

**National Health Systems Resource Centre**  
 NIHFV Campus, Baba Gang Nath Marg  
 New Delhi – 110067  
 Tel. +91-11-26108983, 84, 92,. Fax: +91-11-26108993, 94  
 NHSRC Website: [www.nhsrcindia.org](http://www.nhsrcindia.org)

NHSRC/24-25/Tenders/Manpower/02

Date: 08/05/2024

**SUBJECT: Tender for Annual job contract for manpower for Electrician, Housekeeping, Security Services and General duty workers (MTS) at NHSRC**

On behalf of the Executive Director, NHSRC, sealed tenders are invited for **Engagement of outsourced Manpower at NHSRC** in two bid systems from eligible experienced and interested firms for providing Housekeeping services/General duty workers at “National Health Systems Resource Centre”, NIHFV Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067 for a period up to 31-Mar-2025, which may be extended subject to terms and conditions attached therewith. The bidder/interested firms should have experience as mentioned in the terms and conditions enclosed may sent the quote to “The Principal Administrative Officer, National Health Systems Resource Centre, NIHFV Campus, Baba Gangnath Marg, Munirka, New Delhi – 110067” as per date and time mentioned below:

**Schedule to the Invitation of Tender**

|     |  |   |   |
|-----|--|---|---|
| 1.  | Tender document download/Sale date/time                          | : | 1000 Hrs. onwards 09 May 2024   |
| 2.  | Pre-Bid Meeting  | : | 1600 Hrs. on 15 May 2024  |
| 3.  | Tender document download/sale end date/time                      | : | 1200 Hrs. on 29 May 2024  |
| 4.  | Last date and time for receipt of bids                           | : | 1500 Hrs. on 29 May 2024  |
| 5.  | Date and time for opening of Prequalification -cum-technical bid | : | 1600 Hrs. on 3 June 2024  |
| 6   | Date and time for opening of Financial bid                       | : | 1500 Hrs. on 10 June 2024   |
| 7.  | Service to be provided   | : | Annual job contract for manpower for Electrician, Housekeeping, Security Services, General duty workers (MTS) and Drivers at NHSRC  |
| 8.  | Period / Extension of Contract                                   | : | Up 31 <sup>st</sup> March 2025 from the date of award of contract with an option of extension for a further period of two years (2 extensions annually) at the same terms and conditions subject to provision of satisfactory services and at the sole discretion of the NHSRC. |
| 9   | Validity of tender offers  | : | 180 days from date of opening of prequalification - cum-technical bid.  |
| 10. | Bid Estimated value  | : | INR – 1,20,00,000/-   |

|     |  |   |   |
|-----|--|---|---|
| 11. | Performance Security total cost of Bid (for finalized bidder only) | : | 3% of the total cost of annual value by way of DD/FD/Bank Guarantee from a commercial bank. |
|-----|--|---|---|

**Instructions to Bidder**

1. The Bidder Should have a valid registration of firm i.e. proprietorship, partnership or Private limited Company or any other valid registration of Govt. Department.
2. The Bidder Should have valid registrations from various authorities i.e. EPF, ESIC, GST, Labour Department.
3. The Bidder Should have presence in Delhi NCR and valid registration for the same is to be uploaded (Rent agreement will not be considered as proof).
4. The Bidder should have Certificate of commitment regarding integrity pledge & good governance and to follow ethical practice in conducting its activities, **issued by CVC** (Govt. of India) should be attached mandatorily.
5. The bidder shall submit participation documents hard copy of required document which is asked to submit at NHSRC office before bid end date.
6. The Bidder should have work order for providing similar services (Manpower Outsourcing Services) to government Departments.
7. The Bidder Should have net-worth of more than Rs. 1 crore from similar services.
8. The Bidder who has valid registration of Start-up from Department for Promotion of Industry and Internal Trade are exempted for prior experience and turnover criteria.
9. The Bidder will have to submit an affidavit that company/firm has not been blacklisted from any government department or private organizations on Rs. 100/- Stamp paper duly notarized after bid published date.
10. The bidder should have ISO 9001:2015 at least six months prior to bid submission date and the same should be valid up to April 2025.
11. The Bidder should be able to deploy the Resource within 3 days from the date of purchase order/award of the Contract. (Undertaking/Self-Declaration on Bidder's Letterhead signed by the authorized signatory)
12. Labour Law Compliance (Undertaking/Self-Declaration on Bidder's Letterhead signed by the authorized signatory)
13. Incomplete offer/offers not conforming strictly to the manner prescribed /offer not submitted on prescribed tender from **or late/delayed** tender shall not be considered and stand summarily rejected.
14. The offers submitted would be governed by all the terms & conditions laid down in the prescribed tenderform in addition to the terms & conditions indicated herein.
15. NHSRC reserves the right to terminate the contract/tender at any time without citing any reasons and also amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.

