

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	18-10-2025 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	18-10-2025 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Employees State Insurance Corporation
संगठन का नाम/Organisation Name	Employees State Insurance Corporation
कार्यालय का नाम/Office Name	Esic Super Speciality Hospital
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Fixed Remuneration - Healthcare; MEDICAL RECORD ASSISTANT; 10 PLUS 2 , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Jr. Radiographer; Diploma , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Dialysis Tech.; 10 PLUS 2 IN SCIENCE SUBJECT , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Pharmacist; Graduate , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; ECG Tech; Diploma , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Nursing Orderly; High School , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Operation Theatre Assistant; SENIOR SECONDARY , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff Nurses; Graduate , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff of Facilitation Counter; 10 PLUS 2 , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff of Registration Counter; 10 PLUS 2 , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Cathelab Assistant; Diploma , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Medical Social Worker; Graduate , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Hospital Manager; Graduate , Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Quality Control Manager; Post Graduate
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	1400 Lakh (s)

बिड विवरण/Bid Details	
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	143045236.267
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	2860905

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

लाभार्थी /Beneficiary :

Medical Superintendent
ESIC Super Speciality Hospital, Employees State Insurance Corporation, Employees State Insurance Corporation,
Ministry of Labour and Employment
(Dr Shirishkumar G Chavan)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. 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.

2. 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. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. 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.

4. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of work & Job Description:[1758862164.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	20	10	View File
Total Experience of the firm	15	5	View File
Number of years of experience in relevant area in Govt. or Semi Govt. or Autonomous Bodies or PSUs	25	15	View File
Present operational contracts in the relevant field	20	10	View File
Complaints addressing mechanism in human resource	10	5	View File
Online Presentation	10	5	View File

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):30:70

Designation of CA : Medical Superintendent

Office of CA : ESIC Super Speciality Hospital

CA approval document link : [View file](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
07-10-2025 14:00:00	2nd floor, Admin Block, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad -500038.

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; MEDICAL RECORD ASSISTANT; 10 PLUS 2 (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	MEDICAL RECORD ASSISTANT
Educational Qualification	10 PLUS 2
Specialization	Not required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	MEDICAL RECORD ASSISTANT

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	3	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 21306 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Jr. Radiographer; Diploma (10)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Jr. Radiographer
Educational Qualification	Diploma
Specialization	RADIOLOGY 2 YEARS
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	JUNIOR RADIOGRAPHER

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	10	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 23316 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Dialysis Tech.; 10 PLUS 2 IN SCIENCE SUBJECT (43)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Dialysis Tech.
Educational Qualification	10 PLUS 2 IN SCIENCE SUBJECT
Specialization	Haemodialysis training

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Dialysis Technician

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	43	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 27336 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Pharmacist; Graduate (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Pharmacist
Educational Qualification	Graduate
Specialization	Pharmacy
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	PHARMACIST

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	3	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 31356 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; ECG Tech; Diploma (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	ECG Tech
Educational Qualification	Diploma
Specialization	ECG
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	ECG TECHNICIAN

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	3	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 27336 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Nursing Orderly; High School (102)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Nursing Orderly
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	NURSING ORDERLY

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	102	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 23218 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Operation Theatre Assistant; SENIOR SECONDARY (18)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Operation Theatre Assistant
Educational Qualification	SENIOR SECONDARY
Specialization	Not Required

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	OPERATION THEATRE ASSISTANT

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	18	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 23316 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff Nurses; Graduate (87)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Staff Nurses
Educational Qualification	Graduate
Specialization	Nursing
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	NURSING OFFICER

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	87	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 48106 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff Of Facilitation Counter; 10 PLUS 2 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Staff of Facilitation Counter
Educational Qualification	10 PLUS 2
Specialization	Computer Skill Test

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Staff of Facilitation Counter

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	1	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 20930 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 680.225 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Staff Of Registration Counter; 10 PLUS 2 (15)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Staff of Registration Counter
Educational Qualification	10 PLUS 2
Specialization	Computer Skill Test
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Staff of Registration Counter

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	15	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 20930 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 680.225 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Cathelab Assistant; Diploma (5)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Cathelab Assistant
Educational Qualification	Diploma
Specialization	Diploma in Cathelab

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Cathelab Assistant

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	5	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 27336 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Medical Social Worker; Graduate (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Medical Social Worker
Educational Qualification	Graduate
Specialization	Diploma/Degree in Social work
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Medical Social Worker

