the bidder shall comprise the following: -

(i) Techno – Commercial Bid (Un-priced Bid) Bidder firms which fulfill all the eligibility conditions as defined in **Section-VII-A** may upload the technical bid along with the scanned copy of all supporting documents, failing which their bids may be rejected.

NOTE: In case the bidders are not fulfilling the criteria in Section-VII-A, (Qualification Criteria), the bidder is advised not to participate to save the time of evaluation of the Institution.

(aa) Tender fee

Tender fee Rs. 2000/- should be deposited in the account of Executive Director, ALL INDIA INSTITUTE OF MEDICAL SCIENCES, VIJAYPUR Offline through DD (Demand Draft) along with Bid document. The details of the account are as under: -

Account No. : **40268023231**

Name of Account : **ALL INDIA INSTITUTE OF MEDICAL SCIENCES, VIJAYPUR**

Name of Bank & Branch : **State Bank of India, Branch-HNI, Jammu (Branch code-17695)**

IFSC Code : **SBIN0017695**

The copy UTR should be uploaded with technical bid. No Tender fee will be accepted offline. Incomplete tender in any respect shall be summarily rejected.

ab) Bid Security (BS) / EMD

(i) The bidder shall furnish along with its bid, Bid Security for amount of Rs 15,00,000/- (Rupees fifteen lakh only) as shown in the Notice Inviting Tenders (NIT).

(ii) The original Earnest Money/Bid Security must be delivered to address as given in ATC till bid opening date and time as mentioned in bid document, failing which the bid shall be summarily rejected. The copy of original Bid Security/EMD to be submitted along with the bid.

(iii) The bidders who are currently registered with MSME for the services as per Tender document specification shall be eligible for exemption from Bid Security as defined in MSME Procurement Policy issued by the department of MSME. In case the bidder falls in this category, the bidder shall upload relevant certificate of registration for the subject services issued by department of MSME.

(iv) The Bid Security shall be denominated in Indian Rupees. The Bid Security shall be furnished in one of the following forms:

- Fixed Deposit Receipt

- Bank Guarantee from any of the commercial bank

(v) In case of Bank Guarantee, the same is to be provided from any commercial bank in India or country of the bidder as per the format specified under Section X in these documents.

(vi) The Bid Security shall be valid for a period of thirty (45) days beyond the validity period of the bid. As validity period of Bid is 180 days, the Bid Security shall be valid for 225 days from Techno – Commercial Bid opening date.

(vii) The Bid Security of successful bidder will be returned without any interest, after receipt of performance security from that bidder.

(viii) Bid Security is required to protect the purchaser's right against the risk of the Bidder's conduct, which would warrant the forfeiture of the Bid Security. Bid Security of a bidder will be forfeited, if the bidder withdraws or amends its bids or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to the notice that the information/documents furnished in its bid is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The Bid Security of the successful bidder will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

Bid Validity

1. The bid shall remain valid for acceptance for a period of 180 days (One hundred Eighty days) after the date of bid opening prescribed in the Tender Document. Any bid valid for a shorter period shall be treated as unresponsive and rejected.

2. In exceptional cases, the bidder may be requested by the purchaser to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by mail/fax/email. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the Bid Security accordingly. A bidder, who may not agree to extend its bid validity after the expiry of the original validity period, their bid will not be considered further and the Bid Security furnished by them shall be returned.

3. In case the day up to which the bids are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the bid validity shall automatically be extended up to the next working day.

(ac) Tender shall be rejected if the copy of GST/service tax registration certificate wherever applicable is not furnished. Bidder shall furnish a certificate on their letter head stating that up to date returns have been filed and there are no dues with the concerned department. Bidder will also submit the copies of such returns (latest) submitted to the department of trade & taxes.

(ad) The Bidder should have experience in providing Hospital Attendant services for at least FIVE years as on the last date of tender submission.

The Bidder should have executed Hospital Attendant services in at least three Govt. or private hospitals with 300 or more beds each with at least 120 employees each, during the past five years ending as on the last date of tender submission.

OR

The Bidder should have executed Hospital Attendant services in at least **two** Govt. or private hospitals with 300 or more beds each with at least 150 employees each, for at least two calendar year in the past five years ending as on the last date of tender submission

OR

The Bidder should have executed Hospital Attendant services in at least **one** Govt. or private hospitals with 300 or more beds each with at least 240 employees each, for at least two calendar year in the past five years ending as on the last date of tender submission

OR

Details of the experience in last FIVE years should be submitted as per **Section – VII-B.**

Proof of successful execution along with certified copies of the award of work/Agreement of the above-mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work, complaints and number & quantum of penalties imposed on the firm, warnings & show cause notices issued during the execution of the contract. The performance certificate should be issued on the letter head of the organization head, Medical Superintendent or authorized nominee of the organization which had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

(ae) The service provider shall furnish a non-blacklisting/non-debarring/non-terminated certificate that they have not been blacklisted in the past three years by any government/ Private institution. **The service provider has to give an affidavit on non-judicial stamp paper of Rs.100/- duly attested by notary that there is no vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past three years by any Govt. or Private Organization.** If the bidder, or any constituent proprietor/ partner/Director has been debarred/black listed or terminated by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.

(af) The bidder should submit company turnover for past consecutive 5 years and not have incurred loss for more than 2 years during the last 5 years ending March 2023. This should be duly certified by the Chartered Accountant.

(ag) The bidder should declare debts on company if any at the time of filing tender

(ah) **Financial solvency**-The bidder should also have a solvency of Rs. **5.0 crore** (Rupees Five Crore) and should be duly certified by any Nationalized or any licensed bank.

(ai) The bidder should have **minimum 200** number of Technical and Administrative personnel for the proper execution of the contract. **They should submit a list of all these employees along with their designations** stating clearly how these would be involved in this work.

(aj) The bidder must follow all the prevailing labor laws like ESI, EPF, Minimum wages etc. and **have to submit documentary proof of registration of firm with these departments. The successful bidder must submit monthly documentary evidence to the effect that he/she is**

contributing to the ESI/EPF for the manpower/workers employed or hired for the execution of the work in the respective areas.

(ak) Certificate of Registration or any documentary proof for the year of incorporation.

(al) **Organizational Information:** Bidder is required to submit the following information in respect of his organization as per **Section–XII.**

- i) Name & Postal Address, website address, Email, Telephone & Fax Number etc.
- (ii) Copies of original documents defining the legal status, place of Registration and principal places of business.
- (iii) Names & Title of Directors and Officers to be concerned with the work, with designation of individuals authorized to act for the organization.
- iv) Information on any litigation in which the applicant was involved during the last five years, including any current litigation.
- (v) Authorization for employer to seek detailed references.
- (vi) Number of Technical & Administrative Employees in parent organization, subsidiary company and how these would be involved in this work.
- (vii) Information regarding the business name, constitution of the firm and registration of the firm.
- (viii) Total number of employees along with their designations engaged by the bidder for the Hospital Attendant services.

(ii) Financial Bid:

(aa) The bidders are advised to quote their offer/price in percentage, which shall be inclusive of all the price components mentioned in Price Break-up Format Section-IX

(ab) The firm will be obliged to pay as per minimum wages and make all statutory contributions. If there is any upward/downward revision of minimum wages or statutory contributions (like EPF, ESI etc.) the firms will revise wages, and/or contribution accordingly. The firm will then inform the Institute about the same along with documentary evidence and then the minimum wages will be revised as per Govt. notification and or statutory provisions. However, there will not be any revision of administrative charges during pendency of the contract. The firms are advised to quote inclusive of all the charges as per the format of the financial bid in Section IX. The GST component, as applicable, on subject services with HSN/SAC code may also be indicated in the price break-up format (Section IX).

(ac) The prospective bidders are advised to inspect the sites and collect all information that he/she considers necessary for proper assessment of the prospective assignment. Bidder shall be deemed to have full operational knowledge of the site whether they inspect or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

(ad) Payment will be made every month subject to production of satisfactory performance report duly verified and signed by user department of respective areas along with the certified bill.

(af) No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or revised statutory provision. The revision of bills on account of revision of minimum wages will be to the proportion of the amount paid for the wages of the Hospital Attendant engaged in services out of the

total monthly bill. For this purpose, the number of personnel in respective cadres as per Section-V (A) to (H) will be considered.

(b) Bid Currencies

- (i) The bidder shall quote only in Indian Rupees (INR).
- (ii) Bids, where prices are quoted in any other way shall be treated as non-responsive and rejected.
- (iii) For the purpose of comparison of financial bid, the total amount for one year (inclusive of taxes, levies etc.) shall be considered for the technically shortlisted bidder.
- (iv) A bid, which does not fulfill any of the above requirements and/or gives evasive information/reply against any such requirement, shall not be considered and will be rejected.

(c) The authorized signatory of the bidder must sign the bid. Individuals signing the bid or other documents connected with a Contract must specify whether he signs as:

- (i) A 'Sole Proprietor' of the firm or constituted attorney of such Sole Proprietor.
- (ii) In case of partnership firm he must have authority to quote & to refer to arbitration dispute concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney.
- (iii) Constituted attorney of the firm if it is a company.

