Scope of Work and General Instructions for Tenderers

a) The All India Institute of Medical Sciences, New Delhi requires the services of a reputed, well established and financially sound Manpower Company / Firm / Agency for providing manpower to perform jobs assigned to Programme Assistant/Stenographer, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Driver.

b) The contract is likely to commence from 1st May, 2013. The period of the contract may be further extended after the completion of contract, provided the requirement of the Institute for augmenting its present manpower persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company / Firm /Agency or on induction of regular manpower in this Institute. The Institute, however, reserves right to terminate this initial contract at any time after giving one week’s notice to the selected service providing Company / Firm / Agency.

I. In this Institute’s assessment, the initial requirement is for 20 Programme Assistant/Stenographer, 40 Typist cum Data Entry Operator, 20 Laboratory Technician, 40 Laboratory Attendant and 5 Drivers. The Eligibility criteria of Programme Assistant/Stenographer, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Drivers is given below:

Eligibility for Programme Assistant/Stenographer
- Age: Between 25-45 years
- Educational Qualification: Graduation with minimum 50% marks.
- Fluent in written and spoken English with capability of drafting letters and correspondences.
- Good Noting & drafting skill along with shorthand speed of 80 words per minute and typing speed of 50 words per minute.
- Well conversant with computer packages namely, Windows i.e., Word, Excel, Powerpoint and Access. Good working knowledge of Computer and internet/ e-mails.
- Work experience of more than 2 years preferably in organizations / agencies working in health sector.

Eligibility for Typist cum Data Entry Operator
- Age: 21-35 years
- Educational Qualification: 12th Pass with minimum 50% marks relaxable to a maximum of 5%, if the candidate has experience of working in a Government Establishment/reputed private organization for a period of minimum 2 years.
- Fluent in written and spoken English.
- Well conversant with computer packages namely, Windows i.e., Word, Excel, Powerpoint and Access. Should have ‘O – Basic Foundation level Certificate Course’ of DOECC (Department of Electronics Accreditation for Computer Courses (India)) or equivalent from any Govt./Recognised Private Institute. Good working knowledge of Computer and internet/e-mails.
- Typing speed of more than 50 words per minute.
- Work experience of more than 2 years.
Eligibility for Lab Technician

- Age: 25-45 years
- Educational Qualification: Degree in Science, from a recognized University with minimum 50% marks.
- Work experience of more than 2 years in a Medical Laboratory.

Eligibility for Lab Attendant

- Age: 21-35 years
- Educational Qualification: 12th Pass (Science) with minimum 50% marks.
- Work experience of more than 2 years.

Eligibility for Driver

- Age: 21-35 years
- Educational Qualification: 10th Pass
- Valid Driving Licence for driving heavy vehicles
- Knowledge of Motor Mechanism
- Work experience of more than 2 years.

i. The nature of services shall include carrying out all the functions generally performed by Programme Assistant/Stenographer, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Driver, such other duties as may be assigned to him/her.

ii. The interested Company/firm/Agency may submit the tender document, complete in all respects, along with Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand only) in favour of Director, AIIMS, New Delhi and other requisite documents by 15th April, 2013 uptil 3.00 PM in the Tender Box kept at Recruitment Cell, 1st Floor, Administrative Block, AIIMS, Ansari Nagar, New Delhi-110608.

iii. The various crucial dates relating to “Tender for providing Programme Assistant/Stenographer, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Driver” are as under :-

   a. Last date & time for obtaining tender document : 15th April, 2013, 3.00PM
   b. Date & time for Pre-Bid Meeting : 26th March, 2013, 3.00 PM
      Conference Room, 2nd Floor (Engg. Wing) Administrative Block, AIIMS.
   c. Last date & time for depositing duly completed tender documents : 15th April, 2013, 3.00PM
   d. Date & time for opening of Technical Bid : 15th April, 2013, 3.30PM
      Conference Room, 2nd Floor (Engg. Wing) Administrative Block, AIIMS.
   e. Place of opening the Tenders :
   f. Date and Time for opening of Financial Bids for technically qualified bidders : To be decided and intimated later.
   g. Validity of tenders : 180 days from the date of opening of tenders.