**Terms & Conditions:**

1. The firms/companies/agencies should have registered/Branch office in Delhi/NCR.
2. All entries in the technical bid in the Proformas at **Annexure 'A'** should be legible and filled up clearly. No overwriting or cutting is permitted in the financial bid. However, cuttings, if any, in the Technical Bid must be initiated by the person authorised to sign the technical bids. Conditional bids will not be considered and will be rejected outright.
3. The bidder shall have at least three years (Proformas at **Annexure 'B'**) experience in Outsourcing Housekeeping/MTS/Electrician/ Security Guards in Ministries/Departments of GOI/PSUs/Autonomous bodies etc. The details of the contract viz. name and address of the Ministries/Departments/Public Sector Undertakings/Autonomous bodies with telephone no. and copies of the agreement/work order must be enclosed with the tender.
4. The bidder must be registered with EPF, ESIC and Service Tax Department for supply of manpower for housekeeping job/ providing General duty workers and Guards.
5. The bidder should not have been blacklisted by any Government Organisation/PSU/Autonomous bodies. A self-certificate on the letter head to this effect should be enclosed with the technical cum financial bid.
6. The bidder shall have a valid labour license and a license under sub-section (1) of section 7 of the private Security Agencies Regulation Act 2005 read with Rule 3 of Delhi Private Security Agencies (Regulation) Rule 2009 to the Controlling Authority (Notified as per Notification dated 08-10-2009), Home Department, Govt. of National Capital Territory of Delhi.
7. The bidder shall submit following documents with Technical Bid: -
  - (i) Copy of EPF registration Certificate
  - (ii) Copy of ESIC Registration Certificate.
  - (iii) Copy of Service Tax Registration Certificate (if applicable).
  - (iv) Copy of GST Registration Certificate
  - (v) Copy of PAN Number.
  - (vi) Self-Certificate to the effect that the firm is not blacklisted.
  - (vii) Copies of experience certificate/work order with Central Govt. departments/Public Sector Undertakings/Autonomous bodies for last three years.
  - (viii) Copies of at least three similar running contracts with Central Govt. departments/Public Sector Undertakings/Autonomous bodies.
  - (ix) Copy of labour license and license under sub-section (1) of section 7 of the private Security Agencies (Regulation Act 2005) from Home Department, Govt. of National Capital Territory of Delhi.
8. Details of running contracts at Ministries/Department/PSUs/Autonomous Bodies to be given at **Annexure 'C'**.

9. Declaration of competent to sign and execute the tender document to be given at **Annexure 'D'**.
10. Details of Income Tax Return and PAN Number to be given at **Annexure 'E'**.
11. Undertaking on Rs. 100/- stamp paper as per **'Annexure F'**.
12. Proforma for Financial Bid as per **'Annexure G'**.
13. Price Break-up to be quoted as per **'Annexure H'**.
14. The bidder at all times should indemnify NHSRC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Maternity Benefit Act, 1961; Delhi Shops and Establishments Act as per latest amendments or any other law relating thereto, and rules made thereunder from time to time. NHSRC will not take any responsibility in this regard.
15. The bidder shall quote per worker rate of wages as per the latest minimum wages prescribed by the Govt. of NCT of Delhi, EPF, ESIC, Service Tax (wherever applicable), Service charges etc. in proforma of financial bids. **Annexure H**.
16. Any increase in the wages of manpower deployed in NHSRC will be considered in accordance with revision of minimum wages by Govt. of NCT of Delhi from time to time.
17. The service charges shall increase or decrease depending upon the increase or decrease of manpower as per actual requirement. However, it will increase on increase of wages by Govt. of NCT of Delhi and or other statutory provisions. As per Government of India TDS and GST on TDS will be deducted during release of payment.
18. The Minimum Service charges are fixed at 3.85% and bid offering service charges of less than 3.85% will be treated as unresponsive & will be rejected.