Note:

(aa) In case of partnership above, a copy of the partnership agreement duly registered with "Registrar of Firm's" or general power of attorney, in either, case, attested by a Notary Public should be attached, or affidavit on stamped paper of all the partners admitting execution of the partnership agreement or the general power of attorney should be provided.

(ab) In case of the partnership firms, where no authority to refer disputes concerning the business of the partnership has been conferred on any partner, the bid and all other related documents must be signed by every partner of the firm.

(ac) Person signing the Tender Acceptance Form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, liable for rejection of bid or cancel of contract and hold the signatory liable for all cost and damages.

(ad) A bid, which does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall not be considered and will be rejected.

(ae) Bid sent by Fax/E-mail shall be ignored.

(af) Firm debarred by any Govt. /Govt. undertaking for participating in Service-Contract will not be considered for award of Contract during the period of debarment.

(d) Firm Administrative/Service Charges

(i) The rates submitted by the vendors shall be the unit Manpower and shall be inclusive of all expenses. however, minimum Administrative/service charges quoted above by the bidder must be more than 3.85% (three point eight five percent). GST as applicable on service charges may be paid extra on the same. Failing which bid shall be summarily rejected.

4. BID OPENING

Bids will be opened after due time and date at Camp Office of AIIMS, Vijaypur, Jammu. Any bidder interested to participate in bid opening process they may participate on the due date and time.

5. SCRUTINY AND EVALUATION OF BIDS

(a) Basic Principle Bids will be evaluated on the basis of the terms & conditions already incorporated in the Tender Document, based on which bids have been received. No new condition will be brought in while scrutinizing and evaluating the bids.

(b) Scrutiny of Bids

(i) The Purchaser will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required Bid Securities have been furnished, whether the documents have been properly signed, stamped and whether the Bids are generally in order.

(ii) The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

(iii) The Bids will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the Tender Document. The bids, which do not meet the basic requirements, are liable to be treated as non-responsive and will be rejected.

(iv) In the absence of submission of the documents as per section – VII-A, a bid shall be declared non-responsive during the evaluation and will be ignored.

(c) Minor Infirmary/Irregularity/Non-Conformity If during the evaluation, the purchaser finds any minor infirmity and/or irregularity and/or non-conformity in a bid, the purchaser will convey its observation on such 'minor' issues, which has not price implication, to the bidders by registered/speed post/ e-mail/fax etc. asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that bid will be liable to be ignored.

(d) Qualification Criteria Bids of the bidder, who have not submitted required documents or do not meet the required Qualification Criteria prescribed in Section VII-A, will be treated as non-responsive and will not be considered further.

(e) Comparison of Bids The bidders are advised to quote their offer/price which shall be inclusive of all the price components mentioned in Price Break-up Format Section-IX. This will be taken into consideration for determining the L1 bidder.

(f) Contacting the Purchaser

i) From the time of submission of bid to the time of awarding the Rate Contract, if a bidder needs to contact the purchaser for any reason relating to NIT/Tender Enquiry Document and / or its bid, it should do so only Offline any clarification sought on bid documents may visit to Camp Office of AIIMS, Vijaypur, Jammu for any clarification within the due date and time or during pre-bid meeting. Any queries will not be considered after Pre-bid meeting any queries on the tender will only be considered before Pre-bid meeting or on the date and time of pre-bid meeting.

ii) In case a bidder attempts to influence the purchaser in the purchaser's decision on scrutiny, comparison & evaluation of bids and awarding the contract, the bid of the bidder shall be liable for rejection in addition to appropriate administrative actions being taken against that bidder, as deemed fit by the purchaser.

AIIMS, Vijaypur Jammu reserves the 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).

6. AWARD OF CONTRACT

a) **Award Criteria:** Subject to the above, the Contract will be awarded to the lowest evaluated responsive bidder decided by the purchaser.

(b) Notification of Award

(i) Before expiry of the bid validity period, the purchaser will notify the successful bidder in writing, by registered / speed post or by fax/ email (to be confirmed by registered / speed post) that its bid for Hospital Attendant manpower, which have been selected by the purchaser, has been accepted. The successful bidder must furnish to the purchaser the required Performance Security within thirty days from the date of dispatch of this notification, failing which the Bid Security will be forfeited and the award will be cancelled. Relevant details about the Performance Security have been provided in clause 2 of GCC under Section IV.

ii) The Notification of Award shall constitute the conclusion of the Contract.

(c) Issue of Contract

Rate contract will be implemented after issue of offer letter to L1 Vender.

(d) Non-receipt of Performance Security by the Purchaser:

Failure of the successful bidder in providing Performance Security and / or returning Contract copy duly signed in terms of GIB clauses above shall make the bidder liable for forfeiture of its Bid Security and, also, for further actions by the Purchaser as per the clause 8- Termination of default of GCC under **Section-IV**.

(g) **Return of Bid Security/EMD:** The Bid Security/EMD of the successful bidder and the unsuccessful bidder will be returned to them without any interest, whatsoever, as per the terms and conditions of NIT.

(h) **Publication of Bid Result:** The name and address of the successful bidder (s) receiving the Contract (s) will be mentioned on www.aiimsjammu.edu.in.

7. CORRUPT OR FRADULENT PRACTICES

It is required by all concerned namely the Bidder /Suppliers/ Purchaser/Consignee/End User etc. to observe the highest standard of ethics during the procurement and execution of such Contract. In pursuance of this policy, the Purchaser: -

(i) defines, for the purposes of this provision, the terms set forth below as follows: "**Corrupt practice**" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in Contract execution; and "**Fraudulent practice**" means a misrepresentation of facts in order to influence a

procurement process or the execution of a Contract to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

(ii) Will reject a proposal for award if it determines that the Bidder recommended for award has been engaged in corrupt or fraudulent practices while competing for the Contract in question;

(iii) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Contract by the purchaser if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.

SECTION – III
SPECIAL INSTRUCTIONS TO BIDDERS (SIB)

The following Special Instructions to Bidders will apply for this purchase. These special instructions will modify/substitute/supplement the corresponding General Instructions to Bidders (GIB) incorporated in Section II. The corresponding GIB clause numbers have also been indicated in the text below.

In case of any conflict between the provision in the GIB and that in the SIB, the provision contained in the SIB shall prevail.

Special points of note while filling the bid:-

1. All interested Tenderers are required to go through and fill the Checklist given as **Section XVI**.
2. The Rates offered should be valid for the duration of the contract.
3. The bidder should either have an office at Jammu or would establish office at Jammu within sixty days of award of contract. The details of the office with address, telephone number, e-mail ID, website and Fax number should be provided within above mentioned 60 days.
4. It is proposed to enter into a Contract for Outsourcing of Hospital Attendant Manpower in AIIMS Vijaypur, Jammu for a period of **one (01)** year from the date of signing of the contract. It may be extended for another **one (01)** year subject to satisfactory performance with the approval of competent authority of AIIMS Vijaypur Jammu.
5. **Withdrawal of tender** along with the earnest money will be allowed before the date of opening of tender.
6. **After opening of tender:**
 - (a) No change/alteration on plea of clerical or typographical error in rates or other terms in the tender will be permitted under any circumstances.
 - (b) Withdrawal of the complete tender can be allowed but in such cases, the earnest money shall be forfeited in full.
 - (c) Partial withdrawal will not be allowed under any circumstances.

SECTION - IV
GENERAL CONDITIONS OF CONTRACT (GCC)

1. General Conditions

- (a) The General Conditions of Contract incorporated in this section shall be applicable for this purchase to the extent the same are not superseded by, Schedule of Requirements under Section V and Scope of work under Section VI of this document.
- (b) The staff engaged by the Service Provider shall be available at all the times as per their duty roster and they shall not leave their place of duty during duty hours on any pretext without the prior permission of the Nodal Officer/authorized officer at the respective area of the "AIIMS, Vijaypur, Jammu". Round the clock supervision must be provided to ensure correct performance of the said Hospital attendant Services in accordance with the prevailing assignment instructions agreed upon between the two parties.
- (c) The manpower employed by the successful bidder will remain employee of the bidder and not of AIIMS, Vijaypur, Jammu.
- (d) The Hospital Attendant provider shall ensure uninterrupted services to the Institution. In case of disruption of services for any reason except force majeure penalty of Rs. 10,000/- will be imposed for each instance and subsequently the tender may be cancelled and performance security/PBG may be forfeited.

2. Performance Security:

Within Thirty (15) days from date of the issue of Notification of Award by the AIIMS, Vijaypur, Jammu, the successful tenderer shall have **to make security deposit @ 05 (five)% of the contract value as Performance Bank Guarantee (PBG)**, valid up to currency of Contract plus ninety (90) days. The Performance Security shall be denominated in Indian Rupees in any of the following forms:

- (a) Fixed Deposit Receipt drawn from any Scheduled bank in India
- (b) Bank Guarantee issued by a Scheduled bank in India, in the prescribed form as provided in Section XI of this document

In the event of any failure /default of the service provider with or without any quantifiable loss to the government, the amount of the Performance Security is liable to be forfeited. The needful will be done to cover any failure/default of the service provider with or without any quantifiable loss to the Government.

