



TENDER FOR PROVIDING MANPOWER SERVICES ON OUTSOURCING BASIS

STATE HEALTH SOCIETY (NHM), MANIPUR

Tender No: ITIni-OTHR0eHos/1/2020-M n E-SHSM

Dated: 16/06/2021

NOTICE INVITING TENDER (NIT)

Sealed tenders are invited from Government registered firms fulfilling all terms and conditions for providing manpower service on outsourcing basis at '**State Health Society (NHM), Manipur**'. The estimated cost of the tender is **Rs 45.60 Lakhs**. Firms willing to participate in the tender may download the tender documents from the state NHM websites nrhmmanipur.org. The tender will **close on 16/07/2021 (Monday) at 3:00 P.M** at SHS, Manipur and will be opened on the **same day at 4:00 PM** at SHS, Manipur.

For further details, please contact office of the State Health Society, Manipur located at 2nd Floor, Directorate of Health Services, Government of Manipur opposite RIMS, Imphal – 795001, Phone Number 7085065777.

Sd/-

**State Mission Director,
State Health Society (NHM), Manipur**



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A. INVITATION OF TENDER

State Health Society (NHM), Manipur is inviting a tender for providing manpower service on outsourcing basis for a period of 6 (six) months w. e. f. date of signing the agreement. Interested manpower agency fulfilling all terms and conditions as laid down herewith may participate and submit the tender documents.

B. FEE FOR TENDER DOCUMENTS

The fee for tender documents will be Rs.6000/- (Six Thousand only). This fee shall be paid in the form of Demand Draft issued by a nationalized/scheduled commercial bank, drawn in favour of “**State Health Society**” payable at **Imphal, Manipur**. This fee is non-refundable and shall be submitted along with the technical bid of the tender document.

C. ESTIMATED COST

The total estimated cost of the tender is **Rs 45.60 Lakhs**.

D. EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) should be submitted in the Technical bid of the tender, without which the tender shall be invalid. The amount of EMD will be **Rs 90,000/-** (Rupees Ninety Thousand Only) payable in the form of Demand Draft issued by a nationalized/scheduled commercial bank, drawn in favour of “**State Health Society**” Payable at Imphal, Manipur.

In case of unsuccessful bidder, the EMD will be refunded to them against written application without any interest accrued thereon at the earliest and after the acceptance of the contract by the successful bidder.

In case of successful bidder, after acceptance of the work order, the EMD shall be refunded on receipt of the Performance Bank Guarantee (PBG) of amount equivalent to 5% of the total estimated cost of the tender from any nationalized/scheduled commercial bank, drawn in favour of “**The State Mission Director (NHM), Manipur**” enforceable at Imphal for safeguarding the interest in all respects.

The PBG shall remain valid for the period of the contract (**i.e., 6 months**) with additional **30 days** for claim lodgement. The PBG will be forfeited in case of non-fulfillment of any of the terms & conditions of the contract and for compensating any loss suffered.

E. DETAILS OF MANPOWER REQUIREMENT

The details of manpower requirement along with duties responsibilities are given at **ANNEXURE-I**.

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“Manpower provided by the agency/ service provider is also herewith referred to as agency/ service provider’s personnel” or “deployed staff”

F. ELIGIBILITY

To be eligible for participating in the BID, the BIDDERS should fulfil the following conditions

- (i) The firm should be duly registered with competent authority.
- (ii) The firm should have a registered office or branch office with adequate manpower in the state of Manipur.
- (iii) The firm should bear a labour license (if applicable)
- (iv) The firm should have a Bank Account in the name of the firm for its financial transaction.
- (v) The firm should be registered with Income Tax Authority
- (vi) The firm should be registered with Service Tax Authority
- (vii) The firm should be registered with Professional Tax Authority
- (viii) The firm should be registered with ESI
- (ix) The Annual Turnover of the firm for the year 2019-20 should be not less than Rs. 8.00 Lakhs.
- (x) The firm should comply with Income Tax and file its return for the last financial year.
- (xi) The firm should not be related to the employee of the State Health Society, Manipur.
- (xii) The firm should ne have been BLACKLITED in the last five (5) years by any Government Department/ Agency for any reason whatsoever.
- (xiii) The fulfilment of these conditions (to be processed through mandatory documents) will render the bidder technically qualified for opening of financial BID.