iv. The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested Agencies are advised to submit two separate sealed envelopes superscribing “Technical Bids” for providing manpower to perform jobs assigned to Programme Assistant, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Drivers at the AIIMS” and “Financial Bid” for providing
manpower to perform jobs assigned to Programme Assistant, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Driver to AIIMS, Ansari Nagar, New Delhi”. Both sealed envelopes should be kept in a third sealed envelope super-scribing “Tender for providing manpower to perform jobs assigned to Programme Assistant, Typist cum Data Entry Operator, Laboratory Technician, Laboratory Attendant and Driver at AIIMS, New Delhi.”

v. The Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand only), refundable (without interest), should be necessarily accompanied with the Technical Bid of the Agency in the form of Demand Draft/Pay Order/ Fixed Deposit Receipt (FDR)/Bank Guarantee (format enclosed) from any of the Commercial Bank drawn in favour of Director, AIIMS, payable at New Delhi. Bids not accompanied by earnest money of the requisite amount with proper validity will be summarily rejected. The Bank Guarantee should be valid for a period of 45 days from Tender opening.

vi. The successful tenderer will have to deposit a Performance Security Deposit @ 5% of Annual Contract Value, at the time of placing the work order within 15 days of the receipt of the formal order. The Performance Security Deposit will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of Director, AIIMS, New Delhi or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of Service Provider Company/firm/Agency but hypothecated to the Director, AIIMS, New Delhi.

vii. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor.

viii. The tendering Company/Firm/Agency is required to enclose photocopies of the following documents, duly attested by a Gazetted Officer, along with the Technical Bid, failing which their bids shall be summarily / outrightly rejected and will not be considered any further:

<table>
<thead>
<tr>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAN/GIR No. (Attach attested copy)</td>
</tr>
<tr>
<td>Service Tax Registration No. (Attach attested copy)</td>
</tr>
<tr>
<td>E.P.F. Registration No. (Attach attested copy)</td>
</tr>
<tr>
<td>E.S.I. Registration No. (Attach attested copy)</td>
</tr>
<tr>
<td>Documents showing completing at least one service of value not less than Rs.25 Lakh per annum or at least two services of value not less than Rs.13 Lakh per annum related to providing human resources in a single contract. (Attach attested copy)</td>
</tr>
<tr>
<td>Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of PSUs and Government Departments during the last three years in the following format. (Attach attested copy)</td>
</tr>
<tr>
<td>Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU (Attach attested copy)</td>
</tr>
<tr>
<td>Number of similar assignments; Manpower provided to public/private/PSU in last 5 years by the Agency (Attach attested copy)</td>
</tr>
</tbody>
</table>

ix. Conditional bids shall not be considered and will be outrightly rejected at the very first instance.

x. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet may be attached. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must
be initialled by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.

xi. The envelope containing Technical Bid shall be opened first on the scheduled date and time (At 3.30 PM on 15th April, 2013), in the Conference Room, 2nd Floor, Administrative Block (Engg. Block), AIIMS, Ansari Nagar, New Delhi-110608, in the presence of the representatives of the Company / Firm / Agency, if any, who wish to remain present on the spot at that time. The Technical Bids shall be evaluated by a Technical Evaluation Committee. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened in the presence of short listed contractors or their authorized representatives on a date & place to be notified later.

xii. The competent authority i.e. Director, AIIMS, New Delhi reserves the right to annul any or all bids without assigning any reason.

xiii. The bidder shall quote the technical & financial bids as per the format enclosed at Annexure I & II.

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

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

1. The Registered Office or one of the Branch Offices of the Service Provider Company / Firm / Agency should be located either in Delhi/ New Delhi or in any of the satellite towns of Delhi.

2. The Service Provider Company / Firm/ Agency should be registered with the appropriate registration authority.

3. Service Provider Company / Firm/ Agency should have at least five years experience in providing manpower to private and/or public sector Company/ Banks and Government Departments etc. preferably in the health and/or development sector.

4. Service Provider Company / Firm / Agency should have its own Bank Account.

5. Service Provider Company / Firm/ Agency should be registered with Income Tax and Service Tax departments.

6. Service Provider Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.

7. The Service Provider Company / Firm/ Agency should have completed at least one service contract of value not less than Rs.25 lakh per annum or completed at least two service contracts of value not less than Rs.13 lakh per annum related to providing human resources in a single contract.