In the event of any extension of currency of Contract, the service provider shall within fifteen (15) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the Contract, as amended.

Subject to above, the AIIMS, Vijaypur, Jammu will release the Performance Security without any interest to the service provider on completion of contractual obligations including the warranty obligations (if applicable).

Failure of the bidder to submit the above-mentioned performance security shall constitute sufficient ground for the annulment of the contract and forfeiture of the Bid Security.

3. Scope of Work:

The Services to be provided by the supplier under this Contract shall conform to the 'Scope of Work' under Sections VI of this document.

4. Prices

(a) Prices quoted by the bidder shall remain firm and fixed during the currency of the Contract and not subject to variation on any account except statutory increase in minimum wages.

(b) Statuary variation in GST will be applicable during currency of the contract, during the Contract Period after submitting supporting documents (Government notifications) issued by the concerned department **(if applicable)**

5. Quality Assurance regarding Performance & Penalty

(a) This will be based on Turnaround time and Key Performance Indicators. Any shortcomings in these will invite imposition of penalty clauses as described in terms and conditions. Decision of AIIMS authorities through designated officers/officials, with regard to quality assurance, shall be final, and penalty will be imposed accordingly.

(b) The vendor/service provider shall register all the workers under the Biometric Attendance System. A biometric attendance system shall be installed by the bidder for its personnel deployed at AIIMS with verification access at the sanitation officer's office in the respective area of responsibility. The bidder will additionally maintain a register/ records in which day to day deployment of personnel will be recorded. Subsequently, attendance marked in the biometric system shall only be utilized to calculate the salary of workers. A duty Roaster of all the workers shall be submitted to the concerned reporting officer, who shall verify the presence of concerned worker as per the Roaster.

On the 1st day of every month, the biometric attendance data of workers shall be downloaded by the Nodal Officer and forwarded to the respective reporting officer of the outsourced worker.

The reporting officer shall verify the biometric attendance data and submit a consolidated report which includes:

- a. Name of employee,
- b. Designation,
- c. Number of days in the month,
- d. Number of weekly Offs,
- e. Number of days absent and
- f. Number of days payable, etc.

This report shall be submitted before 3rd of every month. This report shall be forwarded to the concerned agency before 4th of every month so that the wages of all the workers is deposited in their respective Savings Bank Accounts, which is mapped to the same Aadhaar number of the outsourced staff/worker, before 7th of every month.

Beyond 7th of every month, a **penalty of Rs. 100/- per worker/outsourced staff per day** shall be levied on the outsourced service provider for delay in payment of wages. The said amount shall be

deducted from the total bill of the outsourced service provider and the equivalent amount shall be credited to the accounts of the respective staff.

The agency/ vendor/contractor should be made clear that "Payment of wages to the workers is not linked to payment of the pending bill(s) by AIIMS."

All the payments to the workers shall be made by the agency through Bank transactions only on or before 7th of each month. Cash payment is strictly prohibited.

Proper salary slips with all the details like Days Present, Off Days, Days Absent, ESI, PF etc. Shall be provided to all the outsourced staff. In case of failure to provide pay slips, **a penalty of Rs. 1000/- per outsourced staff/worker** for whom the pay slip was not issued shall be deducted from the monthly bill of the outsourced service provider.

(c) The personnel provided will report to the Supervisory staff of the concerned area and will perform duty as assigned to them. The worker will have to be extremely courteous with very pleasant manners in dealing with the staff, patients and their attendants, especially with females, children and senior citizens and should project an image of utmost discipline.

(d) Service Provider will provide a copy of job description to all workers on date of commencement of contract.

(e) In case of a worker deployed by the service provider suffers from sharp injury or any other injury requiring immediate treatment, the Service Provider shall ensure that worker receives the required treatment.

(f) Reports to be submitted by the service provider for quality assurance.

(aa) A daily report of personnel on duty in all the shifts

(ab) A daily report from the Sanitation Officer or any other officer deputed for the purpose based on the designated Performa

(ac) A monthly feedback report from the user areas as based on Turnaround time (TAT) and Key Performance Indicators (KPI).

(ad) Any other reporting mechanism as desired by the hospital/centres from time to time.

6. Complaint Reporting Mechanism

(a) The bidder will maintain a centralized complaint reporting and redressal enquiry room which will be equipped with functional landline and mobile telephones. A centralized complaint reporting and Redressal mechanism to be manned 24 x 7 by the bidder. All complaints received have to be addressed within 2 hours. The successful closure of the complaint has to be certified by the complainant.

(b) The bidder will circulate the scope of work and the address and telephone numbers of the centralized complaint and redressal enquiry room in a laminated format in all the areas of the responsibility from A to Z. The bidder will also ensure that these are available in all the areas. In case of loss/damage these boards have to be immediately replaced.

7. **PENALTY CLAUSES:**

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

(a) Penalty clause after issue of award letter and before taking up the services, have been outlined in this tender. In case of non-execution of work even after 4 weeks after award of contract, AIIMS Vijaypur, Jammu reserves the right to cancel the contract and withhold the agreement. The defaulting L-1 bidder may be debarred for a period of **02** years. The security deposited by the L-1 bidder shall also be forfeited.

(b) Inspection for quality assurance can be carried out by all the area incharges, sister in-charges or ANS in-charges of wards, Hospital Attendant supervisors, sanitation inspectors, sanitation officers, nursing administrators, hospital administrators, faculty members and any other officers/officials deputed for this purpose.

(c) The amount payable for the preceding month will only be released after certification of satisfactory performance by the Sanitation Officer/Nodal Officer and enclosing copy of last month subscription on account of EPF & ESI paid to the concerned department. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security then the service provider will have to deposit the corresponding amount before release of further payments.

(d) 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.

(e) **Penalty clauses**

OFFENCE	PENALTY (IN RUPEES)
Not found displaying photo ID	Rs 100/- per instance.
Worker not in proper Uniform	Rs 500/- per instance.
Unimmunized Employee (Tetanus, Hepatitis B and COVID 19)	Rs 5000/- per staff
Employee below the age of 18 years	Rs 5000/- per staff
Duty performed by a worker for more than one shift in 24 hours.	With Due permission from the Sanitation Officer/Nodal Officer, linked to Biometric attendance system, Not more than 5% of the total attendance/month Penalty of Rs 500/- per instance in case of non-compliance.
Unsatisfactory performance	Individual Complaint: Rs 1000/- per instance

	Adverse report by Inspection Committee: Rs 5000/- per instance Adverse Monthly report: Rs 10,000/- per report Adverse report for a period of more than 2 weeks, a penalty of 1 % of the annual contract value
Absenteeism/Under Deployed	Rs 1000/-per person/day
Complaints are not registered or not redressed	Rs 1000/- per instance
Not using appropriate personal protective gears	Rs 500/- per instance
Not using appropriate safety gears where ever its applicable	Rs 500/- per instance
Untrained Hospital Attendant staff from Govt. approved agencies for National Skill Certification Program (Maximum time period allowed 6 months from award of tender for initial employees and one month for new recruitments from their date of joining)	Rs 10000/- per week shall be levied.
Employee is found out to be involved in any kind of theft/ demanding money from patient or attender, or involved in any illegal activity which will affect the reputation of AIIMS, Vijaypur, Jammu	That employee to be terminated and Penalty of Rs 10000/- per instance
Wasting water or electricity	Rs 200/- per instance
Any cleaning chemical, cleaning accessories, equipment found unattended other than designated areas of storage	Rs 200/- per instance
Indulging in smoking/drinking/sleeping/ eating (unassigned area) cooking or any other misconduct during duty hours.	Rs 200/- with removal of the offender
Leaves the place of duty unless relieved	Rs 1000/- per person
For any other breach, violation or contravention of any terms and conditions	Rs 5000/- will be imposed per day

8. OTHER TERMS & CONDITIONS:

- (a) The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the institute. No payments would be released till the contract license is submitted to the institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard.
- (b) The agency shall not engage the personnel below the age of 18 years.
- (c) In case any person engaged by the Service Provider is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or unauthorized union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- (d) The institute shall not provide any sort of accommodation to the personnel deployed by the Service provider and no cooking/lodging will be allowed in the premises of the institute at any time.
- (e) If any complaint of misbehavior and misconduct by personnel of the service provider comes into the knowledge of the institute authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by the Institute.
- (f) The service provider shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the institute premises and near to it.
- (g) The Institute will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor
- (h) The contract can be terminated by the first party (Director, AIIMS, Vijaypur, Jammu) by giving **one** month notice. The second party (the service provider) if so desire to terminate the contract will be required to give **six** months' notice or till institute is able to make alternative arrangements, whichever is earlier.
- (i) In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
- (j) Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required
- (k) If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the 'Institute' from the Service Provider
- (l) The contract will be valid for a period of One year from the date of commencement which can be further extended for another one year subject to satisfactory performance and approval by the Competent Authority.
- (m) The service provider will have to commence the work within 4 weeks of the award of the contract
- (n) The bidder shall not engage any sub-contractor or transfer the contract to any other service provider