#### **Other terms & Conditions**

19. The bidder must employ adult labour. Employment of child labour will lead to the termination of contracts. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. A list of such persons along with their police verification report should be submitted within 15 days of award of contract.
20. The bidder shall deal with and settle the matters related with workers unions and shall make sure that no labour disputes/problems are referred to NHSRC. It shall be totally indemnify NHSRC in this regard.

21. The successful bidder will have to deposit a Performance Security Deposit @ 3% of annual contract value by way of Fixed Deposit Receipt (FDR)/Bank Guarantee from a commercial bank and hypothecated in favour of “**National Health Systems Resource Centre**” and valid for 60 days beyond the expiry period of one year contract. In case of extension of contract, fresh Performance Security Deposit will have to be deposited.
22. The successful bidder will have to commence the work within 15 days of award of contract. Otherwise, the contract will be cancelled and EMD will be forfeited.
23. The salary of the workers should be paid by the 7th on the following month for which wages have become due. NHSRC will have the right to verify directly from workers employed in NHSRC regarding payment of wages.
24. The contract shall initially be valid till 31<sup>st</sup> March 2025 and may be extended further on a yearly/half yearly basis subject to satisfactory performance, on the same terms and conditions upto a maximum period of three years. The contract may be curtailed/terminated earlier owing to deficiency in service or substandard quality of manpower deployed by the selected firm/agencies company. **The NHSRC reserves the right to increase/decrease the requirement of worker on the basis of actual requirement.**
25. If the worker arrives late (or leaves early) but is permitted to perform duty, pro-rata deduction of the duty rate would be made on hourly basis. If a person deployed in absent on a particular day or comes late/leaves early on three occasions, one day's wage shall be deducted. However, no habitual latecomer would be allowed to work and it will be the responsibility of the contractor to provide a substitute.
26. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency shall be liable to be forfeited by the NHSRC besides annulment of the contract.
27. Staff deployed by the bidder shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property/person. The contractor shall provide uniform/liveries to the workers. Samples of uniform will be approved by the NHSRC. The worker must wear uniform during their duty. The contractor shall issue an Identity Card to each worker which must be displayed by the worker during their duty.
28. The bidder shall provide following manpower for Multipurpose workers: -

| Sl. No. | Manpower Description            | No. of staff required. |
|---------|---------------------------------|------------------------|
| I.      | MTS (Highly Skilled) (Graduate) | 01                     |
| II.     | Peon/Pantry boy (Skilled)       | 06                     |

| SI. No. | Manpower Description                          | No. of staff required. |
|---------|---|------------------------|
| III.    | Electrician (Skilled)                         | 01                     |
| IV.     | Housekeeping staff (Safaiwala) (Semi-Skilled) | 06                     |
| V.      | Security Guards (Semi-Skilled)                | 07                     |
| VI.     | Housekeeping staff (Safaiwala) (Semi skilled) | 02                     |
| VII.    | Car Staff Driver                              | As & when require      |

29. Each page of the tender document should be signed and stamped by bidder in acceptance of the terms and conditions laid down by NHSRC.
30. If the work of the contractor is not found satisfactory, NHSRC reserves the right to terminate the contract at any time without assigning any reasons and the decisions of the NHSRC will be final and binding on the contractor.
31. The competent authority of NHSRC reserves the right to reject all or any tender in whole, or in part without assigning any reason.
32. Payment will be made on a monthly basis in the succeeding month or submission of bill in triplicate. Payment of the bill will be based on attendance duly verified by the Admin Division in respect of persons deployed.
33. Whenever and wherever it is found that the cleanliness is not upto the mark, it will be brought to the notice of the contractor by the NHSRC and if no action is taken within two hours, penalty @Rs.500/- per day per complaint will be imposed. Similarly, any nonperformance of multi-purpose workers will be brought to the notice of vendor for remedial measure.
34. The bidder should ensure to maintain the required number of manpower and also arrange a pool of standard Housekeeping/Multipurpose workers. In case any housekeeping staff/multipurpose workers are absent from the duty, the reliever of equal status shall be provided by the bidder from the existing pool of housekeeping staff/General duty workers. If the required numbers of workers are less than the minimum required, a penalty @Rs.500/- per worker per day will be deducted from the contractor in addition to the amount equal to the wages/salary of such absent workers.
35. Any dispute regarding the contract shall be resolved through arbitrator to be nominated by Executive Director, NHSRC. The contract shall be subject to relevant law and the jurisdiction of the courts located in Delhi.
36. NHSRC reserves the right for termination of the contract at any time, if the services of the contractor are found unsatisfactory and has the right to award the contract to any other agency at the risk, cost and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by NHSRC from its Security Deposit or pending bill or by