8. The Service Provider Company / Firm / Agency must have a turnover of Rs.50.00 lakh per year during the last three financial years.

9. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government / any PSU.

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

A. General

i. The contract is likely to commence from 1st May, 2013 for a period of one year, unless it is curtailed or terminated by this Institute owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements of work.

ii. The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual consent of contracting Agency and this Institute.

iii. The contract may be extended, on the same terms and conditions or with some addition/deletion/modification' for a further period not exceeding one year.

iv. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Institute.

v. The tenderer will be bound by the details furnished by it to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.

vi. Financial bids of only those tenderers who are declared qualified technically shall be evaluated.

vii. The Director, AIIMS, NEW DELHI reserves right to terminate the contract during initial period also after giving a week’s notice to the contracting Agency.

viii. The contracting Agency shall ensure that the manpower deployed at the AIIMS, New Delhi conforms to the eligibility conditions of age and educational and professional qualification, etc. language skills and experience prescribed in the Tender Document.

ix. The manpower employed by the Agency shall be required to work normally as per the Institute’s working days, i.e. from Monday to Friday from 0930 hrs. to 17:15 hrs. with a lunch break of ½ hour from 1300 hrs. to 1330 hrs and on Saturday from 0930 hrs. to 1315 hrs. Those employees who are posted to work in operational areas will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shifts as per the Institute’s requirement.

x. The contracting Company/Firm/Agency shall furnish the following documents in respect of the persons who will be deployed by it in this Department before the commencement of work.

   a) List of persons shortlisted by Agency for deployment at the Institute containing full details i.e. date of birth, marital status, address, educational and professional qualification, experience etc.

   b) Bio-data of the person with photograph affixed.

   c) Character certificate from a Gazetted officer of the Central/State Government.

   d) Certificate of verification of antecedents of persons by local police authority.
xi. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence and security risks, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the Institute within 2 days of being brought to their notice.

xii. The service provider shall provide identity cards to the personnel deployed in the Institute carrying the photograph of the personnel and personal information as to name, date of birth, designation and Identification mark etc.

xiii. The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the Institute.

xiv. The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work etc.

xv. The persons deployed shall be required to report for work at 9:30 hrs to the Divisions/officials under whom they are deployed which will be intimated separately and would leave at 17:15 hrs or as per requirement of operational area where the persons are deployed. In case, a person deployed is absent on a particular day or comes late/leaves early on three occasions, one day’s wage shall be deducted. In case of repetition of such instances, clause (xvii) will be applicable.

xvi. The Agency shall depute a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the Institute authorities so that optimal services of the persons deployed by the agency could be availed without any disruption.

xvii. The selected Agency shall ensure that the attrition rate of candidates will not exceed more than 5% in a year. The selected Agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. The delay by the Agency in providing a substitute beyond three working days shall attract liquidated damages @ Rs. 100 per day (per such case) on the service providing Agency, besides deduction in payment on pro-rata basis.

xviii. It will be the responsibility of the service providing Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Institute and this Institute will have no liabilities in this regard.

xix. For all intents and purposes, the service providing Agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this Institute. The persons deployed by the Agency in the Institute shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against AIIMS, New Delhi.

xx. The service providing Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. This Institute shall, in no way, be responsible for settlement of such issues whatsoever.
xxi. This Institute shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Agency in the course of their performing the functions/ duties, or for payment towards any compensation.

xxii. The persons deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/ confirmed employees of this Institute during the currency or after expiry of the contract.

xxiii. In case of termination of this contract on its expiry or otherwise, the persons deployed by the serviced providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity at the Institute.