- (o) The service provider has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the Service provider and not on Institute administration
- (p) Personnel file (qualification, date of birth certificate, qualification certificate, address proof, AADHAR card photograph, resume etc) along with their police verification document of every employee engaged for the AIIMS Vijaypur work are required to be maintained by service provider and need to be submitted to AIIMS.
- (q) The service provider shall be responsible for all acts of omission/commission in the institute by their employees during the course of discharge of their duties at the institute. All India Institute of Medical Sciences, Vijaypur, Jammu will not be responsible for any mishap while dealing with the Hospital Attendant work during the described scope of work because of such acts of omission/commission.
- (r) The Service Provider shall indemnify and hold the AIIMS, Vijaypur, Jammu protected/safe from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Service Provider.
- (s) The AIIMS, Vijaypur, Jammu shall not be under any obligation for providing employment to any of the worker of the Service Provider after the expiry of the contract. The AIIMS, Vijaypur, Jammu does not recognize any employee employer relationship with any of the workers of the Service Provider.
- (t) Persons suffering from contagious or infectious disease shall not be employed or permitted to work in AIIMS. AIIMS authorities reserve its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS on medical examination of such employees, shall be borne and paid by the bidder/vendor.
- (u) The service provider's work shall be executed under the Sanitation Officers/Nodal Officer/Hospital Attendant Supervisor of the AIIMS. The service provider shall make arrangements to appoint Hospital Attendant Supervisor(s) at his own cost & provide them with a mobile phone connection.
- (v) The Service Provider will be responsible for every Employee's Universal Account Number (UAN)/EPF Pass Book/ESI card/ BPL card/ Ayushman Bharat health account (as applicable) and shall provide the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work.
- (w) The Service provider will be solely responsible for the compliance of all statutory regulations applicable to the contractor/labour as Labour Act, Minimum wages Act, Contract Labour (Regulation and abolition) Act, ESI, EPF and various other Acts as applicable from time to time also with other Central & State Government statutory regulations associated with such work.
- (x) If on account of non-compliance with the provisions of any such laws, AIIMS is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institute all such payments and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the service provider. The service provider will sign an

Indemnity Bond in favor of AIIMS Jammu, to this effect. No liability whatsoever shall attach to the AIIMS on account of or any failure on the part of the service provider to observe these regulations.

- (y) The list of personnel to be deployed shall be made available to AIIMS and if any change is required on part of AIIMS, a fresh list of personnel shall be made available by the service provider after each and every change.
- (z) It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective EPF authorities within seven days of end of every month. Particulars of personnel engaged for the AIIMS works are required to be submitted to the AIIMS.
- (aa) The payment against bills shall be made every month by AIIMS. The bill has to be accompanied by exact data on personnel employed plus other charges as per **Section-IX** which have to be certified by the sanitation officer/Nodal Officer or other authorized representative of AIIMS on a daily basis. The service provider shall disburse the wages to its personnel deployed in the AIIMS every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 10th of every month. The service provider has to ensure that no delays in release of payment beyond 7th of every month for every cadre of the workers deployed by them in all the areas of the hospital and centers.
- (bb) The Service provider will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.
- (cc) The Service provider shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations including the rate of payment of minimum wage whichever is higher between Central or State government have to be complied with in order to confirm the correctness of payment accounts to right party. The Service provider has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
- (dd) The Service Provider shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Service Provider shall submit copies of acknowledgement evidencing filing of returns every year and shall keep the employer fully indemnified against liability of any tax, interest, penalty etc. of the Service Provider in respect thereof, which may arise.
- (ee) As per agreement contract for outsourcing agencies etc. the following documents, certificates, affidavits and verification etc. are required to be endorsed/sent with the bills submitted for payment
- (ff) **The bill has to be accompanied with:**
 - (i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of AIIMS on a daily basis.

- (ii) Bidder shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at AIIMS against this contract.
- (ii) The bidder has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be made submitted along with bills.
- (iii) **Bills in detail may be drawn as per column given below:**
 - Basic
 - VDA
 - ESI
 - EPF
 - Bonus*
 - Service Charges Service Tax
 - Any other head under which payment sought

***As per rule**

- (v) For individual Hospital Attendant/ supervisor etc. due and net payable/paid monthly wages etc. may be furnished as per enclosed Proforma:
 - S. No.
 - Name/ EPF Code & IP No.
 - Basic
 - Bonus*
 - Net Due
 - Total Days (Duties)
 - Total No. of Days (Duties)
 - P.F Employer Share 13%
 - P.F Employee Share 12% Deducted (-)
 - ESI Employer Share 3.25%
 - ESI Employee Share 0.75% Deducted (-)
 - Total Net Payable/Paid with Bank Account No.

***As per rule**

(vi) **Certificate/affidavit by service provider:**

(aa) The service provider has to submit adequate documentary proof of depositing of ESI, EPF and Service Tax in concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs. 100/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

(ab) **Waiver neither at any time any indulgence or concession granted by AIIMS, Vijaypur, Jammu shall not alter or invalidate the terms of the contract nor constitute the waiver of any of** the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of AIIMS to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of AIIMS to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

9. Payment Terms

(a) 100% payment would be made on receipt the submission of the following documents:

(i) Supplier should submit the bills accordingly as per clause no.6 of Section-IV (GCC).

(ii) The supplier must ensure that the staff employed by them is paid their salary in bank account of the respective staff through RTGS/NEFT/IMPS by 7th of every month. An undertaking to this effect, must be submitted to the Deputy Director administration by 10th of the next month. The firm will also give undertaking and documentary proof about payment made in the previous month towards EPF/ESI contributions as applicable under existing statute / law regarding employees engaged by the firm along with bill submitted for the subsequent month. Vendor will make payments or wages and then reimbursement will be done by AIIMS.

(b) The advance payment terms will not be accepted by the Executive Director, AIIMS Vijaypur Jammu.

10. Termination for Default

The AIIMS, Vijaypur, Jammu, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the Service provider, terminate the Contract and/or Work order in whole or in part, if the Service provider fails to deliver any or all of the services/ contractual obligations within the time period specified in the work order, or within any extension thereof granted by the AIIMS, Jammu.

The Performance Security in such cases will be forfeited.

11. Termination for Insolvency

If the Service provider becomes bankrupt or otherwise insolvent, the AIIMS, Vijaypur, Jammu reserves the right to terminate the Contract orders at any time, by serving written notice to the Service provider without any compensation, whatsoever, to the Service provider, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and/or will accrue thereafter to the service provider.

12. Force Majeure

Notwithstanding the provisions contained in above clauses of GCC, the supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the Contract is the result of an event of Force Majeure.

(a) For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of the party claiming to be affected by such event and which has caused the nonperformance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management and freight embargoes.

(b) If a Force Majeure situation arises, the vendor shall promptly notify the Purchaser in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by the Purchaser in writing, the supplier shall continue to perform its obligations under the Contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

(c) If the performance in whole or in part or any obligation under this Contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the Contract without any financial repercussion on either side.

(d) In case due to a Force Majeure event the Purchaser is unable to fulfill its contractual commitment and responsibility, the Purchaser will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

13. Termination for Convenience

(a) The Purchaser reserves the right to terminate the Contract, in whole or in part for its Purchaser's convenience, by serving written notice on the supplier of thirty days or one month at any time during the currency of the Contract.

(b) The contract can be terminated by the first party (Director, AIIMS, Vijaypur, Jammu) by giving **one** month notice. The second party (the service provider) if so desire to terminate the contract will be required to give **six** months' notice or till institute is able to make alternative arrangements, whichever is earlier.

(c) The Service provider shall vacate the space within the stipulated period, failing which Service provider shall be liable to be removed by the AIIMS, Vijaypur, Jammu, by use of force, if necessary. In addition, the Service provider shall, in the event of refusal/neglect to vacate the site be liable to pay ten times of the monthly license fee per month as decided by the competent authority towards damage charges and the same will be payable by the Service provider failing which the same will be deducted from the security deposit, if any lying with the AIIMS, Jammu, and /or shall be recovered from the Performance Bank Guarantee.

14. Resolution of Disputes / Arbitration

(a) If dispute or difference of any kind shall arise between the Purchaser/Consignee and the supplier in connection with or relating to the Contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

(b) If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the SCC, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.

(c) In the case of a dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with the Contract, such dispute or difference shall be referred to the sole arbitration by Executive Director or to be appointed by the Executive Director, AIIMS, Vijaypur, Jammu.

The award of the Director/arbitrator shall be final and binding on the parties to the Contract subject to the provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One lakhs (Rs. 1,00,000/-)

(d) Venue of Arbitration: The venue of arbitration shall be the place from where the Contract has been issued, i.e. AIIMS, Vijaypur, Jammu.

(e) Jurisdiction of the court will be from the place where the Tender Document has been issued, i.e., Samba/Jammu, India.