raising a separate claim.

37. As per GOI's Notification no. 15/2005 dated 7.6.2005 cleaning services in respect of non-commercial buildings and premises thereof does not come under the purview of Service Tax.
38. All tendered rates shall be inclusive of all taxes and levies payable under respective statutes. However, pursuant to the Constitutions (46<sup>th</sup> Amendment) Act 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extension if any and the contractor thereupon necessarily and properly pays such taxes/levies, the contractor shall be reimbursed the so paid, provided such payment, if any, is not, in the opinion of NHSRC (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.
39. The contractor shall furnish the relevant documents regarding payment of such taxes/levies as and when NHSRC will require from time to time.
40. The contractor shall be responsible for the conduct/integrity of his personnel and will be responsible for any act of omission and commission on their part. He will vouch for their character and integrity.
41. The contractor should submit proof of coverage under ESIC and opening of EPF account in respect of all the manpower deployed for NHSRC and **PF number along with the address should be provided by the agency to all the workers.**
42. The successful tenderer shall solely be responsible for settling/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to NHSRC under any circumstances even after the expiry of the contract.
43. The contractor shall be responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons employed by him for rendering the jobs on contract under the agreement, either under the Workmen Compensation act or any Act in force at that time.
44. The contractor shall not sub-let or subcontract any part of this contract/job without the express written consent of NHSRC. The contractor shall also be responsible for any act of omission or commission on the part of his workers. Any damage done/caused to the existing structure/furniture/fitting/equipment by the workers of the contractor shall be got rectified by the contractor at his own cost/cost recovered from the contractor.
45. It should be made clear to the manpower so deployed by the successful bidder as per the tender that employer/worker/employee/relationship is established between NHSRC or the GOI and worker by virtue of such deployment and no claims for temporary or permanent employment in Govt. service shall be entertained from any or group of such



workers.

46. NHSRC reserves its right to get the contractual jobs done from any other party/person or agency if the contractor at any time fails to carry out the said jobs any day, cost and the expenses incurred for getting the job done on account of such failure on the part of the contractor would be deducted from payment due to the contractor. If the contractor fails to provide the services under the contract for 15 days consecutively otherwise, the agreement shall stand terminated without any notice and in such case the contractor would be liable to compensate the NHSRC for any losses caused to it due to the non-fulfilment of the contractual obligation.
47. The initial cleaning of all the areas specified should be completed by the scheduled time on all working days failing which a monetary penalty of Rs.500/- per day shall be recovered from the contractor's bill.
48. The contractor will ensure carrying out cleaning work of all rooms/corridors/toilets of NHSRC on daily basis 7.15 A.M to 16.30 hrs with lunch break of half-an-hour and tea break for ten minutes once in the forenoon and once in the afternoon on all working days, Saturday or as required by the NHSRC. The details of Part-time Housekeeping (Safaiwala) is given in ToR.
49. Cleaning of glasses, doors, windows, roof, ceiling fans, blinds, carpets, tiles, mirror, plants, planters and other fixtures and ventilator or all areas specified will be done by liquid soap/chemical/detergent to be provided by the NHSRC, NIHFV Campus, Munirka, New Delhi – 110067.
50. Toilets need to be kept clean in all respects by sweeping, washing and moping of floors, washing of glazed tiles on walls, urinal pots, W.C. Pans, sink, washbasins and all other fitting and fixture using disinfecting material like phenyl, Vim, detergent powder, acid, liquid soap etc. on daily basis, to be provided by NHSRC without damage to electrical fittings.
51. The workers should be available from 7.15 A.M to 16.30 hrs (with short lunch break) or as required on all working days and Saturday unless otherwise instructed.
52. Multipurpose worker shall be available from 8.15 A.M. to 17.30 hrs (with short lunch break) on all working days and Saturday unless otherwise instructed.
53. Electrician shall be available from 8.45 A.M. to 17.15 hrs (with short lunch break) on all working days and Saturday unless otherwise instructed.
54. The decision of authorized officers in NHSRC regarding satisfactory standard of cleaning shall be final and binding on the contractor.
55. The TOR for Multipurpose worker (MTS), Electrician, Security & Housekeeping staff