B. FRAUD AND CORRUPT PRACTICES

i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Institute may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

ii. Without prejudice to the rights of the Institute under Clause i. hereinabove, if an Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ issued by the Institute during a period of 2 (two) years from the date such Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

iii. For the purposes of this clause 1, the following terms shall have the meaning hereinafter respectively assigned to then:

a) “Corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

b) “fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

c) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

d) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
e) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

C. LEGAL

i. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. In respect of the persons deployed by it in this Institute.

ii. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of services rendered by it to the Institute to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

iii. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Institute or any other authority under Law.

iv. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Institute.

v. In case, the tendering Agency fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the Institute is put to any loss,/ obligation, monetary or otherwise, the Institute will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

D. FINANCIAL

i. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable, of Rs.50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft/ Pay Order/FDR/Bank Guarantee drawn in favour of Director, AIIMS payable at NEW DELHI, failing which the tender shall be rejected outrightly.

ii. The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to it without any interest. Further, if the Agency fails to deploy manpower against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

iii. The indicative rates of remuneration for each category have been worked out by the Institute and indicated in the Financial Bid against each designation. The firms have to quote their administrative/service charges for deploying the required number of manpower. Statutory liabilities like EPF, ESI, Service Tax etc. on account of this manpower will be borne by the Institute.

iv. The successful tenderer will have to deposit a Performance Security Deposit @ 5% of Annual Contract Value, at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account
Payee Demand Draft or Bank Guarantee drawn in favour of Director, AIIMS payable at NEW DELHI or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of Service Provider Company/Firm/Agency but hypothecated to the Director, AIIMS, NEW DELHI. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations by the service provider.

v. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by this Institute besides annulment of the contract.

vi. The Agency shall raise the bill, in triplicate, along with attendance sheet to the Division under whom the outsourced personnel has been deployed in the first week of the succeeding month. The Division concerned will send the bills duly verified to the Recruitment Cell for passing and payment. As far as possible the payment will be released by the second week of the succeeding month.

vii. The Claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till the proof is furnished, at the discretion of this Institute.

viii. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the AIIMS, New Delhi.

ix. The Institute reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

E. EVALUATION CRITERIA

a) The evaluation committee will be constituted by the Institute to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical Proposal, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score indicated in the Data Sheet.

b) Financial Proposals will remain unopened for those Agencies which fail to achieve the minimum technical scores indicated in the Data Sheet. Financial Proposals of only those agencies shall be taken up who meet the minimum qualifying mark and will then be inspected to confirm that they have remained sealed and unopened. Thereafter these Financial Proposals shall be opened, and the total prices read aloud and recorded.

c) The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1) indicated in the Data Sheet: 

\[ S = St \times T\% + Sf \times F\% \]

The firm achieving the highest combined technical and financial score category-wise, will be considered for award of work.
d) Data sheet:

I. Criteria, Sub-criteria, and point system for the evaluation of Technical Bids are:

<table>
<thead>
<tr>
<th>Points</th>
<th></th>
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<tbody>
<tr>
<td>40</td>
<td><strong>Specific experience:</strong></td>
</tr>
</tbody>
</table>

The bidder should have supplied manpower in last three years as follows:

Single contract of manpower supply of 80% of estimated manpower supply of the same categories  
 or

Two contracts of manpower supply of 50% of estimated manpower supply of the same categories  
 or

Three contracts of manpower supply of 40% of estimated manpower supply of the same categories

1. Any one of above fulfilled = 12 Marks  
2. Double of above = 22 Marks  
3. Triple of above = 32 Marks

4. In-between of above three = On prorata basis between 12 & 32 Marks  
5. Specific experience in supplying Health Sector related manpower = 8 Marks

<table>
<thead>
<tr>
<th>Points</th>
<th><strong>Financial Strength:</strong></th>
</tr>
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<tbody>
<tr>
<td>20</td>
<td></td>
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</table>

Turnover: Average annual financial turn over on value of similar assignments/works should be atleast Rs.50 Lakhs during immediate last three consecutive financial years.

<table>
<thead>
<tr>
<th>Turn Over</th>
<th>Score</th>
</tr>
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<tbody>
<tr>
<td>Rs.50 Lakhs</td>
<td>5 Marks</td>
</tr>
<tr>
<td>Rs.100 Lakhs</td>
<td>10 Marks</td>
</tr>
<tr>
<td>Rs.150 Lakhs</td>
<td>15 Marks</td>
</tr>
<tr>
<td>Rs.300 Lakhs</td>
<td>20 Marks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Points</th>
<th><strong>Methodology:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td></td>
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</tbody>
</table>

1. The Educational Qualifications and requisite professional experiences of the Selection Committee members of the company. A medical expert and an administrative expert with health sector experience are necessarily to be associated. (Maximum Marks 15 – Marks depend on complete information supplied by the tenderer.)  
2. Methods for testing and assessment of professional skills of the requisite candidates/manpower to finally selection the manpower on the company roll. (Maximum Marks 25 – Marks depend on complete information supplied by the tenderer.)