(f) Applicable Law: The Contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

15. Withholding and Lien in respect of sums claimed

(a) Whenever any claim for payment arises under the Contract against the supplier the purchaser shall be entitled to withhold and also have a lien to retain such sum from the security deposit or sum of money arising out of or under any other Contract made by the supplier with the purchaser, pending finalization or adjudication of any such claim.

(b) It is an agreed term of the Contract that the sum of money so withheld or retained under the lien referred to above, by the purchaser, will be kept withheld or retained till the claim arising about of or under the Contract is determined by the Arbitrator or by the competent court as the case may be and the supplier will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention.

16. Fall Clause

Fall clause is a price safety mechanism. The fall clause provides that if the Contract holder reduces its price or sells or even offers to sell the contracted services of identical specification and terms & conditions to that of the Contract, at a price lower than the Contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the Contract amended accordingly.

17. Indemnity

The Service provider shall indemnify the Institute against all actions, suits, claims and demands brought or made against it in respect of anything done or committed to be done by the Service provider in execution of or in connection with the work of this contract and against any loss or damage to the hospital in consequence to any action or suit being brought against the Service provider for anything done or committed to be done in the execution of this contract. The Service provider will abide by the job, safety measures prevalent in India and will free the hospital from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's negligence. The bidder will pay all indemnities arising from such incidents without any extra cost to hospital and will not hold the hospital responsible or obligated. AIIMS Vijaypur Jammu may at its discretion and entirely at the cost of the bidder defend such suit, either jointly with the bidder or single in case the latter chooses not to defend the case or if the case is not defended as per the satisfaction of the AIIMS Vijaypur Jammu.

18. Notices

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing by registered post or by facsimile and confirmed by original copy by post to the other party's address as below. The notices issued by the AIIMS, Vijaypur, Jammu shall also be considered to be duly served to the Service provider, if the same have been affixed at the site as allotted for running the trade to the Service provider. Notice shall be effective when delivered or on the notice effective date, whichever is late.

19. Abnormally Low Bids

In case the Bid price of the L-1 bidder, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the Bidder to perform the contract at the offered price, in such cases, AIIMS may seek written clarifications from the Bidder, including detailed price analyses of the Bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid document. After evaluating the price analyses, AIIMS may accept/reject the Bid/Proposal. In the case of predatory pricing as well, the above consideration of Abnormally Low Bids (ALB) may be considered.

SECTION – V
SCHEDULE OF REQUIRMENTS OF HOSPITAL ATTENDANT

Details of Areas

- (A) Main Hospital Building
- (B) AYUSH Block
- (C) Night Shelter
- (D) Academic Block
- (E) Convention center
- (F) Animal House
- (G) Club + Guest House
- (H) Sports Complex

HOSPITAL ATTENDANT SERVICES
SCHEDULE OF QUANTITIES FOR HOSPITAL ATTENDANT SERVICES

Sr. No.	Area where services are required	Minimum manpower required to be deployed	Contractor's Supervisor's to be deployed
	<u>DESCRIPTION OF WORK</u> Providing Hospital Attendant Services as per stipulations in Annexure-II of notice inviting tender for the area mentioned below: -		
1.	Facility Manager	01	
2.	Main Hospital Building	130	08
3.	Academic Block	30	02
4.	AYUSH Block	05	01
5.	Night Shelter	02	00
6.	Animal house	02	00
9.	Convention Center	01	00
	TOTAL	170	11

Approximate Manpower of Hospital Attendant for Whole AIIMS

S. No.	Designation of Category	Total No. of Employees	Compulsory qualification	Experience
1.	Facility manager	1	Graduate	7 years' experience in Hospital Attendant Supervision in a healthcare organization or hotel
2.	Hospital Attendant Supervisor	11	Graduate	5 years' experience of supervision of Hospital Attendants in healthcare organization or hotel
3.	Hospital Attendant	170	10 th pass with skill development course or in house structured training program	0-1 year experience

Person with higher experience shall be preferred.

Manpower requirement can be decreased or increased up to 50% of above mentioned strength and tenderer has to agree on this.

SECTION – VI

A. SCOPE OF WORK & RESPONSIBILITIES FOR HOSPITAL ATTENDANT

1. The Bidder shall provide round the clock Hospital Attendant, services at AIIMS Jammu in the specified areas of North Campus & South Campus.
2. The list of **Manpower** to be provided by the firm for AIIMS Vijaypur, Jammu based on category and number as specified in SECTION-V. However, the deployment of personnel may increase or decrease upto 50 % (fifty percent) based on varying requirement of the client with prior approval and tenderer has to agree on this. The Job Responsibilities of various personnel being deployed to execute the work awarded has been specified in Section XIV.
3. Bidder shall ensure dusting of all specialized items such as firefighting equipment (Only dusting), CCTV, Public address system, Overhead Projectors, Equipment, etc. installed at the areas mentioned.
4. Both male and female Hospital attendants should be posted in areas like wards, ICUs, Casualty, OPDs, CCUs.
5. Agency is to get the training of all personnel within six months of award of tender from a recognized training institute. During the duration of the contract, if any new worker is recruited by the firm after six months of award of tender, it has to be ensured that this worker has received training within one month of recruitment. **Skill Certificate of all the employees from a certified Agency to be submitted to AIIMS Authorities prior to joining.**
6. The bidder shall engage in periodic and continual training of staff to maintain quality and standard of services as per Section-XV. Approval shall be taken from the Competent Authority with respect to the content of training being provided to the Hospital attendants. The documentary evidence and Video/ Photographic recording of the trainings conducted should be submitted by the agency every three months to the Sanitation Officer/Nodal Officer for perusal of Duty Officer and Faculty in charge Hospital attendant Services for the respective areas
7. The deployed personnel shall attend to the specified hours of technical and soft skill training as per the prescribed norms of the industry and requirement of the client (AIIMS).
8. **Site visit**-The prospective bidders are advised to inspect the sites and collect all information (manpower etc.) that he/she considers necessary for proper assessment of the prospective assignment. Bidder shall be deemed to have full operational knowledge of the site whether they inspect or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed
9. **Shift Frequency**-All office areas & OPD's will have **one** shift/day whereas rest all patient care areas will have **three** shifts/day i.e. 24x7 Hospital Attendant services 365 days in a year.
10. **Uniform & identity card** -The workers engaged by the firm for the proposed Hospital Attendant services shall wear a distinct uniform approved (colour, design etc.) by the appropriate authority at AIIMS & identity card issued by the approved firm/contractor in consultation with Sanitation Officer/Officer I/C Hospital Attendant services. It will be the responsibility of the service provider to provide minimum two sets of uniform every year to each worker and ensure compliance with same. Staff engaged by the service provider shall always display the identity card while on duty

with in the AIIMS premises, which can be checked randomly and non-adherence will invite a penalty.

- 11. Immunization**-The service provider shall provide Personal Protective Equipment (PPE) and immunization to all the staff engaged by the selected firm. The record for immunization for tetanus, Hepatitis B, COVID19 etc must be maintained and produced for all the employed personnel at the time of commencing of services, failure for producing the same within 03 months (from date of commencing of operations) will attract penalty. The records should be made available to the appropriate authority for examination whenever required. Service provider to ensure periodic vaccination of employees as per Hospital infection control protocols and documentation to be done for the same
- 12. Monthly reporting of incidences of spills/needle stick injury/exposer to body and body fluids to be submitted to AIIMS, Vijaypur, Jammu authorities. In case of Needle stick injury the employee to be immediately brought to emergency (Facility manager or Sister In charge of the area to coordinate)**
- 13.** Health checkup of every employee should be done Bi-Annually and documentation for the same to be submitted to AIIMS, Vijaypur Authorities
- 14.** All employees to be trained in Biomedical waste management /fire safety protocols.
- 15. Contingency services:**
 - (a) The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
 - (b) No extra payment shall be charged for this contingency work.

16. Key performance indicators for Hospital Attendant services (KPI):

Evaluation criteria for checking Hospital Attendant Services

S. No.	Hospital Attendant Services	Frequency (TAT)	KPI (Indicators)
1.	No medical instruments, equipment, machines, washbasin, patient trolleys, patient beds, wheel-chair, bed side lockers etc. should be dirty.		
2.	<p>There should not be in-ordinate delay:-</p> <p>a) To carry/transport patients to other departments, wards, OTs etc.</p> <p>b) To carry the samples of the patients to the Laboratories and collection & carrying of the reports to the departments.</p> <p>c) To collect the medicines/stores items from Pharmacy/Departments/ Store on indents.</p> <p>d) To carry the linen to/from laundry/linen store/departments.</p> <p>e) To accompany the patient's attendants to fee section for payment of dues etc.</p> <p>f) To carry out any duty assigned by the Seniors/Supervisory Staff.</p> <p>g) Distribution of food to the patients.</p>		
3.	Non-wearing of proper uniform with Identity Card while on duty.		
4.	Damp dusting of the chairs, tables & stretchers in all patient care and office areas.	Once daily and as and when needed	No litter, no surface stains, no dust, no odour. Checklist, activity logs, Feedback, Inspection reports.
5.	Damp dusting - Entire workstation area	Once daily and as and when needed	No litter, No surface Stains. No dust, No
6.	Damp dusting - telephones, fax machines, photocopiers, computers and other office equipment's.	Once daily and as and when needed	Odour. Checklist, activity logs & Feedback

Reporting System:

- Nodal officers as authorized by the AIIMS Jammu shall identify the deficiencies as per above evaluation criteria.