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	1	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 27336 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Hospital Manager; Graduate (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Hospital Manager
Educational Qualification	Graduate
Specialization	MBA or Masters or Diploma in Hospital Management or Health Care Administration or equivalent

विवरण/ Specification	मूल्य/ Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Hospital Manager

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	1	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 40000 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

Manpower Outsourcing Services - Fixed Remuneration - Healthcare; Quality Control Manager; Post Graduate (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Function	Healthcare
List of Profiles	Quality Control Manager
Educational Qualification	Post Graduate
Specialization	Masters in Hospital Administration/ Health Management/ Public Health
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
District	NA
Zipcode	NA
Is Geographical presence of the Service Provider registered office is required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowance 1	0
Title for Optional Allowance 2	0
Title for Optional Allowance 3	0
Designation	Quality Control Manager

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	1	<ul style="list-style-type: none"> • Basic monthly pay (INR) exclusive of GST : 40000 • Bonus (INR Monthly) : 0 • EDLI (INR Monthly) : 75 • EPF Admin Charges (INR Monthly) : 75 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • Optional Allowances 1 (INR Monthly) : 0 • Optional Allowances 2 (INR Monthly) : 0 • Optional Allowances 3 (INR Monthly) : 0 • Provident Fund (INR Monthly) : 1800 • ESI (INR Monthly) : 0 • Tenure/ Duration of Employment (In Months) : 12

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

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. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally

liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

Medical Superintendent
II Floor, Admin Block
ESIC Super Speciality Hospital
Sanathnagar
HYDERABAD 500038
.

4. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

7. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC Savings Fund Account No: 1
payable at
Hyderabad
.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

9. **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

ESIC Savings Fund Account No: 1
payable at
Hyderabad
.

. 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.

10. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

11. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

12. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Annexure A

SCOPE OF WORK

1. In case the contractor fails to commence the contract by the date mentioned in the work order, the performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2. On award of contract, the contractor has to obtain a separate sub-code for ESIC and EPF for remitting the contributions for this site and all the remittances of contributions pertaining to the staff deployed at this Hospital shall have to be done under the sub-codes only.
3. The contractor has to deploy the manpower as per the reservation policy of the Government of India.
4. The contractor shall not indulge in corrupt practices in any manner including taking amount for appointments or assigning suitable duties etc. In case it is found, the contract shall be summarily terminated and shall stand blacklisted for five years from the date of termination.
5. The contractor shall have to adopt a very transparent and efficient process for selection of their manpower to be deployed at this site. Advertisements shall have to be given in major newspapers with details of contractual employment, location, pay etc. All the application forms received, their process of evaluation and appointment etc shall be preserved and provided to this Hospital as and when required.
6. The successful contractor, before the start of the contract, has to submit a list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification. The contractor shall also provide bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.
7. The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time.
In case of joining of regular employees and any guidelines regarding revision of manpower from ESIC Hqrs. Office, the manpower requirement shall be decreased to that extent and the contractor shall adjust the discontinued employees by himself and ESIC shall not be responsible for their relocation or reappointment or readjustment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment.
8. All the employees deployed at this site shall have to be given appointment letters by the contractor. A penalty of Rs 1000/- per each employee for whom appointment letter is not issued, shall be levied and deducted from the monthly bill.
9. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishments Act or any modification thereof or any other law relating thereto and rules made there under from time to time. ESIC will not own any responsibility in this regard.
10. The Contractor has to provide standard liveries on his own cost to its staff. The staff shall be in proper uniform along with shoes provided by the contractor but approved by ESIC administration with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority. In case of failure of the contractor to provide uniforms or proper uniforms along with shoes to the staff, ESIC reserves the right to provide the uniform along with shoes and deduct the expenditure incurred on the same from the monthly bills. In addition, penalty at the rate of Rs 1000/- per day per person may also be levied at the discretion of the Medical Superintendent. The Contractor shall ensure that the staff on duty wears proper uniform along with shoes and in case any staff is found to be not wearing uniform or proper uniform along with shoes, penalty at the rate of Rs 1,000/- per employee per day will be levied.
11. **Payment Procedure:**
 - a) Payment to all the engaged employees will have to be made on or before 7th of the succeeding month, delay in salary wages and exploitation of engaged employees shall not be tolerated by ESIC and a penalty of Rs. 1,000/- per employee per day shall be levied for delay in payment of salary to engaged employees. Said penalty shall be imposed and deducted from the total bill. **"PAYMENT OF WAGES IS NOT LINKED TO PAYMENT OF THE BILL BY ESIC."** However, Endeavour shall be made to make payment to the Agency in time.
 - b) All the payments to the workers have to be made by the Agency through Bank transactions only on or before 7th day of each month. Cash payment is strictly prohibited. Agreement with the Agencies, who do

es not make payment to its workers through Bank is shall be terminated.