G. OTHER TERMS & CONDITIONS

1. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
2. The persons supplied by the agency/service provider should not have any police records/criminal cases pending against them. The agency/service provider should make adequate enquires about the character and antecedents of the person whom they are recommending. The agency/service provider should also ensure that the personnel deployed are medically fit & Certificate of their medical fitness is to be provided when called for.
3. The agency/service provider shall withdraw/replace such employees, within a period of 48 hours, who are not found suitable by the office for any reasons immediately, if such request is made by the State Health Society.
4. The agency/service provider shall engage such number of required employees as required from time to time. The said employees engaged by the agency/service provider shall be the employees of the agency/service provider and it shall be agency/service provider’s duty to pay salary and other dues

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- as applicable every month. There is no master & servant relationship and further that the said person of the service provider shall not have any claim for absorption in SHS, Manipur.
5. The employees to be provided by the agency/service provider may have to work at any District Hospital within Manipur.
 6. The agency/service provider's personnel shall not claim any benefit/ compensation/ absorption/ regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
 7. The agency/service provider's personnel shall not divulge or disclose to any person not connected with the task assign to him/her, any details of office, operational processes, technical know-how, security arrangements and administrative/ organizational matters.
 8. The agency/service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of office.
 9. The agency/service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
 10. The agency/service provider shall be responsible for any act of indiscipline on the part of personnel deployed by it.
 11. The agency/ service provider's personnel shall not be below 18 (eighteen) years of age.
 12. The agency/service provider has to provide photo identity cards to the persons employed by it for carrying out the works under Rule 76 of the Contract Labour (Regulation & Abolition) Act 1970.
 13. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the sole responsibility of the agency/service provider.
 14. Working hours would be as decided by the competent authority in the respective place of posting (District Hospitals).
 15. The agency/service provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of the statutory obligation under all related legislations as applicable to it from time to time, including Minimum Wages Act, Employment Provident Fund, ESI Act, etc. and State Health Society (NHM), Manipur will not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of such obligations. The agency will be required to provide particulars of EPF, ESI of its employees engaged under it.
 16. The agency/service provider must ensure that the wages of their deployed staff are released in time for every month, irrespective of receipt of payment from SHS, Manipur.
 17. The agency/service provider shall pay wages as decided by SHS, Manipur from time to time to all deployed staff depending on their performance and experience. The agency/service provider shall issue salary slip to all deployed staff on monthly basis accordingly.
 18. No wage/remuneration will be paid to any staff for the days of absence from duty. This applies when there is no leave balance in account of the employee.
 19. The agency/service provider shall provide suitable replacement of any person leaving the job or cannot attend office due to illness or other reasons at the earliest at no extra cost, but not less than 48 hours from the instance of such exit.
 20. In case of leave of agency/service provider's personnel, their applications should firstly be forwarded by the agency/service provider (either by written letter or by e-mail or by FAX) and then it will be considered suitably by the competent authority of SHS, Manipur.
 21. There will be penalty on agency/service provider's personnel for availing any unauthorized leave (ie leave without proper advance information) which will be equivalent to 1 (one) day salary of the agency/service provider's personnel concerned.
 22. SHS, Manipur will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the agency/service provider's personnel.
 23. The agency/service provider on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of the office/ District Hospital are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff. If SHS, Manipur suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency/service provider

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- shall be liable to compensate for the same. The agency/service provider shall keep fully indemnified against any such loss or damage.
24. The District Hospitals will maintain an attendance register in respect of the agency/service provider's personnel on the basis of which wages/remuneration will be decided in respect of the outsourced staff at the approved rates.
 25. The agency/service provider shall conduct a minimum of two times per month, a physical inspection of their staff and countersign the attendance register at the District Hospitals where manpower is provided.
 26. No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the agency/service provider directly or indirectly to any person, firm or whosoever.
 27. Either party can terminate the agreement by giving 1 (one) month notice in advance. If the agency fails to give 1 (one) month notice in writing for termination of the agreement, then Performance Bank Guarantee (PBG) will be forfeited.
 28. On the expiry of the agreement, unless extended formally, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues.
 29. In the event of any dispute arising out of any of the clauses of the agreement, the matter will be referred to the competent authority of SHS, Manipur, whose decision shall be binding on both the parties.
 30. The agency/service provider's personnel shall not join any labour union or resort to strikes or demonstrations or any other agitation of like nature. The personnel shall neither directly or indirectly join nor assist any commotion of civil nature and they will render their sincere services during any kind of natural calamities to their best extent. The personnel must not in any way act against interest of SHS, Manipur.
 31. The Contract in pursuance of this tender, shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract lies within the jurisdiction of High Court of Manipur.
 32. Quotation with overwriting, alternations will not be considered. **Only typed/printed quotations** will be accepted. The bidder should number each page and sign in each page of the tender documents along with the Official Seal/Stamp.
 33. The rate should be quoted in Indian Rupees only and it should be valid throughout the period of contract.
 34. No quotation will be accepted by fax, e-mail, telex, or any other such means.
 35. The Competent Authority of SHS, Manipur reserves the right to reject all or any tender without assigning any reason thereof.
 36. Participation in this tender, agency of any firm will be considered or acceptance of all terms and conditions laid down in the tender document.