Contractor's supervisor of the area will be asked to cross verify the deficiencies and put the signature

Section – VII (A)

A) Qualification Criteria

The bidders who meet the following criteria shall only be considered for price bid opening:

1. Tender fee Rs. 2000/- should be deposited in the account of Executive Director, AIIMS, Vijaypur. Offline through DD (Demand Draft) along with Bid.

2. Each tender should be accompanied with an EMD/Bid Security amounting to Rs. 15,00,000/- (as defined in Bid document) by way of Demand Draft/FDR/Bank Guarantee drawn in favour of “Executive Director, AIIMS, Vijaypur”, failing which the tender shall not be considered for acceptance and will be outrightly rejected. (In case of Bank Guarantee/FDR, it shall be valid for 18 months from the date of opening and the same should be from any scheduled bank (as per the list enclosed). Cash/cheque is not acceptable at all. The EMD/bid security deposited against other tenders cannot be adjusted or considered for this tender. No interest is payable on EMD/Bid security. EMD/Bid security of the registered bidders, who fulfill pre-qualification requirements, would be retained till the firm is registered at AIIMS for providing Hospital Attendant manpower. The bid security should be valid for a period of thirty (30) days beyond the final bid validity period. The bidders shall be exempted to furnish the Earnest Money as per Terms & Conditions (GTC) of NIT.

3. The Bidder should have experience in providing Hospital Attendant services for at least FIVE years as on the last date of tender submission.

The Bidder should have executed Hospital Attendant services in at least three Govt. or private hospitals with 300 or more beds each with at least 120 employees each, for at least two calendar year in the past five years ending as on the last date of tender submission.

OR

The Bidder should have executed Hospital Attendant services in at least **two** Govt. or private hospitals with 300 or more beds each with at least 150 employees each, for at least two calendar year in the past five years ending as on the last date of tender submission

OR

The Bidder should have executed Hospital Attendant services in at least **one** Govt. or private hospitals with 300 or more beds each with at least 240 employees each, for at least two calendar year in the past five years ending as on the last date of tender submission

Details of the experience in last FIVE years should be submitted as per **Section – VII-B.**

4. Proof of successful execution along with certified copies of the award of work/Agreement of the above-mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work and satisfactory performance report. The performance certificate should be issued on the letter head of the organization head, Medical Superintendent or authorized nominee of the organization which had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

5. The service provider shall furnish a non-blacklisting/non-debarring certificate that they have not been blacklisted in the past three years by any government/ Private institution. **The service provider has to give an affidavit on non-judicial stamp paper of Rs.100/- duly attested by**

notary that if there is any vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past three years by any Govt. or Private Organization.

6. The bidder should submit company turnover for past consecutive 5 years and not have incurred loss for more than 2 years during the last 5 years ending March'2023. This should be duly certified by the Chartered Accountant.

The bidders should submit audited financial statements by an auditor (certified by the government) or form 3CD.

7. The bidder should declare debts on company if any

8. **Financial solvency**-The bidder should also have a solvency of Rs. **5.0 crore** and should be duly certified by any Nationalized or any licensed bank.

9. The bidder should have **minimum 300** number of Technical and Administrative personnel for the proper execution of the contract. **They should submit a list of all these employees along with their designations** stating clearly how these would be involved in this work.

10. The bidder must follow all the prevailing labor laws like ESI, EPF, Minimum wages etc. and **have to submit documentary proof of registration of firm with these departments. The successful bidder must submit monthly documentary evidence to the effect that he/she is contributing to the ESI/EPF for the manpower/workers employed or hired for the execution of the work in the respective areas.**

11. Certificate of Registration or any documentary proof for the year of incorporation.

12. **Organizational Information:** Bidder is required to submit the information in respect of his organization as per SECTION – XII A.

Note: Work referred to above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.

- In case the completed work was of composite nature (Facility Management and Security), then a specific split up of financial quantum used for Hospital Attendant manpower only, shall be considered.

- Completed work shall mean work under one contract with extension/s. Work Considered should either have been completed/concluded or should have been more than one-year-old live contracts with extension/s, if any.

In the case of a running contract, the value of payment received till the date of issue of the certificate shall be the qualifying amount.

-Similar nature of work shall mean providing Hospital Attendant manpower.

DECLARATION on the letter of the company that "I have thoroughly understood the manpower requirement for AIIMS Vijaypur, Jammu and I will be responsible to provide Hospital Attendant manpower as per the terms and conditions of the NIT. I shall not quote Abnormally Low Bid that if it raises concerns to AIIMS Vijaypur, Jammu as to the capability of the Bidder to perform the contract at the offered price, the bid will be rejected."

Annexure-I
Technical Bid Format

1	Name of the firm/Organization/proprietary concern registered	
2	Address of registered office	
3	Telephone Nos./Fax/E-mail	
4	Structure of the Organization (section –XII)	
5	EMD Details DD No. _____ Dated _____ Drawn on Bank Amount- _____ (Rupees. _____)	
6	Banker of Company/ Firm/agency with full address (Attach certified copy of statement of A/c for the last year) Telephone Number of Banker	
7	PAN / GIR No. (Attach self attested copy)	
8	Service Tax Registration No. (Attach self attested copy along with copies of the paid challans for the last three years)	
9	E.P.F. Registration No. (Attach self attested copy along with copies of the paid challans for the last three years)	
10	E.S.I. Registration No. (Attach self attested copy along with copies of the paid challans for the last three years)	
11	Copy of constitution or legal status of the sole proprietorship/ firm/agency etc.	
12	Copy of Trade license essential for carrying out the activities under the contract.	
13	A copy of Registration Certificate under Contract Labour (R & A) Act, 1970.	
14	ISO 9001-2008 and OHSAS Certificate	
15	The bidder should submit company turnover for past consecutive 5 years and not have incurred loss for more than 2 years during the last 5 years ending March 2023. This should be duly certified by the Chartered Accountant, and also audited financial statements by an auditor (certified by the government) and in this context form 3CD to be submitted	
16	Financial solvency-Rs. Five crore and should be duly certified by any Nationalized or any licensed bank.	
17	Copies of Income Tax /Service Tax returns for the last three Assessment Years.	
18	Details of the experience in last FIVE years submitted as per Section – VII-B. Enclose documentary evidence.	

19	Details of Employees as per Section XII B	
20	Proof of successful execution along with certified copies of the award of work/Agreement as per Section VII- A)-4.	
21	Unconditional acceptance of terms & conditions of the contract by signing each page by authorized signatory of the bidder as token of acceptance and submit as part of tender document.	
22	An affidavit as per Section XII C format	
23	Copy of Tender acceptance form as per section VIII	

(Signature of Authorised Person)

(Name)

(Designation)

Name of Firm/Company/organisation

Contact Details

Section – VII(B)

B) Proforma for Performance Statement

UNDERTAKING – YEARS OF EXPERIENCE

Tender No. _____ Due for opening on: _____

Name of the Service _____

I/ We M/s _____ hereby declare that:

1. Our agency has been in business for a period of at last FIVE years in Hospital Attendant manpower for which the relevant supporting documents are submitted.
2. The list of client served by our agency in the last FIVE years is given below.

S. No.	Govt./Private Hospital/commercial establishments used by public	No. of beds/ Area	No. of employees provided	Duration of contract	Contact details of the Govt./Private Hospital/commercial establishments (Contact person, address and telephone number)

3. We provide the undertaking that we have served in similar works i.e. provided Hospital Attendant manpower in three Govt. or private hospital with 300 or more beds with at least 120 employees each or two Govt. or private hospital with 300 or more beds with at least 150 employees each or one Govt. or private hospital with 300 or more beds with at least 240 employees each for at least two calendar years in the past five years ending 31.03.2023 as per the following:-

S. No.	Govt./Private Hospital/commercial establishments used by public	No. of beds/ Area	No. of employees provided	Duration of contract	Contact details of the Govt./Private Hospital/commercial establishments (Contact person, address & telephone number)

4. We will be able to arrange for the required manpower for the establishment of Hospital Attendant service as per the tender term within 4 weeks of award of tender (A/T)/Letter of intent (LOI).
5. We declare that we have necessary infrastructure/tie up and enough manpower to cater to any additional need of Client at short notice (any increase in required manpower), if any such need arises during the tenure of the contract.