c) The Contractor is also required to issue payslips to all its employees every month. In case of failure to provide pay slips, a penalty of Rs 1000/- per employee for whom pay slip was not issued shall be deducted from the monthly bill. **A PDF file showing the pay slips of all the employees shall have to be mailed to the Hospital mail id.**

d) Payment will be made upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC SSH Sanathnagar along with computer generated attendance sheet in respect of the persons deployed. Bills without relevant documents may not be processed till the submission of all the documents.

e) While submitting the bill, the contractor shall file an undertaking as per **Annexure C** appended to this ATC without which bill shall not be processed.

12. All the employees of the Contractor have to mark their attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital. Payment of the bills shall be based on the attendance marked on such system along with the satisfactory certificate from the HoDs and the feedback from Santusht App.

13. The contractor shall maintain all statutory registers/ documents required in compliance to various labour and other laws. The same shall have to be produced, on demand, to the Hospital authorities or any other authority under law.

14. A representative of the Contractor should be present on a daily basis during 09:00 AM to 05:00 PM from Monday to Saturday for proper monitoring. The records of such visits shall be entered in the register provided at the Hospital. The register shall contain the details of visit, corrective/remedial actions taken regarding the complaints/incidents raised by the deployed staff/Hospital, remarks etc. In case of non-visiting of the hospital as above, a penalty of Rs 1000/- per day shall be levied and deducted from the monthly bill. In case of non-maintenance of above register properly, Rs 1000/- per each instance shall be levied. The representative has to mark his attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital. The remuneration to the above representative shall have to be paid by the Contractor and this Hospital shall **NOT** reimburse the same.

15. Risk Clause

a) The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC SSH Sanathnagar from the Contractor Security Deposit or pending bill or by raising a separate claim.

b) All the personnel deployed by the successful bidder, must be INSURED from all contingencies

c) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Medical Superintendent. Contractor and his staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

d) In the event of loss/damage of equipments etc. at the premises of the ESIC SSH Sanathnagar due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC SSH Sanathnagar. The Contractor or his representative/s shall meet Hospital representative/s regularly to take feedback regarding the services.

e) The Contractor will also maintain a suggestion book for comments on the services rendered by it and present to administration office monthly.

f) The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC SSH Sanathnagar premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.

g) The Contractor shall not assign or sublet this Agreement or any part thereof to any third party, where service of associates for providing services / meeting contractual responsibilities if availed by the contractor, the contractor shall be fully responsible for performance & all acts of the associate as if they are his own.

h) Training on behaviour aspects and ethics must be done regularly along with Continuous Nursing Education (CNE). ESIC SSH Sanathnagar's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.

i) Licenses if any required for providing the manpower services at the site will be procured by the Contractor.

16. The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.

17. It is the responsibility of the contractor to draw the duty roster of contract employees in consultation with respective HoDs or ANS I/cs. In case of non-submission of duty roster by last day of the previous month, a penalty of Rs 1000/- per day per ward/Department/unit shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor in case of any labour issues arising out of such rosters.
18. Escalation Matrix for resolving the grievances of the deployed employees has to be shared with all the employees. Any grievance received from any employee has to be attended and resolved in reasonable time. Proper record of such grievances along with their resolutions shall have to be produced to the Hospital authorities once in a month or as and when demanded.
19. ESIC reserves the right to reduce the number of outsourced manpower to any extent in the event of appointment of regular manpower and on any guidelines regarding revision of manpower from ESIC Hqrs. Of office. It is the sole responsibility of the Contractor to adjust the discontinued manpower in their own organization. Any labour/legal issues arising out of the above shall have to be taken care solely by the contractor and ESIC shall not take any responsibility in this regard.
20. Feedback regarding the performance of the deployed manpower shall be taken regularly from the HoDs/DMS/ANS I/c and Santusht App. Replacement of employee(s) due to unsatisfactory performance shall have to be done within 48 hours of intimation given to the contractor by the Hospital Authorities.
21. The manner in which the contractor engages manpower and cases of disengagement from work, if any, would entirely be under the purview of the contractor to decide. However, as far as possible, attempt shall be made by the contractors as long as there are no complaints against them. The continuation of contractual workers shall always be in accordance with law and this will not be construed as giving any permanence to the contractual employees.
22. Notwithstanding anything contained above, the following penalties shall be levied for non-compliance of terms & conditions of GeM bid document, Contract Agreement, work order etc from the monthly bills of the contractor or the performance security deposit:

S.No	Nature of non-compliance	Penalties for non-compliance
1.	Fails to commence the contract by the date mentioned in the work order	Performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2.	Non-obtaining of separate ESIC and / or EPF Sub Code for this site	Rs 10,000/- during the first month, Rs 20,000/- for subsequent months. In case the delay is beyond 3 months, cancellation of contract by Dean/Medical Superintendent
3.	The contractor shall not indulge in corrupt practices in any manner including taking a mount for appointments or assigning suitable duties, taking back the amount paid as salary, taking charges for uniforms from employees etc.	The contract shall be summarily terminated and the contractor shall stand blacklisted for five years from the date of termination
4.	Non deployment of total manpower mentioned in the contract as per the date of joining or as per the manpower demanded by ESIC.	Up to 15 Days, @1% per day of the total value of non-deployed manpower. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.
5.	Not providing escalation matrix for redressal of grievances of employees	Rs 10,000/- during the first week, Rs 20,000/- for subsequent weeks. In case the delay is beyond 3 weeks, cancellation of contract by Dean/Medical Superintendent

6.	Non-submission of list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification and bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.	Rs 1000/- per employee for each day of delay
7.	The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time and no amount is paid to the contractor or any person for the purpose of this employment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment. The expenditure incurred for the undertakings/affidavits shall have to be borne by the contractor only and shall not be charged to the employees. (Please see clause no 7 of Scope of work)	Rs 1000/- per person per each day of delay for non-submission of employees' undertakings. Rs. 5000/-per day for non-submission of Contractor's undertaking.
8.	All the employees deployed at this site shall have to be given appointment letters by the contractor.	A penalty of Rs 1000/- per employee for whom appointment letter is not issued shall be levied and deducted from the monthly bill
9.	If the employee is found responsible for any theft, loss of material/ articles and damages	Deduction in actual from the monthly bills, equivalent to the value of the article theft/lost/ damaged by the employee. Replacement of the employee within 2 days/cancellation of contract by Dean/Medical Superintendent depending on the gravity of the act.
10.	If the employee is found responsible for disobedience/ misconduct	Warning/ counseling /Immediate replacement within 2 days as decided by the Dean/Medical Superintendent depending on the gravity of the act.
11.	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which, @ 1% per day of the total value of the absent resources up to 15 days. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.

12.	If the employee is found responsible for adopting illegal methods or exercising any corrupt practice in collusion with any third party or officials or indulges in group activities at the workplace that affects patient care or damages the reputation of ESIC or Hospital or Medical College	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the Dean/Medical Superintendent depending on the gravity of the act.
13.	Non-provision of standard uniform, ID cards, shoes & leveries as mentioned in the Terms & Conditions of the contract	A penalty at the rate of Rs 1000/- per day per person shall be levied on the contractor.
14.	Staff not wearing uniform, shoe and ID cards	Penalty at the rate of Rs 1,000/- per employee per day will be levied on the contractor
15.	Non-payment of wages on or before 7th of the succeeding month irrespective of pending bills with ESIC	Rs 1,000/- per employee per each day of delay. The amount has to be paid to the employees for whom the payment of salaries was delayed.
16.	Non-issue of payslips to the employees	Penalty of Rs 1000/- per employee per month for whom payslip was not issued
17.	Non-submission of bill by 20 th of the succeeding month	Rs 5000/- per each day of delay
18.	Non-maintenance/submission of statutory registers	Rs 5000/- per each instance
19.	In case of non-visiting of the hospital by Contractor/his representative or non-marking of biometric attendance	a penalty of Rs 1000/- per each day of absence or non-marking shall be levied
20.	In case of non-maintenance of visit register properly	Rs 1000/- per each instance shall be levied
21.	Non-maintenance of suggestion book	Rs 1000/- per day
22.	Submission of duty roster by last day of the previous month and display of names of the deployed employees at ward/ Department /Unit	It is the responsibility of the contractor to draw the duty roster of contract employees in consultation with respective HoDs or ANS I/cs. In case of non-submission of duty roster by last day of the previous month, a penalty of Rs 1000/- per day per ward/Department/unit shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor in case of any labour issues arising out of such rosters.
23	Indulging in smoking/ drinking/ sleeping or any other misconduct during duty hours	Rs 5000/- per person and immediate removal of the offender and replacement
24	Duty performed by a worker for more than one shift in 24 hours	Shall not be allowed. In case such instance is found, Rs 1000/- penalty per such worker. The Contractor shall be solely responsible regarding labour issues arising for such act from Regional Labour Commissioner or any Statutory authority