100 Points

The minimum Technical Score (St) required to pass is: 70 Points out of 100

II. The formula for determining the financial scores category-wise:

\[ S_f = 100 \times \frac{F_m}{F} \]

in which \( S_f \) is the financial score, \( F_m \) is the lowest price and \( F \) is the price of the proposal under consideration.

III. The weights given to the Technical and Financial Proposals are,  
Technical \( (T) = 0.6 \), and Financial \( (F) = 0.4 \)

Sd/-  
(Ravi Chauhan)  
Administrative Officer (Recruitment)  
AIIMS, NEW DELHI – 110608.
**ANNEXURE-I**

**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

For Providing manpower to perform jobs assigned to Programme
Assistant/Stenographer, Typist cum Data Entry Operator, Laboratory
Technician, Laboratory Attendant and Drivers at AIIMS, Ansari Nagar, New Delhi

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)</td>
</tr>
<tr>
<td>2.</td>
<td>Name of proprietor/Director of Company/Firm/Agency</td>
</tr>
<tr>
<td>3.</td>
<td>Full Address of Registered Office with Telephone No., FAX and E-Mail</td>
</tr>
<tr>
<td>4.</td>
<td>Full address of operating/ Branch Office with Telephone no., FAX and E-Mail.</td>
</tr>
<tr>
<td>5.</td>
<td>Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)</td>
</tr>
<tr>
<td>6.</td>
<td>PAN/GIR No. (Attach attested copy)</td>
</tr>
<tr>
<td>7.</td>
<td>Service Tax Registration No. (Attach attested copy)</td>
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<tr>
<td>8.</td>
<td>E.P.F. Registration No. (Attach attested copy)</td>
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<td>9.</td>
<td>E.S.I. Registration No. (Attach attested copy)</td>
</tr>
<tr>
<td>10.</td>
<td>Documents showing completing at least one service of value not less than Rs.25 Lakh per annum or at least two services of value not less than Rs.13 Lakh per annum related to providing human resources in a single contract.</td>
</tr>
<tr>
<td>11.</td>
<td>Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of PSUs and Government Departments during the last three years in the format given in Annexure-III. Attested copies of work orders may also be attached.</td>
</tr>
<tr>
<td>12.</td>
<td>Turnover of Company/Firm/Agency during the last three financial years. (Attach a year-wise certificate to this effect from a Chartered Accountant.)</td>
</tr>
<tr>
<td>13.</td>
<td>Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU (Attach copy)</td>
</tr>
<tr>
<td>14.</td>
<td>Number of similar assignments; Manpower provided to Govt./private/PSU in last 5 years by the Agency (Attach Copy)</td>
</tr>
<tr>
<td>15.</td>
<td>Objective Testing and Assessment of Professional Skills of Candidates / Manpower: Agency’s process of Scrutinising candidates before providing to the Institute; Number and type of tests / examinations proposed / conducted by the Agency to ensure that suitable candidates / manpower are going to be provided to the Institute (Annexure-IV)</td>
</tr>
<tr>
<td>16.</td>
<td>Declaration about Fraud and corrupt practices (Duly signed &amp; attested as given in the Tender Document – Annexure-V)</td>
</tr>
<tr>
<td>17.</td>
<td>List of other clients.</td>
</tr>
</tbody>
</table>

Signature of authorized person

Date: ____________________________  Name: ____________________________
Place: ____________________________  Seal of the Company/Firm/Agency: ____________________________
ANNEXURE- II

FINANCIAL BID
(To be enclosed in a separate sealed envelope)

For Providing manpower to perform jobs assigned to Programme Assistant, Typist cum Data Entry Operator, Laboratory Technician, Lab Attendant and Drivers at AIIMS, Ansari Nagar, New Delhi

1. Name of tendering Service Provider Company / Firm/ Agency: ____________________
_______________________________________________________________________________