(Safaiwala) and CAR Staff Driver is placed as **Appendix 'A'**

56. Disclaimer: The relatives/near relatives of employees of the client are prohibited from participation in this bid. The near relatives for this purpose are defined as:

- (a) Members of Hindu Undivided Family (HUF)
- (b) Their husband or wife.
- (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law). Daughters & daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

**Appendix 'A'****TOR for Electrician: -**

1. The Electrician should have minimum qualification 12<sup>th</sup> Class pass from CBSE/NIOS/State educationboard plus diploma in electrical from recognise ITI institute.
2. Electrician should have worked minimum two years Experiences as Electrician with ability to manage orrepair as require in power substation of specialisation in inputs 11000 volts with outputs of 440 volts.
3. Electrician should be well versed in Sub Station/DG set/Electrical Connectivity or Appliances/Acs units/MCVs/LED/Tube lights etc. He will change and repair MCVs/LED/Tube lights if require.
4. Electricians should be available on call after working hours.
5. He should be in possession with police verification/Adhar/Pan Card/Bank Accounts

**TOR for Multitask Services purpose worker: -**

1. The Multitask Services workers (equivalent peon) should have qualification 12<sup>th</sup> Class pass fromCBSE/NIOS/State education board.
2. They should have worked minimum five years as peon or similar capacity in government/PSU/Autonomous body organization preferably in health sector.
3. They should be well versed in photocopying machine including its reduction or enlargement of Size.
4. They should be appropriately dressed and well mannered.
5. They should be in possession of police verification/Adhar/Pan Card/Bank Accounts.

**TOR for Housekeeping (Safaiwala) :-**

1. The Housekeeping (Safaiwala) should have qualification 8<sup>th</sup> Class pass from CBSE/NIOS/State educationboard.
2. They should have workedminimum five years as Housekeeping or similar capacity in government/PSU/Autonomous body organization.
3. They should have well versed in cleaning of bathroom/toilets and corridor etc.
4. They should know to handle the floor cleaning machines.
5. They should be in possession with police verification/Adhar/Pan Card/Bank Accounts

**TOR for Security Guards :-**

1. The Security Guards should have qualification 10<sup>th</sup> Class pass from CBSE/NIOS/State education board.This may be relaxed for those with maximum 15 years of experiances.

2. They should have worked minimum five years as Security Guards or similar capacity in government/PSU/Autonomous body organization of Government.
3. They should be well versed in Speaking and writing in Hindi languages.
4. They should be well versed to handle the Electric Switches/DG Set and emergency operation of lift.
5. They should be in possession with police verification/Adhar/Pan Card/Bank Accounts

**TOR for Staff Car Driver: -**

1. The staff car driver should have a qualification 10<sup>th</sup> Class pass from CBSE/NIOS/State education board.
2. The person engaged as Staff Car Driver should possess a valid driving license for Heavy Vehicle with 3 years' experience of Motor Vehicle with LMV/HMV and knowledge of Motor Mechanism.
3. They should be well versed in speaking and writing in Hindi languages.
4. The person engaged as Staff Car Driver must know the routes of Delhi/NCR
5. They should be in possession with police verification/Adhar/Pan Card/Bank Accounts