25	If an Office is not established within 15 days of issue of work order	Rs 5000/- per each day upto first 10 days, Rs 10000/- per each day from 11th to 20th day 15000/- per each day from 21st to last day of the month. After one month, termination of contract
26	Unsatisfactory performance	Individual Complaint: 1000/- per instance. Adverse report by Committee for inspection: 5000/- per instance. Adverse Monthly report: 10,000/- per report
27	If lesser number of staff are deployed when compared to the duty roster	Rs 1000/- per each under deployed staff
29	If any staff refuses to do any work which is under the scope of the contract	Rs 5000/- per each instance
29	Any on-duty employee not present in the allotted Department	Rs 1000/- per each instance

23. The educational qualifications, eligibility criteria, no. of posts and their remuneration are given below:

Sl. No	Post	Eligibility (as per ESIC Recruitment Regulations)	No of posts	Consolidated Remuneration (Rs)
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1	Nursing Officer	<p>Essential qualification:</p> <p>(A)(I) B.Sc. (Hons) in Nursing from a recognized University or Institute; or</p> <p>Regular course in B.Sc. Nursing from a recognized university or Institute; or</p> <p>Post Basic B.Sc. Nursing from a recognized University or Institute; and</p> <p>(II) registered as a nurse or nurse and mid-wife (registered Nurse or registered Midwife) with State Nursing Council. (OR)</p> <p>(B)(I) Diploma in General Nursing Midwifery from a recognized Board or Council:</p> <p>(II) Registered as a nurse or nurse and mid-wife (registered Nurse or registered Nurse & registered Midwife) from State Nursing Council;</p> <p>(III) One year experience in minimum fifty bedded hospital after acquiring the educational qualification mention at (B)(I) above.</p>	87	48106
2	Jr. Radiographer	<p>(i) 12th class pass with Science from a recognized Board.</p> <p>(ii) Certificate or Diploma in Radiography (Two Years Duration) from a recognized Institute.</p>	10	23316
3	ECG Tech	<p>10+2 in Science subjects or equivalent qualification from recognized Board.</p> <p>Two years Diploma in ECG from Central or State Government or AICTE recognized Institute</p>	3	27336
4	O.T. Asst	Sr. Secondary/10+2 with Science or equivalent qualification from a recognized Board with one year experience in O.T of a recognized Hospital.	18	23316
5	Cathlab Assistant	Diploma in Cath Lab from a recognized Medical University with minimum 4 years work experience in the field of Cath Lab.	5	27336
6	Medical Record Assistant	<p>(i) 12th Class pass from a recognized Board or University.</p> <p>(ii) Certificate of Medical Record Technician training from a recognized institute</p> <p>(iii) A typing speed of 35 words per minute in English or 30 words per minute in Hindi on computer (35 words per minute and 30 words per minute correspond to 10500 key depressions per hour or 9000 key depressions on an average of 5 key depressions for each word)</p>	3	21,306

7	Dialysis Technician	<u>Essential:-</u> 1. 10+2 in Science subjects or equivalent qualification from recognized Board/University. 2. Training in Haemodialysis from a recognized hospital/institute or one year experience in haemodialysis in recognized/registered hospital/medical institute. <u>Desirable:-</u> Bachelor's Degree with Chemistry as a subject or equivalent qualification.	43	27336
8	Pharmacist	Degree in pharmacy/Sr.Secondary with Diploma in Pharmacy from a recognized institution and qualified & registered as pharmacist under Pharmacy Act, 1948	3	31356
9	Medical Social Worker	Degree/Diploma in social work from a Central Govt/State Govt/ AICTE recognized Institution preferably with One year experience in family planning, social work/Health Education/Training	1	27336
10	Support Staff Erstwhile Nursing Orderly	Matriculation or equivalent from recognized board. Elementary knowledge of 1 ST Aid one year experience in handling and dressing wounds in Govt approved/registered Nursing Home/Hospital.	102	23218
11	Hospital Manager	1. Graduation with Knowledge of computers. 2. MBA/Masters/Diploma in Hospital Management/Health Care Administration or equivalent. 3. Experience: 06 months in any commercial/Government healthcare institution.	1	40000
12	Staff for Facilitation Counter	12 th class from a recognized board or University with experience in the profession of receptionist in a commercial /Government or Semi Government Institute or hospital empanelled under Central Government Health Services.	1	20930
13	Staff for Registration Counter	12 th class from a recognized board or University with experience in the profession of receptionist in a commercial /Government or Semi Government Institute or hospital empanelled under Central Government Health Services.	15	20930
14	Quality Control Manager	Masters in Hospital Administration/ Health Management/ Public Health	1	40000

