

ICMR-NATIONAL INSTITUTE FOR RESEARCH IN REPRODUCTIVE HEALTH
Jehangir Merwanji Street, Parel, Mumbai-400012.
Tel. 24192000, 24192118 Fax: 022-24116676

The Director, ICMR-NIRRH, Parel, Mumbai invites Quotations/Sealed Tenders for outsourcing of Attendant (Services)/MTS to work as Housekeepers for a period of one year and Data Entry Operators for a period of six months (extendable) as per Rule 178 of General Financial Rules (GFR) 2017 from the reputed, registered and approved manpower providing Agencies /Firms/Companies having relevant experience. Tender form may be obtained from the Director, ICMR-NIRRH or can be downloaded from the website www.nirrh.res.in Duly completed and sealed tender along with a Demand Draft of Rs. 50,000/- (Rupees Fifty Thousands Only) may be submitted to the Director, so as to reach on or before **25.02.2019** and the same will be opened on **25.02.2019** in the presence of tenderers at **2.30 P.M.** The Director, ICMR-NIRRH reserves the right to reject any one or all the tenders without assigning any reason thereof.

DIRECTOR
ICMR-NIRRH

Tender Documents

Providing Housekeeping and Data Entry Operator services at NIRRH, Parel, Mumbai.

1. Tender Inquiry No.: _____
2. Period of contract: _____
3. Cost of Tender Document: _____
4. Last date & time for receipt
of tender: _____
5. Date and time of opening
Tenders: _____
6. Tender document can be obtained
/downloaded from the website: www.nirrh.res.in
7. E.M.D. to be deposited along with
tender: _____
8. No. of personnel required
 - 8.1 Attendant (Services)
 - (b) Housekeepers 09 (6-Males + 3-Females)
 - 8.2 Data Entry Operator for 6 months
(extendable) 04

ANNEXURE-I

Terms and Conditions for award of contract to provide the services of Attendant (Services) to deploy as Housekeepers and Data Entry Operators.

1. All services shall be performed by persons qualified to serve as Housekeepers and Data Entry Operators.
2. The said agency shall issue identity card to their personnel bearing their photographs, duly approved by the Institute for gate entry. The agency shall submit a panel of personnel with their two recent size photographs along with the bio-data for record, before entering into the contract. The agency and their staff shall maintain close liaison with the local civil and municipal authorities for proper discharge of their duties.
3. The Agency shall engage necessary number of persons as required from time to time. The said persons engaged by the Agency shall be the employees of the service providing Agency and it shall be the duty of the Agency to pay their wages every month. There is no master and servant relationship between the employees of the service providing Agency and this organization and further that the said persons of the agency shall not claim any absorption.
4. The Agency's persons shall not claim any benefit/ compensation/ absorption/ regularization of services from this organization under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation and Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the Agency to this Department.
5. The persons deputed by the Agency shall not be below the age of 18 years.
6. They shall not interfere with the duties of the employees of this Institute.
7. The Institute may require the Agency to dismiss or remove from the Institute, any person or persons, employed by the service provider, who may be found to be incompetent or for his / her / their misconduct and the Agency shall forthwith comply with such requirements. The Agency shall replace immediately any of its personnel if they are found to be unacceptable to this Institute because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
8. The Agency shall ensure proper conduct of his persons inside the office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking and tobacco or any other prohibited substances.
9. The transportation, food, medical and other statutory requirements in respect of each personnel of the Agency shall be the responsibility of the Agency.
10. The Agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislation as applicable from time to time including Minimum Wages Act-1948, Employees Provident Fund & Misc. Provisions Act. 1952, Employees State Insurance Act-1947, Bonus Act-1965, Contract Labour (Regulation & Abolition) Act-1970 etc. and this office shall not incur any liability for any expenditure, whatsoever on the persons employed by the Agency on account of any obligation.