**Proforma for Technical Bid**

NHSRC/24-25/Tenders/Manpower/01

**Subject: Annual job contract for Housekeeping Services, Peon at NHSRC**

|        |   |  |
|--------|---|--|
| Sl. No |   |  |
| 1      | NAME OF TENDERING COMPANY/FIRM/AGENCY   |  |
| 2.     | NAME OF OWNER/PARTNERS/DIRECTORS  |  |
| 3.     | FULL PARTICULARS OF OFFICE  |  |
| (A)    | ADDRESS   |  |
| (B)    | TELEPHONE NO.   |  |
| I      | FAX NO.   |  |
| (D)    | WEBSITE<br>EMAIL ADDRESS  |  |
| 4      | FULL PARTICULARS OF THE BANKERS OF COMPANY/FIRM/AGENCY WITH FULL ADDRESS/TEL. NO. |  |
| (A)    | NAME OF THE BANK  |  |
| (B)    | ADDRESS OF THE BANK   |  |
| I      | TELEPHONE NO.   |  |
| (D)    | FAX NO.   |  |
| I      | E-MAIL ADDRESS  |  |
| 5.     | REGISTRATION DETAILS:   |  |
| (A)    | PAN/GIR NO.   |  |
| (B)    | GST REGISTRATION NO.  |  |
| I      | EPF REGISTRATION NO.  |  |
| (D)    | ESI REGISTRATION NO.  |  |
| 6.     | DETAILS OF EARNEST MONEY DEPOSIT  |  |
| (A)    | AMOUNTS (RS.)   |  |
| (B)    | D.D/P.O. NO. & DATE   |  |
| I      | DRAWN ON BANK   |  |
| (D)    | VALID UPTO  |  |

The above format may be used to provide requisite details:

Date: \_\_\_\_\_  
Place \_\_\_\_\_

Signature of owner/Managing Partner/Director  
of the firmName: \_\_\_\_\_  
Firm's Seal: \_\_\_\_\_

**Annexure 'B'**

**Details of Experience of work undertaken during the last three year.**

| Last Financial Year           | Name and Address of organization, Name Designation and Telephone no. of the office concerned. | Details regarding the contract including manpower deployed. | Value of contract (Rs.) | Duration of contract |          |
|-------------------------------|---|---|-------------------------|----------------------|----------|
|                               |   |   |                         | From                 | To       |
|                               |   |   |                         | dd/mm/yy             | dd/mm/yy |
|                               |   |   |                         |                      |          |
|                               |   |   |                         |                      |          |
|                               |   |   |                         |                      |          |
| Additional information if any |   |   |                         |                      |          |

The above format may be used to provide requisite details:

Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Signature of owner/Managing Partner/Director of the firm: \_\_\_\_\_  
Firm's Seal: \_\_\_\_\_

**Annexure 'C'**

**Details of running contracts at Ministries/Department/PSUs/Autonomous Bodies.**

| Sl. No. | Name and Address of organization, Name & Designation and Telephone no. of the office concerned. | Details regarding the contract including manpower deployed. | Value of contract (Rs.) | Duration of contract |              |
|---------|---|---|-------------------------|----------------------|--------------|
|         |   |   |                         | From                 | To           |
|         |   |   |                         | dd/mm/y<br>y         | dd/mm/y<br>y |
| 1       |   |   |                         |                      |              |
| 2       |   |   |                         |                      |              |
| 3       |   |   |                         |                      |              |

The above format may be used to provide requisite details:

Date: \_\_\_\_\_  
Place \_\_\_\_\_

Signature of owner/Managing Partner/Director  
of the firmName: \_\_\_\_\_  
Firm's Seal: \_\_\_\_\_

**Annexure 'D'**

**DECLARATION**

1. I, \_\_\_\_\_ Son/daughter of Shri \_\_\_\_\_  
Proprietor/Partner/Director/Authorized Signatory of \_\_\_\_\_ am competent to sign  
this declaration and execute this tender document.
  
2. I have carefully read and understood all the terms and conditions of the tender and hereby  
convey my acceptance of the same.
  
