



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/4591931  
Dated/दिनांक : 14-02-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	06-03-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	06-03-2024 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	155 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Health And Family Welfare
Department Name/विभाग का नाम	Department Of Health Research
Organisation Name/संगठन का नाम	Indian Council Of Medical Research (icmr)
Office Name/कार्यालय का नाम	Indian Council Of Medical Research
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Data Entry Operator , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Admin; Junior Data Entry Operator , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Cook , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Driver , Manpower Outsourcing Services - Minimum wage - Unskilled; Admin; Office Helper or Peon , Manpower Outsourcing Services - Minimum wage - Unskilled; Admin; Kitchen Helper or Room Boy
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	880 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes

**Bid Details/बिड विवरण**

<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	110054320.88
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	26

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

Director General, ICMR  
Indian Council Of Medical Research, Department of Health Research, Indian Council of Medical Research (ICMR),  
Ministry of Health and Family Welfare  
(Director General, Icmr)

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.  
[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा****Scope of work & Job description:**[1707227363.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1707227372.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
23-02-2024 11:00:00	Meeting will be conduct through VC. Interested bidders may join the meeting through the following link:  <a href="https://echo.zoom.us/j/89923477322">https://echo.zoom.us/j/89923477322</a>  The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at "cpcicmr@gmail.com" along with their queries, if any, on or before 22.02.2024, 11:00 AM.

**Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Data Entry Operator ( 80 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	Graduate in any discipline with knowledge of typing
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Minimum 1 year in data entry in admin or finance related work
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Data Entry Operator

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029, INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	80	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 888</li> <li>• Bonus (INR per day) : 74</li> <li>• EDLI (INR per day) : 3.41</li> <li>• EPF Admin Charge (INR per day) : 3.41</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 28.86</li> <li>• Provident Fund (INR per day) : 81.82</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Admin; Junior Data Entry Operator ( 50 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Semi-skilled
Type of Function	Admin

Specification	Values
List of Profiles	Junior Data Entry Operator
Educational Qualification	12th pass with knowledge of typing
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Minimum 1 year
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Junior Data Entry Operator

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029, INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	50	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 816</li> <li>• Bonus (INR per day) : 68</li> <li>• EDLI (INR per day) : 3.41</li> <li>• EPF Admin Charge (INR per day) : 3.41</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 26.52</li> <li>• Provident Fund (INR per day) : 81.82</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

### Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Cook ( 3 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Skill Category	Skilled
Type of Function	Others

Specification	Values
List of Profiles	Cook
Educational Qualification	10th pass with knowledge of preparation of food
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Minimum 2 years experience in cooking or food preparation
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Cook

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता



S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029, INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	3	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 816</li> <li>• Bonus (INR per day) : 68</li> <li>• EDLI (INR per day) : 3.41</li> <li>• EPF Admin Charge (INR per day) : 3.41</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 26.52</li> <li>• Provident Fund (INR per day) : 81.82</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

### Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Driver ( 5 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Skill Category	Skilled
Type of Function	Admin

Specification	Values
List of Profiles	Driver
Educational Qualification	10th pass with valid four vehicle driving license
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Minimum 1 year in driving five or seven seater vehicles or staff car
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Driver

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029,INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	5	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 816</li> <li>• Bonus (INR per day) : 68</li> <li>• EDLI (INR per day) : 3.41</li> <li>• EPF Admin Charge (INR per day) : 3.41</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 26.52</li> <li>• Provident Fund (INR per day) : 81.82</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**Manpower Outsourcing Services - Minimum Wage - Unskilled; Admin; Office Helper Or Peon ( 23 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Unskilled
Type of Function	Admin

Specification	Values
List of Profiles	Office Helper or Peon
Educational Qualification	Non matriculate
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Preferably 1 year experience in the relevant field
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Office Helper or Peon

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029, INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	23	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 673</li> <li>• Bonus (INR per day) : 56</li> <li>• EDLI (INR per day) : 3.37</li> <li>• EPF Admin Charge (INR per day) : 3.37</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 21.87</li> <li>• Provident Fund (INR per day) : 80.76</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**Manpower Outsourcing Services - Minimum Wage - Unskilled; Admin; Kitchen Helper Or Room Boy ( 7 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Unskilled
Type of Function	Admin

Specification	Values
List of Profiles	Kitchen Helper or Room Boy
Educational Qualification	Non matriculate
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	Preferably 1 year experience in the relevant field
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Kitchen Helper or Room Boy

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Aneesh Vyas	110029,INDIAN COUNCIL OF MEDICAL RESEARCH V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI	7	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 673</li> <li>• Bonus (INR per day) : 56</li> <li>• EDLI (INR per day) : 3.37</li> <li>• EPF Admin Charge (INR per day) : 3.37</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 21.87</li> <li>• Provident Fund (INR per day) : 80.76</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

## Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Director General, ICMR  
payable at  
Delhi

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

## 3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Director General, ICMR  
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

## 4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Bid offering service charges of less than 5% will be rejected. ICMR will not entertain any representation/ justification submitted by the bidders in this regard at the financial evaluation stage.
2. It is the responsibility of the bidder to provide manpower as per Buyer's requirement. Age, education qualification and experience of the person deployed should be as per the eligibility criteria for the respective post.
3. The contract will initially be valid for 2 year to be extended further up to 6 months on same terms and conditions based on satisfactory performance. Contract can be foreclosed by giving one month advance notice at any point of time; as per requirement of the corporation.
4. The bidder should have supply of minimum 100 DEO & 25 Office Helper/ Kitchen Helper/ Room Boy/ Peon in a single contract to any Govt. organisation/ PSU/ autonomous bodies, etc.
5. The agency should not have been declared on court receivership/ liquidation/ blacklisted/ banned/ debarred by any Central/ State Govt Organization/ PSU. An affidavit on Rs. 100/- non judicial stamp paper (as per Annexure B of the Buyer Uploaded ATC document) notarized after the date of tender publication shall be furnished by the applicant. In case a bidder is put on holiday/ Black listed after opening of technical bid, the bid of such bidders will be ignored & will not be further evaluated. The bidder will not be considered for issue of order even if the party is the lowest (L1). In such situation next lowest shall be considered as L1.
6. The office of the service provider must be located in Delhi, NCR.
7. The orders with the selected service provider will be placed in phased manner as per ICMR requirements.
8. Manpower is to be deployed at ICMR Hqrs & ICMR Guest House in New Delhi.
9. (a) Working hours for the post of Data Entry Operator, Junior Data Entry Operator and Office Helper/ Peon will be Mon to Friday, 09:00 AM to 05:30 PM including 30 minutes lunch break time.  
(b) Working hours for the post of Drivers, Cook and Kitchen Helper/ Room Boy will be 8 hours per day, in shifts, according to need.
10. Additional manpower to be provided as per requirement within 1 week.
11. In case of non-availability of specifically demanded manpower; the Service Provider shall communicate the same to Buyer within a week's time.



12. The consent of ICMR is necessary before removing any manpower.

13. Only service charge in % up to two decimal to be quoted by the service provider.

14. (a) Bank statement indicating payment made to individual manpower to be provided along with each invoice. (b) No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work. (c) The contractor shall pay to the employee before the expiry of the seventh day of the following month and raise invoice to buyer (ICMR). (d) Each monthly bill must accompany the copies of authenticated documents of payment of such contributions of EPF/ESIC. (e) Overtime as applicable as per rule will be admissible.

15. The bidder should have executed at least single work order of 80% of work value (Rs. 8.80 Cr) OR two work order of 60% of work value (Rs. 6.60 Cr) OR three work order of 40% of work value (Rs. 4.40 Cr) to be executed in last 3 financial years.

16. Bidder to note that there shall be no requirement of paying EMD against this tender. However, all bidders shall be required to mandatorily submit the Bid Security declaration in lieu of EMD as per the format attached. (Annexure D) of Buyer Uploaded ATC document)

The requirement of submission of Bid Security declaration shall also be applicable on bidders who are exempted from payment of EMD (MSME and Startups)

17. The successful bidder shall furnish the performance security for an amount equal to 5% of bid amount within 20 calendar days from the date of award of the contract. The bidder has to extend the validity of the PG upto the extended period also at his own cost.

18. The payment to the Service Provider will be made directly by the ICMR Hqrs.

19. Prospective bidders to please note carefully the schedule for Pre-Bid meeting since all the clarifications, if any, with regard to Technical/ Commercial conditions shall be given therein. Bidders are advised to ensure that their queries must reach by e-mail as specified in the tender at least 24 hours in advance for this purpose. Bidders may also note that after the pre-bid meeting, no further queries shall be entertained.

20. Any Addendum/ Corrigendum/ Bid End Date Extension in respect of the tender shall be issued on GeM portal and ICMR website only.

21. The sole jurisdiction over any matters arising in connection with any actions or proceedings arising out of or in relation to this tender and subsequent contract shall be with the Courts of New Delhi only.

22. Bidders may note that the following are attached separately and uploaded in the Buyer Uploaded ATC documents that are mandatory to be submitted at the bid stage strictly as per the prescribed format:

(a) Undertaking by the bidder(s)

(b) Proforma for declaration on court receivership/ liquidation/ blacklisted

(c) Bidder(s) profile

(d) Format of bid security declaration from bidders in lieu of EMD

23. In addition to above, bidders are also required to submit the following documents:

(a) PAN CARD

(b) GST Registration Certificate (GSTIN no.)