Note:

* For Support Staff Erstwhile Nursing Orderly - Semi Skilled Salary, for Staff for Facilitation Counter and Staff for Registration Counter - Unskilled Salary. The wages are as per minimum wages prescribed by Office of the Chief Labour Commissioner(C), Ministry of Labour & Employment, Government of India vide order dated 28/03/2024 (applicable w.e.f. 01-04-2025) and the wages will be revised as per central government minimum wages from time to time.

* The employees are eligible for Leaves, National/Festival Holidays, bonus, etc as per applicable laws.

24. Additional Documents to be submitted:

1	EMD (Rs 28,60,905/-) (If claiming exemption please upload necessary certificates /supporting documents)
2	Document showing minimum Average Annual Turnover of Rs 1400 lakhs during the last three years Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25(Assessment year 2025-26)
3	Check list along with Proforma's (A to E given below)
4	Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana
5	Declaration regarding non-blacklisting - Annexure B given below
6	Proof of payment of GST for the months of June 2025, July 2025 & August 2025. Please upload the Final Return (GST) for the above months.
7	Proof of payment of ESIC Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Return on Contribution for the above months
8	Proof of payment of EPF Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Electronic Challan cum receipt (ECR) for the above months
9	An office of the Service Provider must be located at Hyderabad/Secunderabad. Documentary evidence to be submitted. In case no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad/ Secunderabad and documentary evidence regarding this shall be submitted
10	Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively)
11	<p>Documentary evidence in compliance with the following clause:</p> <p>The Bidder must have executed at least</p> <p>One single order of 80% value of the Bid</p> <p>(or)</p> <p>Two orders each of 50% value of the Bid</p> <p>(or)</p> <p>Three orders each of 40% value of the Bid for similar service(s) in last three years (ie., financial years 2022-23, 2023-24, 2024-25) to any Govt. / Semi Govt. /Autonomous Bodies/ PSUs</p>

12	<p>Contract Orders, Experience, or Work Completion Certificates indicating the nature of services, contract duration, and value, along with contact details of the respective departments, to validate the following clauses:</p> <p>i. Total Experience of the firm(Atleast 5 years as on 31-03-2025)</p> <p>ii. Number of years of experience in relevant area i.e. Nursing and Paramedical services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025)</p> <p>iii. Present operational contracts in the relevant field i.e. Nursing and Paramedical services (Atleast 2 contracts)</p>
13	An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
14	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.
15	Integrity Pact as attached in Buyer Added Bid Specific Terms and Conditions

Non-submission of the above documents may lead to disqualification.

25. CHECK LIST

The following check list (to be filled) along with Proforma's have to be submitted (uploaded on GeM) by the bidders along with other documents. Non-submission of check list along with Proforma's shall lead to disqualification

Description	To be submitted	Please mention the submitted document
EMD (Rs 28,60,905/-) (If claiming exemption please upload necessary certificates/supporting documents)	Demand Draft /Bank Guarantee or exemption certificate	
Minimum Average Annual Turnover of the bidder (For 3 Years) (Rs 1400 lakhs) Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25 (Assessment year 2025-26)	Audited profit & loss a/c or CA certificate Proforma A	
Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively)	Audited Balance Sheet and Profit & Loss Account	
Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana	Labour Registration Certificates of Government of India or Government of Telangana	
Proof of payment of ESI contribution for the months of June 2025, July 2025 & August 2025	Challans and Return on contribution	
Proof of payment of EPF Contribution for the months of June 2025, July 2025 & August 2025	Challans and Electronic Challan cum receipt (ECR)	
Proof of payment of GST for the months of June 2025, July 2025 & August 2025	Final Return (GST)	
Documentary evidence regarding local office at Hyderabad/Secunderabad. In case no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad/Secunderabad and documentary evidence regarding this shall be submitted	Lease/rent agreement or any other Government document showing the address OR Undertaking	
Declaration regarding non-blacklisting	Declaration – Annexure B	
Executed contracts (completed) in 3 financial years i.e. 2022-23, 2023-24 and 2024-25 One contract worth 11,44,36,189 (or) Two contracts worth Rs 7,15,22,618 each (or) Three contracts worth Rs 5,72,18,094 each	Proforma B	
Total Experience of the firm (At least 5 years as on 31-03-2025)	Proforma C	
Number of years of experience in relevant area i.e. Nursing and Paramedical services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (At least 2 years as on 31-03-2025)	Proforma D	
Present operational contracts in the relevant field i.e. Nursing and Paramedical services (At least 2 contracts)	Proforma E	
Complaints addressing mechanism in human resource	Escalation Matrix	
Online Presentation of company profile (8 to 12 slides)	Presentation	
Integrity pact	As attached in Buyer Added Bid Specific Terms and Conditions	