3. The information/documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that  
furnishing of any false information/fabricated document would lead to rejection of my  
tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of owner/Managing Partner/Director of  
the firm

Date: \_\_\_\_\_

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

Place \_\_\_\_\_

Firm's Seal: \_\_\_\_\_

**N.B.: - The above declaration, duly signed and sealed by the authorized signatory of  
the bidding Firm should be enclosed with Technical and Financial Bid.**



**ANNEXURE 'E'**

**Income Tax Return & PAN Number**

Tender \_\_\_\_\_ Due for opening  
 on: Name of the Service \_\_\_\_\_

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry is being submitted alongwith this tender as per details given below: -

|  | Remarks |
|--|---------|
| Copies of Income Tax Returns for the Assessment Years (for last three years) |         |
| Copy of Permanent Account Number   |         |
| Copy of Service Tax Registration Number                                      |         |
| Copy of VAT/Sales Tax Registration Number if any                             |         |

**SIGNATURE OF BIDDER  
 (PROP. / Partner/ Authorized**

**Signatory)Name & Address**

**with Seal of the firm**

**Annexure 'F'**

**UNDERTAKING**

(To be submitted on Rs. 100/- stamp paper)

**Declaration by the Bidder**

1. I/We \_\_\_\_\_ hereby declare that:
  - i. I/We do hereby offer to provide the Annual job contract for Housekeeping Services, Guards (round theclock duty) and General Duty workers (Peon) at NHSRC
  - ii. prices and rates mentioned in the price bid.
- i. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
- ii. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
- iii. I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
- iv. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
- v. The tender document has been downloaded from the official website i.e. [www.nhsrcindia.org](http://www.nhsrcindia.org) for bidding purpose and is a true copy of the original.
- vi. I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause of para 53 of terms and conditions of the tender is/are employed in NHSRC.

**SIGNATURE OF BIDDER  
(PROP. / Partner/ Authorized  
Signatory) Name & Address  
with Seal of the firm**

**Proforma for Financial Bid**

NHSRC/24-25Tenders/Manpower/01

**Table 'A'**

| <b>Sl. No.</b> | <b>Category</b>  | <b>Quoted amount per person per month **</b><br>Total consolidated monthly amount<br>(including Minimum Wages, ESIC, EPF<br>etc.) per person mentioned |
|----------------|--|--|
| 1.             | MTS (Highly Skilled) (Graduate)  |  |
| 2.             | Electrician and Peon (Pantry boy)<br>(Skilled)   |  |
| 3              | Housekeeping (Safaiwala)<br>(Semi-skilled)   |  |
| 4.             | Security Guards<br>(Semi-skilled)  |  |
| 5.             | Housekeeping (Safaiwala)<br>(Semi-skilled)   |  |
| 6.             | Car Staff Driver (Skilled)   |  |
| 7.             | Service charges<br>(as per DoE OM No. F.6/1/2023-PPD<br>dated: 6 <sup>th</sup> January 2023) |  |

**\*\* Note: -**

- (i) The Security Guards will be hired for one year. The same may be extended subject to NHSRC decision.
- (ii) Total consolidated monthly amount (including Minimum Wages, ESIC, EPF etc.) per person should be quoted by bidder under each of the categories separately.
- (iii) The bidder should quote the details (price-break up) of the monthly consolidated amount in table 'B' given below.
- (iv) Payment shall be made by the Client as per the terms and conditions of the Tender Documents.
- (v) Prices shall be valid for a period of one year. However, on revision of minimum wages, Contractor may request in writing for enhancement of minimum wages accordingly to the Client, which shall be considered and agree, if found reasonable by the Client.
- (vi) The charges shall be on 26 days a month basis (as per norms of Government of

NCT of Delhi, Labour Department).

- (vii) The quoted consolidated monthly amount prices shall be inclusive of all charges including our contribution towards ESI, PF, Gratuity, Bonus, Substitutes. It shall also include cost of training and uniform, supervisor of company etc.
- (viii) The prices in the price Schedule shall be exclusive of any service tax, education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government fromtime to time and the same shall be charged in addition to the applicable rate.
- (ix) **The Minimum Service charges are fixed at 3.85% and bid offering service charges of less than 3.85% will be treated as unresponsive & will be rejected**
- (x) The Contractor shall mandatorily ensure that the cost per head as at 'A' in Table 'B' is paid as monthly wages to their employee who are deployed in Client's premises for different services.
- (xi) **Price Break-up to the quoted prices shall be submitted by the contractor in "Annexure H". Submitting Annexure H is mandatory, otherwise the financial bid will not be evaluated.**
- (xii) As per Government of India TDS and GST on TDS will be deducted during the release of payment.