Signature of the Tenderer

Name & Address with Official Stamp

Section – VIII
TENDER ACCEPTANCE FORM

To

**The Executive Director,
All India Institute of Medical Sciences Vijaypur,
Jammu-184120 India.**

Ref. Your CPPPortal Bid No . _____ due for opening on

_____ *insert date*

We, the undersigned have examined the above mentioned Tender Enquiry Document, including amendment/corrigendum (*if any*), the receipt of which is hereby confirmed. If our bid is accepted, we undertake to supply the manpower for which Contract has been concluded, in accordance with the delivery schedule specified in the Schedule of Requirements.

We further confirm that, if our bid is accepted, we shall provide you with a Performance Security of required amount in an acceptable form in terms of “General Conditions Contract”, Section – IV for due performance of the Contract.

We agree to keep our bid valid for acceptance as required in the “General Instruction to Bidders”, read with modification, if any in “Special Instructions to Bidders”, Section – III or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal Contract is executed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred advertised tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by Central Govt. Ministries/AIIMS Vijaypur, Jammu.

We confirm that we fully agree to the terms and conditions specified in above mentioned Tender Enquiry Document, including amendment/ corrigendum if any.

We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid Security/Performance Security.”

Name: _____

Business Address _____

Place: _____

Signature of Tenderer _____

Date: _____

Seal of the Tenderer _____

Section - IX

"PRICE BREAK-UP"

FINANCIAL/PRICE BID FOR PROVIDING HOSPITAL ATTENDANT MANPOWER

The bidder shall quote service charges in percentage at S.No. 05 & 15 and further financial components will be calculated accordingly for categories (I) to (III) in Indian Rupees in words and figures in Financial /Price Bid as per the following format

	Description of wages	Facility Manager	Hospital Attendant Supervisors	Hospital Attendant
		Skilled	Semi-Skilled	Un-Skilled
		(In Rs.)	(In Rs.)	(In Rs.)
		I	II	III
1	Basic plus VDA (Variable Dearness Allowance) *as per the latest notification of minimum wages issued by the Ministry of Labour and Employment			
2	ESI 3.25% of basic plus VDA plus any special allowance (if any) i.e., on S.No. (1) ***			
3	EPF 12%+EDLI 0.5%+ Admn. Charges 0.5% = Total 13% of basic plus VDA *** Limit upto 15000/-			
4	Total add S.No. (1) to (3)			
5	Service Charges (-----) %age on total sum S.No. (4)			
6	Total S.No. (4) & (5)			
7	GST if applicable @ 18% on total sum S.No. (6)			
8	Total add S.No. (6) & (7) Round Off (Rates per head/per month for specific Unit)			
9	Total number of required Hospital attendant staff in category (I) to (III) of specific Unit as specified in SECTION-V			
10	Grand Total of Sum (8) & (9) (Rates for total manpower per month for specific Units)			
11	Total sum of Category (I) to (III) at S.No. 10 = Rs			
12	Total sum as for 1 years (S.No. 12 x 12) = Rs.			

13	Bonus 8.33 % @ Rs 7000/- per annum [Eligibility Limit is Rs.21,000/- per month	Nil		
14	Total Bonus due as per serial (9) above	Nil		
15	Service Charges @ [-----]% & GST @ 18 % (Total= 21.85 % on Serial 14	Nil		
16	Grand Total of sum of (12), (14) & (15) = Rs			

* In future the rates of wages may be modified subject to the latest notification (as applicable) of Labor Department, UT of Jammu and Kashmir or central govt. whichever is higher shall be applicable.

**Allowances- Bonus, ESI, EPF and others: Regarding payment of the gratuity to the workers employed by the firm, it is agreed that the same will be done as and when the workers become eligible for the Gratuity. The bonus to be paid to the workers will be done on monthly basis and the same will be reflected in the respective monthly bills submitted by the firm for release of payment to the firm. Firm will submit the proof of depositing the ESI and EPF allowances as described in the tender clauses. The firm will follow all the guidelines/ procedure as per the law applicable related to the above. The firm will follow all the guidelines/ procedure as per the law applicable related to above mentioned allowances and for the payment of the wages.

Total sum as for one year = Rs._____ Only (to be quoted on Financial Bid) Rs._____ ____in Words
--

1. The lowest (L-1) bidder will be decided on the basis of the total all-inclusive lump-sum price quoted on Financial Bid for AIIMS Vijaypur Jammu. The bidder shall have to submit total cost of Section - IX of TED in pdf. format available with tender Docus/ CPP Portal
2. The bidders are advised to quote all-inclusive lump-sum amount for whole duration of contract, which shall be inclusive of all the price components mentioned Section-IX
3. The stated monthly wages/rates/figures are based on the existing Minimum Wages, as per prevailing rates of Central Govt. of India. Any revision in minimum wages and existing statutory charges will be borne by the Executive Director, 'AIIMS' Vijaypur Jammu.
5. Discrepancies in Prices:
Total price quoted in Price Break-up formats (in pdf) must match with the total all-inclusive lump-sum price quoted In Financial Bid. In case of discrepancy/mismatch between the total all-inclusive lump-sum price quoted in Financial Bid and its price breakup format provided (in pdf) the price bids of all such bidders shall be rejected.
The amount quoted monthly will be used only for monthly payment of bills in the future. it will not be used for determining the L1 bidder.

SECTION – X--Deleted

SECTION – XI

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

WHEREAS _____ (Name and address of the Supplier)
(Hereinafter called "the Supplier") has undertaken, in pursuance of Contract
No. _____ dated _____ valid
from _____ to _____ for _____ supply
_____ (*insert description of Services*)

(Hereinafter called "the Contract"),

To AIIMS, Vijaypur, Jammu-184120 (Hereinafter called "the Client")

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of _____ (*insert Amount of the Performance Security in words and figures*), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will remain in force up to _____ (*insert last date of currency of Contract plus Warranty Period (if applicable) plus additional Ninety days*) and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature with date of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
.....
Seal, name & address of the Bank and address of the Branch

SECTION – XII A
STRUCTURE & ORGANIZATION

1. Name & Address of the applicant
2. Telephone No. /mail address/ Fax No.
3. Legal status of the applicant (attach copies of original document for the legal status).
 - (a) An individual
 - (b) A proprietary firm
 - (c) A firm in partnership
 - (d) A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested photocopy).

S. No.	Organization/ Place of registration	Registration No.
1.		
2.		
3.		

5. Names and Titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization.
7. Was the applicant ever required to suspend operation for a period of more than one month continuously after you commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the applicant or any constituent partner in case of partnership firm, even been debarred/black listed for tendering in any organization at any time? If so, give details.
10. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
11. Has the applicant any valid GST/Works Contract Tax registration with the Sales Tax Department?
12. Total number of employees along with their designations engaged by the bidder for Hospital Attendant services.
13. Any other information considered necessary by not included above

Signature of Applicant

Section XII B.
DETAILS OF STAFF AVAILABLE WITH THE
ORGANISATION

Name of the Organization

S. No.	Name	Employee	Qualification	Designation	EPF No.	ESI No.	Experience (In Years)

**Section XII C. Affidavit
(On Non-Judicial Stamp paper of Rs. 100)**

I, _____ Son / Daughter /
Wife of Shri resident of _____ Proprietor/Director
authorized signatory of the agency/Firm(M/s___), do hereby solemnly affirm and declare
as follows:

1. I am authorized signatory of the agency/firm and is competent to sign this affidavit and execute this tender document;
2. I have carefully read and understood whole tender document including all the terms and conditions of the tender and undertake to abide by them;
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.
4. I/We further undertake that no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director or the Company (Agency).
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned/suspended/blacklisted business dealings. I/We further undertake to report to the Deputy Director (Admin) DDA, AIIMS, Vijaypur, Jammu immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a Agency which is banned/suspended in future during the currency of the Contract with you.
6. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at anytime including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
7. That no case/enquiry/investigation is pending with the police/any government body/court against the Proprietor/Firm/any Partner/any Director or the Company (Agency).
8. That no matter/issue/claim/allegation/charge/dispute with any current or previous Principal Employer or with any Statutory Authority regarding less payment than the statutory provisions of any applicable law of land like Minimum Wages Act etc. payable in favour of any employee working for that Principal Employer through the bidder agency [Immediate Employer] is pending. [Cut off date for the purpose is last date of submission of tender document].