11. The Agency will submit the bill in triplicate. The payment will be made after deduction of taxes deductible at source under the law in force.
12. No wages will be paid to any person deputed by the Agency in respect of the day(s) of absence from duty.
13. The Agency will provide the required personnel for a shorter period also in case of any exigencies as per the requirement of this Institute.
14. The Agency shall provide a substitute well in advance if there is any probability of the persons leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.
15. The Agency shall be contactable at all times and shall acknowledge immediately messages on receipt on the same day. The Agency shall strictly observe the instructions issued by the Institute in fulfillment of the contract from time to time.
16. This Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Agency.
17. That the Agency on its part and through its own resources shall ensure that, the goods materials and equipments etc., are not damaged in the process of carrying out the services undertaken by it and shall be responsible for any act(s) of commission or omission on the part of its staff and its employees, etc. If this Institute suffers any loss or damage on account of negligence, defaults or theft on the part of the employees /Agents of the Agency, then the Agency shall be liable to reimburse to this Department for the same. The Agency shall keep this Institute fully indemnified against any such loss or damage.
18. The Institute will monitor the attendance sheet apart from that they have to provide duty roaster register to maintain day to day duties of the personnel deployed by the agency on the basis of which wages/remuneration will be decided in respect of the person at the approved and agreed rates.
19. The successful bidder will enter into an agreement with this Institute for supply of suitable manpower as per the requirement of this Department on these aforesaid terms and conditions. The agreement will be valid for a period of one year commencing from the date of signing of the Contract of Agreement and shall continue to be in force in the same manner, unless terminated in writing. The service charge/ rates quoted by the Agency shall be fixed for a period of one year and no request for any change/ modification shall be entertained before expiry of the period of one year. Any statutory increase in the wages. D.A., etc. is to be absorbed by the Agency. The Contract of Agreement is extendable by six months subject to satisfactory performance of the Agency and such amendments as may be mutually agreed to.
20. The Agency shall not assign, transfer, pledge or sub-contract the performance or services without the prior written consent of this Institute.
21. However, the Contract of Agreement can be terminated by either party giving one-month's notice in advance. If the Agency fails to give one-month's notice in writing for termination of the Contract of Agreement then one-month's wages, etc. and any amount due to the Agency from this Department shall be forfeited.

22. That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute of account of termination of employment or non-employment by the personnel of the Agency, it shall be the entire responsibility of the Agency to pay and settle the same.
23. All Quotations must be sealed and superscribed on the cover along with attested copies of their ESI.EPF and Profession Tax Enrollment Certificates, present client list and Profile of the agency.
24. The Offer must be kept open at least for six months from the date of quotation.
25. The Director, ICMR-National Institute for Research in Reproductive Health does not bind himself to accept only the lowest quotation. He/She reserves the right to accept or reject any quotations without assigning any reasons. Parallel contract may also be awarded as per the discretion of the authority of the Institute.
26. The rate of taxes livable be clearly indicted wherever chargeable. It will be deemed that no taxes are payable by us if the same are not indicated.
27. Monthly payment will be made by Crossed Cheque/DD /PFMS after thirty days after receipt of bill along with copy of ESI and EPF Deposit list of previous month. T.D.S. will be deducted as per prescribed rate every month.
28. Offers made on conditions like “subject execution” or “Taxes as Applications” or such other vague conditions are likely to be ignored. Hence specific mention of conditions in the quotations must be ensured.
29. The contractor has to arrange adequate relief staff for weekly rest day/holidays.
30. The contractor should provide uniform, shoes and safely appliances to the employees.
31. Agency may visit our campuses on any working day between 15.00 to 16.00 hours, and their rates thereafter.
32. E.M.D. to be deposited along with tender Rs. 50,000/- (Rupees Fifty Thousands Only).
33. **Security Deposit:** The successful bidder shall be required to deposit Security to the tune of Rs. 3.00 Lakhs (Rupees Three Lakhs only) of the annual contract value in the form of “Fixed Deposit Receipt” covering the period of 18 months from the date of start of contract and duly pledged in favour of Director, ICMR-National Institute for Research in Reproductive Health, before signing the agreement so as to underwrite against any claim arising out, at any time, in connection with this contract.
34. **Revocation of Security Deposit:** Director, ICMR-National Institute for Research in Reproductive Health shall have absolute rights and powers for the revocation of said security deposit, in case of breach of any clause of this Contract without any prior notice and no claim whatsoever on this count shall be entertained.
35. **Commencement of work:** The Contractor is required to commence the work on the date specified in the Award Letter. In the event of failure, a Penalty @ 1% of the monthly value of contract per day shall be imposed for non-commencement of work subject to the condition that in no case it shall exceed 10% of the total value of the contract cost. Director, ICMR-National Institute for Research in Reproductive Health shall have the

power to condone the delay, reduce or remit the penalty so imposed to any extent, on the written application of the contractor, in case he finds that grounds given by the contractor are reasonable and satisfactory.

36. **TDS:** Income Tax shall be deducted from the bills of the contractor at source at the rates as applicable from time to time, in accordance with the instructions/rules applicable in this regard.