#### PROCEDURE FOR SUBMITTING TENDERS

- i. **Pre-Qualification cum Technical Bid:** Documents are required to be submitted in the Pre-Qualification cum Technical Bid. In case of non-submission of requisite document(s) or providing of incomplete details by the bidder, the bid is liable to be rejected during the evaluation without any further reference.
- ii. **Financial Bid Evaluation:** Only financial bids of those bidders shall be opened whose bids are found technically suitable and are accepted by the Competent Authority in NHSRC.
- iii. The L-1 bidder will be selected by the Financial Evaluation Committee on opening of financial bids.
- iv. The decision of NHSRC, New Delhi on the evaluation of bids shall be final and no representation shall be entertained in this case.
- v. The Financial Bids must be submitted in the prescribed format (Annexure-G and H) in a separate sealed cover kept inside the main cover. The Financial Bids of those tenderers who are found technically feasible will be opened on a specific date and time, which will be intimated later to the eligible tenderer. A duly constituted Financial Evaluation Committee will evaluate the Financial Bids.
- vi. The NHSRC, New Delhi reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever

| Sl. No. | Name of Category  | Type of Category          | Required Number      | Monthly Basic Minimum wages per person (as per Government of NCT of Delhi norms notification)* | ESI (per person/ per month) | EPF (per person/ per month) | EDLI (per person/ per month) | Any other charges (Please specify)* | Cost Per Head (per month) (A) | Service Charges (per person per month) (B)*** | Total Price (per person per month) C=(A+B) | Grand Total Price (per month for each category) |
|---------|---|---------------------------|----------------------|--|-----------------------------|-----------------------------|------------------------------|-------------------------------------|-------------------------------|---|--|---|
| (1)     | (2)   | (3)                       | (4)                  | (5)  | (6)                         | (7)                         | (8)                          | (9)                                 | (10)=5+6+7+8+9                | (11)  | (12)=(10+11)                               | 13=(4*12)                                       |
| 1       | MTS   | Highly Skilled (Graduate) | 1                    |  |                             |                             |                              |                                     |                               |   |  |   |
| 2       | Electrician and Peon/ Pantry boy  | Skilled                   | 7                    |  |                             |                             |                              |                                     |                               |   |  |   |
| 3       | MTS, Housekeeping (Safaiwala) and Security Guards                           | Semi-Skilled              | 15                   |  |                             |                             |                              |                                     |                               |   |  |   |
| 4       | Housekeeping (Safaiwala)  | Semi Skilled              | 2                    |  |                             |                             |                              |                                     |                               |   |  |   |
| 5       | Car Driver Staff  | Skilled                   | As and when required |  |                             |                             |                              |                                     |                               |   |  |   |
| 6       | <b>Total Price per month excluding GST charges (Sum of Sl. No. 1+2+3+4)</b> |                           |                      |  |                             |                             |                              |                                     |                               |   |  |   |
| 7.      | GST   |                           |                      |  |                             |                             |                              |                                     |                               |   |  |   |
| 8.      | Grand Total   |                           |                      |  |                             |                             |                              |                                     |                               |   |  |   |

**Note:-**

All figures should be mentioned in INR (Indian Rupees) from column 5 to 13 column. The quoted price should not include the amount of GST, as same norms and amount is applicable to all agency

Submission of **Annexure H** is mandatory for evaluation of financial bid.

\* The charges shall be on 26 days a month basis (as per norms of Government of NCT of Delhi, Labour Department issued on 23-10-2023 or latest).

\*\* It shall also include cost of training and uniform, supervisor of company etc,

\*\*\* The Minimum Service charges are fixed at 3.85% and bid offering service charges of less than 3.85% will be treated as unresponsive & will be rejected.

\$ Only rate of per person per month should be provided, the price of this category should not be added in the total proposed price.

**SIGNATURE OF BIDDER**  
**(PROP. / Partner/ Authorized Signatory)**

Name & Address with  
Seal of the firm