9. That no matter/issue/claim/allegation/charge/dispute with any current or previous Principal Employer or with any Statutory Authority regarding less payment than the statutory provisions of any applicable law of land like Minimum Wages Act etc. payable in favour of any employee working for that Principal Employer through the bidder agency [Immediate Employer] has been decided against the agency for the last five (05) years. [Cut off date for the purpose is last date of submission of tender document]

(Signature of the Bidder)

Date:

Name:

Place:

Seal of the Agency

Designation

Address:

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Deponent

Section XII D
POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

I/ We..... (name and address of the registered office)
do hereby constitute, appoint and authorize Sri/Smt (Name and address) who is
presently employed with us and holding the
position of.....as our attorney, to act and sign on my/our behalf to
participate in the tender
no..... for

I/ We hereby also undertake that I/we will be responsible for all action of Sri/Smt
undertaken by him/her during the tender process and thereafter on award of the contract.
His / her signature is attested below

Dated this the ___ day of 2023_ For _____

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date: _____

SECTION – XIII

RATE CONTRACT FORM FOR SERVICES

(To be executed on Non-Judicial Stamp Paper worth of Rs. 100/-)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES VIJAYPUR, JAMMU-184120

Contract No. _____ dated _____

To

(insert name of Supplier with address)

This is in continuation to this office's Notification of Award No.: _____ dated _____

1. Name & address of the Supplier: _____
2. Advertised Tender Enquiry No. of Tender Documents: _____ and subsequent Amendment No: _____, dated: _____ (if any), issued by the Purchaser
3. Supplier's Bid No: _____ dated: _____ and subsequent communication(s) No: _____ dated: _____ (if any), exchanged between the supplier and the purchaser in connection with this Tender Document.
4. In addition to this Contract Form, the following documents which are already mentioned in Tender Enquiry Document shall also be deemed to be a part and be read and construed as integral part of this Contract:
 - i) General Conditions of Contract
 - ii) Special Conditions of Contract;
 - iii) Schedule of Requirements;
 - iv) Scope of Work;
 - v) Tender Acceptance Form submitted by the supplier
 - vi) Price Schedule(s)/submitted by the supplier in its Bid;
 - vii) Purchaser's Notification of Award

Note: The words and expressions used in this Contract shall have the same meanings as are respectively assigned to them in the conditions of Contract referred to above. Further, the definitions and abbreviations incorporated under clause 1 of Section II – "General Instructions to Bidders" of the Tender Enquiry Document shall also apply to this Contract.

5. Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:
 - i) Brief particulars of the Services which shall be supplied by the supplier against Contract are as under:
 - ii) Performance Security of Rs. _____ valid upto _____ to be furnished by _____
6. Currency of Contract from: _____ to: _____
7. Payment terms: As per General Conditions of Contract

8. The Supplier will supply the services as per Contract issued by various Centers/Hospital/Section/Departments/Store Sections of AIIMS Vijaypur, Jammu.

Signature, name and designation of the Client authorized official for and on behalf of Director, AIIMS, may be called as First Party

Received and accepted this Contract

Signature, name and address of the supplier's executive duly authorized to sign on behalf of the supplier, may be called as Second Party

for and on behalf of _____ (*Insert Name and address of the supplier*)

(Seal of the Supplier)

Date: _____

Place: _____

Section - XIV

Job responsibilities of Personnel deployed by the bidder to execute the work.

Roles and Responsibilities of the Facility Manager

- He/she is Hospital Attendant in charge of the Hospital Attendant related work of the facility.
- To supervise and guide Hospital Attendant supervisors in their work.
- To report to Sanitation Inspector/Nodal Officer, regarding administrative constraints faced by Hospital Attendants of the area.
- To take regular rounds of all the high risk areas and intermediate risk areas on a regular basis in addition to the ward/OT etc. for oversee the availability of Hospital attendants on their respective duties etc.
- To ensure that all the personnel are appraised of their responsibilities.
- Any other responsibility assigned by Sanitation Officer/Nodal Officer.

Roles and Responsibilities of Hospital Attendant's Supervisor

1. Create schedules for the hospital attendants.
2. Ensure that the hospital attendant is working in accordance with the hospital's rules.
3. Hand out duties of hospital attendants on daily basis.
4. Ensure shift management is handled properly and that no shift is unmanned.
5. Oversee Hospital Attendants to ensure that they are properly and safely attired as per Institutes guidelines issued time to time.
6. Investigate complaints regarding Hospital Attendants (HAs) services and take corrective actions.
7. Coordinates work activities among departments, if required.
8. Performs day to day administrative work such as maintaining, deployment register attendance register, processing register, complaint register etc., to be counter signed by him.
9. Any other duty assigned by senior/ management from time to time.
10. Supervisor shall be responsible to provide immediate replacement of any staff, which has not turned up/ available for duty at the area of posting.
11. To ensure that no worker consumes alcohol or any other intoxicant, uses mobile phone and chew Gutka or any other Tobacco during duty hours.

Roles and Responsibilities of hospital attendant

1. Dak Distribution
2. Dusting & Glass Cleaning
3. Carbolization
4. Shifting of Patient
5. Indent
6. Workshop related task
7. Carrying Oxygen
8. Instruments washing
9. Sample
10. Vacuum cleaning
11. Patient Calling
12. Breakfast Tea and Evening Tea distribution
13. Diet feed

14. OT Washing
15. OT Packing
16. Cob web removal
17. Bed Washing
18. Body Packing and shifting
19. Trolley collection and Washing
20. CSSD collection
21. CSSD Packing
22. Portable X-Ray
23. Portable ECG
24. Washing of utensil
25. No-Dues
26. To deliver call to concerned consultant
27. Job requirements in Central Animal House: -
 - i) To take care of the laboratory animals.
 - ii) Feeding & watering of difference species of laboratory animals.
 - iii) Breeding of laboratory animals.
 - iv) Any other job assigned by Supervisory/Administrative authority.
28. To assist Store keeper for giving indents to different Departments/Wards.
29. Loading and unloading of Stores.
30. Job requirements in Manifold
 - i) Issue of refilled cylinder.
 - ii) Repair of point of gases in patient care areas.
 - iii) Assistance in changing the tank.
 - iv) Assistance in changing of cylinder in the panel.
31. To prepare patient for surgery
32. To perform any other duty assigned by superiors
33. Shifting of movable article whenever required may include anything like furniture, machinery, equipment, packing material etc.

Section -XV

Induction Training Topics for Hospital Attendant;

1. Orientation.
2. Organization.
3. Job Description—duties & responsibility
4. Grooming
5. Uniform and protective gear (PPE)
6. Leave Procedures
7. Handling equipment – with demonstration
8. Step by step cleaning procedures for different areas and surfaces (for example)
 - Cleaning of furniture
 - Light fixtures
 - Maintaining upholstery
 - Floor care
 - Glass cleaning
 - Metal polishing
 - Elevator cleaning
 - Dado & skirting cleaning
 - Dusting
 - Stain removal
 - Any other areas or surface
9. Reporting repair and maintenance
10. Safety & security
11. Waste handling (Biomedical and general solid waste)
12. Fire safety
13. Penalties for misconduct/ not working

Induction Training Topics for Hospital Attendant Supervisor;

1. Orientation.
2. Organization.
3. Job Description—duties & responsibility
4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Equipment handling
8. Inspection and filling up checklist
9. Reporting repair and maintenance
10. Step by step cleaning procedures (as mentioned for attendants)
11. Safety and security
12. Fire training
13. Documentation of records (work done, attendance, leave etc.) and knowledge of computers
14. Waste handling (Biomedical and general solid waste)

SECTION - XVI

CHECKLIST (To be upload with technical bid submission)

S.No.	Technical evaluation Criteria (as per tender)	Yes/No	Page Numbers
1.	Scanned copy of tender fee deposit.(2000/-) In case of exemption of Tender fee, the scanned copy of the document in support of exemption		
2.	Scanned copy of EMD deposit Rs. 15,00,000/- Rupees Fifteen Lakh only. In case of exemption of EMD, the scanned copy of the document in support of exemption.		
3	Registration of firm/ company/ bidder		
4.	Self attested copy of PAN/ GIR No		
5	Self-attested copy of E.P.F. Registration Certificate.		
6.	Self-attested copy of E.S.I. Registration Certificate with No.		
7.	The bidder must submit monthly documentary evidence to the effect that he/she is contributing to the ESI/ EPF for the manpower/workers employed or hired for the execution of the work in the respective areas.		
8.	Self-attested copy of GST/ Service Tax Registration No. (Attach copies of the paid challans/return for the last three years)		
9.	Copy of resolutions for authorization of signatory to sign the bid along with name and designation		
10.	Copy of Tender acceptance form as per section VIII		
11.	All the pages of the bid documents and supporting documents, annexure/enclosures etc. must be numbered serially, signed and stamped by the bidder and mention the total number of pages		
12.	Details of experience in last five years as per section VII		
13.	Proof of successful execution along with certified copies of the award of work/Agreement as per Section VII- A-4		
14.	The bidder should submit company turnover for past consecutive 5 years and not have incurred loss for more than 2 years during the last 5 years ending March 2023. This should be duly certified by the Chartered Accountant, and also audited financial statements by an auditor (certified by the government) and in this context form 3CD to be submitted		
15.	Scanned Copies of Income Tax /Service Tax returns for the last three Assessment Years.		
16.	Non-blacklisting/non-debarring certificate (Affidavit)		

17	Declaration of debts on company if any at the time of filing tender		
18.	Financial solvency-Rs. Five crore and should be duly certified by any Nationalized or any licensed bank.		
19.	Details of Employees as per Section XII B		
20	Copy of constitution or legal status of the sole proprietorship/ firm/agency etc.		
21	Copy of Trade license essential for carrying out the activities under the contract.		
22	A copy of Registration Certificate under Contract Labour (R & A) Act, 1970.		
23	ISO 9001-2015 and OHSAS Certificate		
24	Affidavit as per section XII C format		