37. **Termination of the Contract:**

The contract may be terminated in the event of occurrences of any of the following contingencies:

a) Without any prior notice on the expiry of the contract period

b) By giving 3 months notice in case:

i) The contractor provides unsatisfactory services.

ii) The contractor assigns the contract or any part thereof any other person for subletting the whole or a part of the contract.

iii) The contractor is declared insolvent by any court of law.

iv) The contractor is not interested to complete / continue the contract.

“Provided that during the notice period for termination of the contract, the contractor shall continue to provide the services as before till the expiry of notice period.”

38. **Jurisdiction:** The courts at Mumbai only shall have the jurisdiction for the purpose of this agreement.

39. **Arbitration:** In the event of any dispute or difference arising out of or in any way touching or concerning this agreement whatsoever the same shall be referred to the sole arbitration of the Director, National Institute for Research in Reproductive Officer or his nominee, whose decision thereon shall be final and binding on the parties thereto.

ANNEXURE-II

AFFIDAVIT

I/We _____ (Name)
Contractor/Partner/Sole Proprietor (Strike out word which is not applicable) of
the Firm _____

do hereby solemnly affirm and declare that the individual firm/companies are
neither black-listed by the union or State Government nor any
Partner/Shareholder thereof is directly or indirectly connected with or has any
subsisting interest in business of my/our firm.

DEPONENT

Address:

Verification:

Verified that the contents of above affidavit are true and correct to the best of
my knowledge and beliefs. No part of it is false and nothing has been kept
concealed from.

DEPONENT

Place:

Dated:

(Note: To be furnished on non-judicial stamp paper duly attested by the Oath
Commissioner)

ANNEXURE - III

Scope of Services for practicing services of Attendants (Services) towards deployment of housekeeping and Data Entry Operator services.

A) CLEANING AND SANITATION SERVICES:

The supplier / service provider Agency shall render the following cleaning and sanitation service of the institute's campus and its vicinity.

a) Work on Daily basis

1. Proper and effective cleaning and sweeping and wet mopping of all the floors, staircases, corridors, lounges, and cleaning and sweeping other open spaces. Disposal and management of waste as per the approved norms of the local body or any statutory authority. The cleaning/ conservancy personnel should be deployed from 8.00 a.m. to 6.00 p.m. on six days a week basis.
2. Proper and effective cleaning and washing of toilets, urinals, wash basins, sinks, sanitary fittings and fixtures using VIM / Liquid soap / detergents, sprinkling of phenyle / surfexo, stain remover liquids, sanifresh naphthalene balls, deodorants etc. of the best quality like harpic, Domex etc. filling liquid soaps like Dettol, Lifebuoy or other equivalent quality as provided by the Institute.
3. Cleaning, washing and positioning of dustbins, garbage bins etc.
4. Using sanitary cubes, air purifier (Odonil), Naphthalene balls, liquid soap, air fresheners etc., as provided by the Institute.
5. Cleaning of blockage in toilets, sewers, waste water lines, storm water pipes etc.
6. Dusting doors, windows, notice boards, floor vases, art objects provided in all the places in the space ahead of the time of opening of the office.
7. Spraying room freshener of best and approved quality and perfume in the Officer's room, conference room, seminar rooms, lecture halls daily and other places as directed and provided by the Institute.
8. Cleaning of immediate surroundings of the premises of the Institute.

b) On Bi Weekly Basis

Conferences and Seminar Rooms

1. Proper and efficient cleaning of floors and walls.
2. Dusting and proper cleaning with wet cloth and wax polishing of all items of furniture and their proper positioning.
3. Dusting and proper cleaning of floor carpet by vacuum cleaner. The vacuum cleaner will be stowed permanently in Institute campus premises in a space provided by the purchaser.

c) On Weekly Basis

1. Proper and effective washing, swapping of all floors, glazed tiles, skirting and dados and wax polishing of all terrazzo marble floor, replacing of furniture and other items in their proper position after cleaning and polishing of floors.
2. Proper and effective cleaning and polishing of the windows panes, Venetian blinds and pelmets etc.
3. Brass polishing (of good quality) of all brass works, plaques, doors knobs, name plates, boards etc.
4. Proper and effective cleaning of bars, light fittings etc. in the spaces.

d) Monthly and also as and when necessary

1. Proper and effective cleaning of electrical fittings, electrical boards, electrical switches, fans, regulators etc.
2. Proper and effective cleaning of ceiling and dusting and cleaning of cobwebs and webs of bees of all kinds.