Proforma A

Turnover Year	Annual Turnover in Rs	Whether Audited profit & loss a/c or CA certificate enclosed
Financial Year 2022-23 (Assessment year 2023-24)		
Financial Year 2023-24 (Assessment year 2024-25)		
Financial Year 2024-25 (Assessment year 2025-26)		

(Please provide the details of only 3 Financial Years mentioned above which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma B

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Nursing and Paramedical, Housekeeping, Security manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only one or two or three completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma C

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Nursing and Paramedical, Housekeeping, Security manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma D

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Nursing and Paramedical	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma E

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Nursing and Paramedical	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order or documents satisfy present operational contracts enclosed

(Please provide the details of only present operational contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

26. Criteria for selection of Agency:

A) Those bidders who qualify in the Eligibility Criteria mentioned under “ **Additional Documents to be submitted & Checklist**” shall only be further considered for selection on the basis of Quality cum Cost Based Selection (QCBS) criteria (30:70 for Technical and Financial evaluation respectively). An illustration of QCBS criteria in a bid is provided as under:

S.No.	Particulars	Marks Breakup		Allocation of marks		Supporting documents to be uploaded
				Min	Max	
1	Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	14 Crores to 28 Crores	10	10	20	Audited profit & loss a/c or CA certificate
		28 Crores to 42 Crores	15			
		>42 Crores	20			
2	Total Experience of the firm	5 to 7 years	5	5	15	Experience or Work Completion Certificates indicating contract value, along with contact details of the respective departments, to validate the firm's total experience
		7 to 10 years	10			
		> 10 years	15			
3	Number of years of experience in relevant area in Govt. / Semi Govt. /Autonomous Bodies/ PSUs	2 to 5 years	15	15	25	Experience or Work Completion Certificates for Nursing and paramedical services from Government Departments or PSUs, including contact details of the respective departments, to validate the number of years of experience
		5 to 10 years	20			
		>10 years	25			
4	Present operational contracts in the relevant field	2 to 3 contracts	10	10	20	Only Work Orders or documents satisfy ongoing operational contracts in Nursing and paramedical services per single contract will be considered for evaluation
		4 to 5 contracts	15			
		> 5 contracts	20			

5	Complaints addressing mechanism in human resource	Mechanism	10	5	10	The firm must have a complaint addressing mechanism in place to receive, address, and resolve concerns related to its human resources. An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
6	Online Presentation	Presentation	10	5	10	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.
Total Marks of Evaluation		Maximum Marks	100			
		Qualifying Marks	50			

B) Methodology for QCBS evaluation:

1. Only those bidders whose Technical Proposals get a score of 50 (Fifty) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to lowest on the basis of their technical score. The score will be normalized (T_Norm) according to the highest marks (T_max) scored by a Bidder.
2. The Technically qualified bidder with lowest financial bid (F_lowest) will be awarded 100% score. The score of remaining qualified bidders will be normalized (F_norm) according to the lowest quoted Bidder. All the evaluation under financial will be as per GeM Portal option under QCBS.
3. The bidders must furnish the necessary documents to establish their eligibility for each of the items given in the Eligibility Criteria. Relevant portions of the documents should be highlighted. The proposals fulfilling the eligibility criteria mentioned in the tender document will only qualify for the Technical Evaluation under QCBS.

C) Final Evaluation:

1. The technical and financial scores secured by each Bidder will be added using weightage of and respectively to compute a Composite Bid Score.
2. The Bidders securing the highest Composite Bid Score as per GeM Portal selection will be adjudicated as the most responsive Bidder for award of the Contract as per GeM Portal option under QCBS.
3. In case of same or equal final score for 2 or more bidders, the bidder with higher technical score shall be treated as L1.