(c) EPF Registration Certificate clearly indicating PF code number

(d) ESI Certificate

(e) Copies of original registration certificate documents defining the constitution or legal status, place of registration and principal place of business

(f) Certificate of registration under Shop and Establishment Act issued by the competent authority, should be submitted as documentary evidence in support of the geographical presence of bidder in Delhi, NCR.

(g) For Minimum Average Annual Turnover of the bidder (For 3 Years): Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant/ Cost

Accountant indicating the turnover details for the relevant period

(h) For Years of Past Experience required for same/similar service: Copies of relevant contracts/ orders for providing similar type of services to any Central/ State Govt Organization/ PSU and documentary evidence of successful execution / completion in support of Past Experience of Similar Services during each of the Financial year.

24. Following bidder(s) will be exempted from the criteria of Minimum Average Annual Turnover and Years of Past Experience:

(a) Micro and Small Enterprises who are Service Provider (Major Activity as Services) of the Primary Service Category and whose credentials are validated online through Udyam Registration/ Udyog Aadhaar website.

(b) Start-ups as recognized by Department of Industrial Policy and Promotion (DIPP).

25. In case of any revision in rate of statutory minimum wages during the contract period, the contractor shall be compensated for the additional implication arising out of the revision, including the implication on related statutory payments, based on proof of payment to the contract manpower by the contractor i.e. wages sheet, PF challan, ESI challan (if applicable) to establish the differential implication.

26. All the manpower outsourced to ICMR shall wear Identity Card provided by the Service Provider every day during working hours.

27. PENALTY:

(a)	In case of delay in payment of salary for a month beyond due date i.e. 7th of the succeeding month	Rs. 1000 per person per day
(b)	In case, the specified number of manpower is not deployed due to any reason/ there is any absenteeism on the part of workmen assigned for the jobs on work timing and the contractor fails to provide a replacement	Rs. 500 per person per day
(c)	If any person employed by the contractor does not wear his/ her identity card during the duty period	Rs. 200 per person per day

28. The successful bidder will furnish complete details of his employees prior to deployment such as residential address, passport size photo, ID proof and contact No.

29. In case where ESI is not applicable, the contractor will be responsible for any compensation payable under the Employees' Compensation Act 1923 (earlier known as Workmen Compensation Act 1923) and amendments thereto for injuries/disablement/death caused to their employees as a result of any accident while carrying out their assigned work. The Contractor will obtain adequate insurance policy towards meeting the liability under the said Act.

30. In case two or more than two bidders quote the same service charges, L-1 will be decided by Run L1 feature of GeM.

31. Data Entry Operator should possess typing speed of 35 words per minute in English/ 30 words per minute in Hindi. Junior Data Entry Operator should possess typing speed of 30 words per minute in English/ 25 words per minute in Hindi. Both Data Entry Operator and Junior Data Entry Operator should be well versed with MS Office.

32. PAYMENT TERMS

32.1 Payment Condition: (a) The cost of services quoted by the Service Provider shall be cover all aspects of service delivery and include all the components of salary/ wages (minimum wage, insurance, PF, ESI, etc ) and taxes, as applicable. (b) The Payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.

32.2 Payment Cycle: (a) Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same. (b) The Buyer shall make the payment within prescribed timelines as per

the payment process flow upon submission of invoice, logbook and service feedback.

32.3 Payment Process: (a) Payment shall be made only after submission of invoices, bio-metric attendance sheet, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment. (b) All the penalties/ fine/ interest (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same. (c) Payment shall be made through bank transfer only, in no circumstance cash/ cheque payment shall be made.

33. The bidder should supply and install at least 02 Biometric attendance system and 01 Biometric attendance system in ICMR Hqrs and ICMR Guest House respectively at its own cost to record the attendance of the manpower provided.

34. The bidder should have financial standing to pay at least 02 months wages to all the manpower provided to ICMR. In case of delay in making payment to the bidder due to clarification/ shortage of document, the bidder should make payment to manpower provided timely as per the tender condition.

35. The bidder shall nominate/ authorize a coordinator who shall be responsible for regular interaction with ICMR so that optimal services of the persons deployed could be availed without any disruption. This nominated/ authorized representative of the bidder will regularly visit ICMR Hqrs and also as and when required by ICMR.

36. The bidder shall submit medical certificate of fitness issued by Government Medical Officer/ Civil Surgeon/ Staff Surgeon/ Authorized Medical Attendant/ Registered Medical Practitioner and police verification report w.r.t character and antecedents of the manpower provided.

37. Services of the bidder shall be reviewed after a period of 01 year of the contract. Service will be continued for the next 01 year of the contract only in case of satisfactory performance of the bidder.

#### 5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.

13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---