B) DATA ENTRY OPERATOR

a) The services shall be performed by the persons with the following essential qualification/experience:

1. 10+2 with Science or equivalent
2. One year diploma in data entry
3. One year experience (data entry)
4. The Candidates should possess:
 - i. Fluency of working with MS word, Excel, Access and integrated databases
 - ii. Experience of data entry/ office work
 - iii. Competence in Documentation and preparation of reports

ANNEXURE -IV

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TENDER FORM

**Tender for providing services for ATTENDANTS (SERVICES) /MTS
DATA ENTRY OPERATOR**

Sr. No.	Particulars	Details
1	Name of the firm	
2	Address of the Firm	
3	Name of the Proprietor/Partners/Director	
4	Shops & Establishment Registration No.:	
5	E.S.I. Registration No:	
6	E.P.F. Registration No.	
7	Profession Tax Registration No.	
8	PAN No.	
9	Service Tax No.	
10	Labour Licence No.	
11	If Pvt.Ltd. Co. Registration No	
12	List of Clients	
13	Any other Details:	

Signature of the Authorized person with Rubber Stamp

ANNEXURE – V

QUOTATION FOR PROVIDING ATTENDANTS (SERVICES) AND DATA ENTRY OPERATOR *

Name of the Company

Date:

Sr. No.	Particulars	Category		Minimum / Statutory Required in %
		Housekeepers	Data Entry Operator *	
1.	Basic			
2	H.R.A.			
3	D.A.			
4	Service Charges			
5	Any Other Charges (Please specify)			
6	Total Amount			
7	Service Tax			
8	Grand Total Per Person Per Month			

Signature of the Authorized person with Rubber Stamp

* Rates may be quoted separately for Data Entry Operator in the same format.

Check-list for the following Posts:

A) SWEEPERS

(Scope of work)

a) Work on Daily basis

1. Proper and effective cleaning and sweeping and wet mopping of all the floors, staircases, corridors, lounges, and cleaning and sweeping other open spaces. Disposal and management of waste as per the approved norms of the local body or any statutory authority. The cleaning/conservancy personnel should be deployed from 8.00 a.m. to 6.00 p.m. on six days a week basis.
2. Proper and effective cleaning and washing of toilets, urinals, wash basins, sinks, sanitary fittings and fixtures using VIM / Liquid soap / detergents, sprinkling of phenyle / surfexo, stain remover liquids, sanifresh naphthalene balls, deodorants etc. of the best quality like harpic, Domex etc. filling liquid soaps like Dettol, Lifebuoy or other equivalent quality as provided by the Institute.
3. Cleaning, washing and positioning of dustbins, garbage bins etc.
4. Using sanitary cubes, air purifier (Odonil), Naphthalene balls, liquid soap, air fresheners etc., as provided by the Institute.
5. Cleaning of blockage in toilets, sewers, waste water lines, storm water pipes etc.
6. Dusting doors, windows, notice boards, floor vases, art objects provided in all the places in the space ahead of the time of opening of the office.
7. Spraying room freshener of best and approved quality and perfume in the Officer's room, conference room, seminar rooms, lecture halls daily and other places as directed and provided by the Institute.
8. Cleaning of immediate surroundings of the premises of the Institute.

b) On Bi Weekly Basis

Conferences and Seminar Rooms

1. Proper and efficient cleaning of floors and walls.
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1. Proper and effective washing, swapping of all floors, glazed tiles, skirting and dados and wax polishing of all terrazzo marble floor, replacing of furniture and other items in their proper position after cleaning and polishing of floors.
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d) Monthly and also as and when necessary

1. Proper and effective cleaning of electrical fittings, electrical boards, electrical switches, fans, regulators etc.
2. Proper and effective cleaning of ceiling and dusting and cleaning of cobwebs and webs of bees of all kinds.

B) DATA ENTRY OPERATOR

(Scope of work)

a) Duration: Six months (extendable)

1. Space, Stationary and all other required furniture, computer, printer etc. will be provided the person has to perform the ministerial job as assigned by the NIRRH official.

UNDERTAKING BY THE CONTRACTOR

Certified that I/We have read the instructions given in the tender documents. I/We undertake to supply the required categories and number of manpower on the rates mentioned in the price bid and shall be solely responsible to discharge the liabilities/ administrative charges, if any. I/We have understood the contents of the terms and conditions and undertake to abide by the same as laid down in these Tender documents.

Place:

Signature of tenderer

Date:

Address:

Tel.No./Fax No./Mobile:

Email:

Official Seal