The detailed selection procedure (QCBS) is shown below. Bidders are advised to carefully go through this evaluation procedure.

Selection Procedure (QCBS) :

Minimum cut-off Marks for qualifying in Technical Bid - 50 marks out of 100 marks

- The proposal with the highest weighted combined score (quality and cost), calculated using the predefined formula integrated into the GeM portal, shall be selected
- After filing the technical score, the system will open financial bid of all qualified
- Service Provider's and compute QCBS score as given below: QCBS calculation Logic (eg. 30:70 weight-age)

Successful bidder will be selected as below:

Selection of bidders will follow Quality Cost-Based Selection (QCBS) method in 30:70 ratio for Technical and Financial score respectively for deriving final score for each eligible bidders and selecting the successful bidder with the highest final score.

After the technical evaluation, a technical score (Tx) shall be assigned to all eligible bidders (who clear the eligibility criteria) as per the scoring mechanism defined in **Sl. No. 26, Point A**. If the highest technical score is T(max), then the normalized score (T_Norm) for all bidders will be calculated as below:

Name	Actual Score (Tx)	Normalized Score (T_Norm) (rounded to 2 decimal places)
Bidder 1	T(max)	100
Bidder 2	T2	$100 \times (T2/T(\max))$
Bidder 3	T3	$100 \times (T3/T(\max))$
Bidder 4	T4	$100 \times (T4/T(\max))$
So on.....		

After the financial evaluation, a financial score (Fx) shall be assigned to all eligible bidders (who clear the technical round). If the lowest quoted price is F(lowest), then the normalized score (F_Norm) for all bidders will be calculated as below:

Name	Actual Score (Fx)	Normalized Score (F_Norm)
Bidder 1	F(lowest)	100
Bidder 2 (2,00,000)	F2	$100 \times (F(\text{lowest})/F2)$
Bidder 3 (2,50,000)	F3	$100 \times (F(\text{lowest})/F3)$
Bidder 4 (3,00,000)	F4	$100 \times (F(\text{lowest})/F4)$
So on.....		

Final Score for bidders will be calculated as below:

$$\text{Final Score (C_Final)} = (0.3) \times (T_Norm) + (0.7) \times (F_Norm)$$

The bidder whose final score (C_Final) is the highest will be chosen as the successful bidder.

Example of GeM QCBS calculation:

	Technical Evaluation		Financial Evaluation	
Weightage =>	30%		70%	
	Marks	Score Calculated (T_norm)	Price	Score Calculated (F_norm)
Service Provider 1	75	83	2,00,000	50

Service Provider 2	80	89	1,00,000	100 (F_lowest)
Service Provider 3	90 (T_max)	100	2,50,000	40

Final Score (C_Final) =	(0.3) x (T_norm) + (0.7) x (F_norm)	Remarks
Service Provider 1	59.9	
Service Provider 2	96.7	Highest Score (H1)
Service Provider 3	58	

Note:

- In case successful bidder defaults or doesn't sign contract or doesn't deposit Performance Security Deposit as per the timeline, then the bidder scoring second highest final score will be asked to match the financial quote as quoted the successful bidder and so on. Under such scenario, user department may also scrap the bid process all together in case suitable agency is not found. User department reserves the right to take the final decision on this matter.
- In case of same or equal final score for 2 or more bidders the bidder with higher technical score shall be treated as qualified.

Annexure B

Declaration-Cum-Undertaking Regarding Non-Blacklisting by any agency of Government of India or State Governments and Understanding & Acceptance of All Terms & Conditions

(Self-certification in company's letterhead)

I, Son / Daughter of Shri.
..... Proprietor / Partner / Director / Authorized Signatory, am the competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender/GeM bid GEM/2025/B /..... and the attached ATC(s), and I hereby convey my acceptance of the same.

The information/documents furnished along with this application are true and authentic to the best of my knowledge and belief. I/We are aware that furnishing any false information or fabricated documents would lead to the rejection of my tender at any stage, besides liability for prosecution under the appropriate law.

There is no vigilance/CBI case or court case pending against the firm, nor has it ever been blacklisted by any government or Public Undertakings in India.

The company / firm have done in past satisfactory / disciplined work and have not been blacklisted.

Signature of Authorized person

Date:

Full Name:

Place:

Company's seal:

अस्वीकरण/Disclaimer

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
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.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditons stipulated in Bid and

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

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।/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.

---धन्यवाद/Thank You---