2. Details of Earnest Money Deposit
   Amount : ____________________
   D.D. / P.O etc.& Date : ____________________
   Drawn on Bank : ____________________

3. The rates at which the manpower is proposed to be hired on contract basis have been determined as indicated against each post. The firms are expected to quote the administrative charges, other statutory/any other charges only :

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Component of Rate</th>
<th>Programme Assistant/ Stenographer</th>
<th>Typist cum DEO</th>
<th>Lab. Attendant</th>
<th>Lab. Technician</th>
<th>Driver</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Monthly Rate per person</td>
<td>Rs.15,500/- p.m.</td>
<td>Rs.12,200/- p.m.</td>
<td>Rs.12,200/- p.m.</td>
<td>Rs.17,600/- p.m.</td>
<td>Rs.12,200/- p.m.</td>
</tr>
<tr>
<td>2</td>
<td>Employees Provident Fund @ % of Sr.No.1 above</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Employees State Insurance @ % of Sr.No.1 above</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Administrative /Services Charges</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Service Tax liability @ % of</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Any other liability (To be indicated by the bidder)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Total (Column 1 to 6)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. The manpower supplied by the Agency shall be required to work normally as per the Institute's working days, i.e. from Monday to Friday from 0930 hrs. to 1715 hrs. with a lunch break of ½ hour from 1300hrs to 1330 hrs. and on Saturday from 0930 hrs. to 1315 hrs. Those employees who are posted to work in operational areas will have to follow the schedule as per the requirement of the operational area. They may also be posted to work in shifts as per the Institute’s requirement. The manpower supplied by the Agency may also be called upon to perform duties on Sunday and other Gazetted holidays, if required. No extra wages will be paid for attending the office on such exigencies.

Date: ____________________
Place: ____________________

Signature of authorized person
Full Name: ____________________
Seal of the Company/Firm/Agency: ____________________

Notes:
1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
### DETAILS OF THE MANPOWER PROVIDED DURING THE LAST THREE YEARS

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Category of manpower</th>
<th>Total No. of contracts</th>
<th>No. of Manpower</th>
<th>Name of the organization to which provided</th>
<th>Value of Service Contract</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Programme Assistant/ Stenographer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Typist cum Data Entry Operator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Laboratory Technician</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Laboratory Attendant</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Driver</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of authorized person

Full Name: [Signature]

Seal of the Company/Firm/Agency:

Date: [Date]

Place: [Place]
MEMBERS OF SELECTION COMMITTEE FOR PROVIDING MANPOWER TO AIIMS

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Member of Selection Committee</th>
<th>Educational Qualification</th>
<th>Professional Experience</th>
<th>Designation/Position in the Firm/Agency/Company</th>
<th>Designation/Position in the Selection Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

METHODS FOR TESTING AND ASSESSMENT OF PROFESSIONAL SKILLS OF THE REQUISITE MANPOWER FOR FINAL SELECTION

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the Post</th>
<th>Whether following Tests/Interview will be conducted for Selection</th>
<th>Remarks, if any</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Written Test</td>
<td>Skill test</td>
</tr>
<tr>
<td>1.</td>
<td>Programme Assistant/ Stenographer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Typist cum Data Entry Operator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Laboratory Technician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Laboratory Attendant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Driver</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of authorized person

Full Name:
Seal of the Company/Firm/Agency:

Date:
Place:
ANNEXURE-V

DECLARATION

I, ____________________________________________ Son / Daughter / Wife of Shri ________________________________ Proprietor/Director, authorized signatory of the Agency/ Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood 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.

Signature of authorized person

Full Name: ________________________________

Seal of the Company/Firm/Agency: ________________________________

Date: ________________________________

Place: ________________________________
BANK GUARANTEE FORM FOR PERFORMANCE SECURITY/CMC SECURITY/EMD
(To be suitably modified as the case may be)

To

The ‘Director’,
All India Institute of Medical Sciences
Ansari Nagar,
New Delhi-29.

Date: __________
Performance Guarantee No.______________________________
Valid upto __________

WHEREAS ___________________________ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no ____________________ dated __________ to supply (description of goods and services) (herein after called “the contract”).

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 __________ (amount of the guarantee 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 me 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 for a period of Forty Five days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, Name & Address of the Bank and address of the Branch.