H. MANDATORY DOCUMENTS TO BE SUBMITTED

The bidders are required to submit the following self-certified copy of documents along with the Technical bid. The documents are: -

1. Certificate of Registration of firm.
2. Proof of office address (telephone bill, electricity bill etc.)
3. Labour license (if applicable)
4. Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be enclosed.
5. PAN Card.
6. Service Tax Registration number
7. Provident Fund Registration number
8. ESI registration number
9. Professional tax registration number

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10. Annual Turnover Certificate of last financial year duly certified by the Chartered Accountants.
11. Income Tax Return and Audited Balance Sheet of the last financial year.
12. Non-relation certificate with the employees of SHS, Manipur on the letterhead of the firm.
13. Not blacklisted certificate in the form of affidavit.

I. TYPE OF BIDS TO BE SUBMITTED

The bidders are required to submit two types of sealed bids along with necessary and supportive documents. They are:-

1. The **first sealed bid** should be superscripted with **“TECHNICAL BID”** and should contain the following along with their list:-
 - a. Tender documents fee as mentioned at point no. **B**
 - b. Earnest Money Deposit (EMD) as mentioned at point no. **C**
 - c. Mandatory Documents as mentioned at point no. **F**
 - d. Mandatory Documents as mentioned at point no. **G**

The format of ‘Technical Bid’ to be submitted on the letterhead of the bidder is given as at **ANNEXURES-II**.

2. The **second sealed bid** should be superscripted with **“FINANCIAL BID”** and should contain an only the signed **“commission percentage sheet”**. The format of Financial Bid to be submitted on the letterhead of the bidder is given as at **ANNEXURES-III**.

The **Technical** and **Financial bids** should be placed in a large sealed envelope which should be superscripted with **“Tender For Providing Manpower Services On Outsourcing Basis at STATE HEALTH SOCIETY (NHM), MANIPUR, 2nd Floor, DIRECTORATE OF HEALTH SERVICE, opposite RIMS, IMPHAL-795001, MANIPUR”**.

J. BID OPENING AND EVALUATION

All the bids will be opened and evaluated as per standard procedure & time, date and place as mentioned above by a committee constituted by the competent authority of SHS, Manipur in the presence of the participating bidders, if any. Only one authorized representative from each bidder will be allowed to attend the bid opening and evaluation process on submission of the authorization letter. In case the date fixed for opening of bids is subsequently declared as holiday by the government or the office remains closed on that day for any reason, the bids will be opened on next working day. The time and venue remaining unaltered. The committee will open and evaluate the ‘Technical Bids’ of the bidders.

The ‘Financial Bids’ of only those bidders who qualify in the ‘Technical Bids’ shall be opened as a day to be specifically notified. In case of a tie in the Financial Bid the lowest bidder will be selected on the basis of the following conditions in sequence: -

- a. Greater numbers of years of experience.
- b. Larger annual turnover during the last financial year.
- c. Greater number of manpower outsourced at present.

The competent authority of SHS, Manipur reserves the right to disqualify any or all the bids without assigning any reasons thereof.



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K. SIGNING OF CONTRACT

Based on this tender document, and such other additional terms and conditions as may be mutually agreed upon, the selected bidder(s) shall be required to enter into a contract with SHS, Manipur within 7 (seven) days of the award of the contract or within such extended time period as may be specified. The contract will be for a period of 6 (Six) months which will be in force **w. e. f. date of signing the agreement.**

L. PENALTY FOR NON-PERFORMANCE OF THE CONTRACT

As laid down in this document, there will be a levy of an appropriate penalty upon the agency/service provider for non-performance of the contract and violation of any terms & conditions of the contract. The extent and amount of penalty will be decided by the competent authority of SHS, Manipur which will be binding upon the bidder.

M. PAYMENT TERMS

The agency/service provider will raise invoice in triplicate in respect of a particular month in the subsequent month and it should be addressed to **The Mission Director (NHM), Manipur, 2nd Floor, Directorate of Health Services, opposite RIMS, Imphal, Manipur- 795001.**

The payment will normally be released within 10 (ten) days from the date of receipt of invoice after necessary mandatory deductions at source. On the basis of duly certified attendance sheets by SHS, Manipur, the agency/service provider will first release salary of their deployed staff and then raise the invoice for payment.

N. AMENDMENTS & WITHDRAWAL OF TENDER DOCUMENTS

The competent authority of SHS, Manipur reserves all rights for the amendment & withdrawal of the tender documents. The amendment & withdrawal of the tender documents may be done by issuing corrigendum/addendum. Any corrigendum/addendum issued in this regard will be intimated through proper notice.

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ANNEXURE – I

Details of Manpower requirement at SHS, Manipur

Sl. No.	Position	Rates to be furnished for	Minimum Qualification (from recognized institute/university)	Age	Duties & Responsibilities
1	Data Entry Operator (DEO)	38 nos. DH Chandel-4, DH Thoubal-7, DH Churachandpur-8, DH Bishnupur-4, DH Ukhrul-5, DH Senapati-5, DH Tamenglong-5	BCA/ B.Sc(Computer) / B.Sc(IT) or Graduate with Diploma in Computer from a recognised Institute with a typing speed of 45 characters per minute.	38 (thirty-eight) years and below (upper age limit is relaxable by 5 years for ST/SC candidates and by 3 years for OBC candidates.	The DEOs will be trained by SHS through NIC. Thereafter, the DEOs will train and handhold the existing staff on registration of OPD, IPD, Billing and ORS (Online Registration System) in the District Hospitals of Manipur.

ANNEXURE-II

(FORMAT OF TECHNICAL BID)

(To be submitted on letterhead of the firm)

To:

**State Mission Director,
 State Health Society (NHM), Manipur
 2nd floor, Directorate of Health Services, opposite RIMS,
 Imphal, Manipur - 795001**

Sub: Submission of technical bid for providing manpower services on outsourcing basis.

Ref: Your tender no. ITInI-OTHR0eHos/1/2020-M n E-SHSM, dated: 16/06/2021

Sir,

With response to your tender mentioned above, the technical bid of our firm to provide manpower service on outsourcing basis at **State Health Society (NHM), Manipur** is submitted herewith along with the following mandatory documents as mentioned in the tender documents.

SL NO	DOCUMENTS NEED TO BE SUBMITTED	WHETHER SUBMITTED (Tick YES/NO)		Ref. Page No.	RELEVANT DETAILS	REMARKS
01	Tender Document fee	YES	NO		DD No: Date: Bank Name: Amount: Rs 6,000/- In Favour of: State Health Society (NHM), Manipur. Payable at: Imphal, Manipur	
02	Earnest Money Deposit (EMD)	YES	NO		DD No: Date: Bank Name: Amount: Rs 90,000/- In Favour of: State Health Society (NHM), Manipur. Payable at: Imphal, Manipur	

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04	Certificate of Registration firm	YES	NO			
05	Proof of office address (telephone bill, electricity bill etc.)	YES	NO			
06	Trade license.	YES	NO			
07	Labour license.	YES	NO			
08	Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be enclosed.	YES	NO			
09	PAN Card	YES	NO			
10	Service Tax Registration Number.	YES	NO			
11	Provident Fund Registration Number.	YES	NO			
12	ESI Registration Number.	YES	NO			
13	Professional Tax Registration Number.	YES	NO			
14	Annual turnover certificate of last financial year duly certified by the Chartered Accountants	YES	NO			
15	Income Tax Return and Audited Balance Sheet of the last financial year	YES	NO			
16	Non-relation certificate with the employees of SHS, Manipur on the letterhead of the firm	YES	NO			
17	Not blacklisted certificate in the form of affidavit.	YES	NO			
18	An undertaking by the agency for Acceptance & Compliance of all terms & conditions mentioned in this tender.	YES	NO			

Thanking you,

Yours faithfully,

Name and Signature of authorized signatory

Date:-

(Seal of the firm)

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ANNEXURE-III

(FORMAT OF FINANCIAL BID)

(To be submitted on letterhead of the firm)

To:

**State Mission Director,
State Health Society (NHM), Manipur
2nd floor, Directorate of Health Services, opposite RIMS,
Imphal, Manipur - 795001**

Sub: Submission of financial bid for providing manpower services on outsourcing basis.

Ref: Your tender no. ITInI-OTHR0eHos/1/2020-M n E-SHSM, dated: 16/06/2021

Sir,

With response to your tender mentioned above, our firm will be pleased to provide the manpower service on outsource basis at SHS, Manipur. Our quote for % of Commission is as under.

% of Commission on CTC (in both figure and words)	Remarks
	% of commission should be same for all categories of manpower

Thanking you,

Yours faithfully,

Name and Signature of authorized signatory

Date:-

(Seal of the firm)