

**Bid Document/ बिड दस्तावेज़**

Bid Details/बिड विवरण	
<b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>	11-06-2025 11:00:00
<b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>	11-06-2025 11:30:00
<b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>	90 (Days)
<b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>	Ministry Of Labour And Employment
<b>Department Name/विभाग का नाम</b>	Employees State Insurance Corporation
<b>Organisation Name/संगठन का नाम</b>	Employees State Insurance Corporation
<b>Office Name/कार्यालय का नाम</b>	Esic Super Speciality Hospital
<b>क्रेता ईमेल/Buyer Email</b>	m.srinivas@esic.gov.in
<b>Item Category/मद केटेगरी</b>	Manpower Outsourcing Services - Fixed Remuneration - Admin; Data Entry Operator; 10 Plus 2
<b>Contract Period/अनुबंध अवधि</b>	2 Year(s)
<b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>	80 Lakh (s)
<b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>	5 Year (s)
<b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>	Yes
<b>MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट</b>	No
<b>Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट</b>	No
<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

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	8029233
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

#### EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	160585

#### 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 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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी 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।

(b). 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 :

Dean  
ESIC Super Speciality Hospital, Sananthnagar, Hyderabad - 500038.  
(Shirishkumar G Chavan)

#### MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन

Yes

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.

#### Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

**Geographic Presence: Office registration certificate:**Telangana (Hyderabad)

**Scope of work & Job Description:**[1748406398.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. 2021-22, 2022-23 and 2023-24)	20	10	<a href="#">View File</a>
Total Experience of the firm	15	5	<a href="#">View File</a>
Number of years of experience in relevant area in Govt. / Semi Govt. /Autonomous Bodies/ PSUs	25	15	<a href="#">View File</a>
Present operational contracts in the relevant field	20	10	<a href="#">View File</a>
Complaints addressing mechanism in human resource	10	5	<a href="#">View File</a>
Online Presentation	10	5	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 50**

QCBS Weightage(Technical:Financial):30:70

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
04-06-2025 11:00:00	Conference Hall, 2nd Floor, Admin Block, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad - 500038.

**Manpower Outsourcing Services - Fixed Remuneration - Admin; Data Entry Operator; 10 Plus 2 ( 10 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	10 Plus 2
Specialization	Computers
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	6 Months
State	NA
District	NA
Zipcode	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
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	10	<ul style="list-style-type: none"> <li>• Basic monthly pay (INR) exclusive of GST : 25506</li> <li>• Bonus (INR Monthly) : 0</li> <li>• EDLI (INR Monthly) : 75</li> <li>• EPF Admin Charges (INR Monthly) : 75</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>• Optional Allowances 1 (INR Monthly) : 0</li> <li>• Optional Allowances 2 (INR Monthly) : 0</li> <li>• Optional Allowances 3 (INR Monthly) : 0</li> <li>• Provident Fund (INR Monthly) : 1800</li> <li>• ESI (INR Monthly) : 0</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. 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. **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.

### 4. **Service & Support**

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

### 5. **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.

### 6. **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.

### 7. **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.

### 8. **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.

### 9. **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 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.

4. 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.
5. 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.
6. 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 reduction of number of employees due to any reason, 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.
7. 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 was not issued shall be levied and deducted from the monthly bill.
8. 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.
9. **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 not make payment to its workers through Bank shall be terminated.
  - c) The Contractor is also required to issue payslips to all its employees every month. In case of failure to provide payslips, a penalty of Rs 1000/- per employee for whom payslip was not issued shall be deducted from the monthly bill. **A PDF file showing the payslips 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 printouts 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.
10. 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.
11. 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.
12. **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 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.
  - c) 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 Hos

- hospital representative/s regularly to take feedback regarding the services.
- d) The Contractor will also maintain a suggestion book for comments on the services rendered by it and present to administration office monthly.
  - e) 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.
  - f) 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.
  - g) Training on behaviour aspects and ethics must be done regularly.
  - h) Licenses if any required for providing the manpower services at the site will be procured by the Contractor.
13. The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.
  14. 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.
  15. ESIC reserves the right to reduce the number of outsourced manpower to any extent in the event of appointment of regular manpower. 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.
  16. Feedback regarding the performance of the deployed manpower shall be taken regularly from the HoDs /DMS/DNS 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.
  - 17. Rejection, Termination, and Blacklisting: Tenders containing false, misleading, or incorrect information, or involving fake or forged documents (such as those regarding experience or qualifications), will be subject to strict action. The department or organization reserves the right to:**
    - i. Reject the tender or bid outright.**
    - ii. Terminate the contract immediately if false information is discovered after the award of Contract.**
    - iii. Blacklist the bidder for a period of three years, during which they will be disqualified from participating in any future tenders with ESIC.**
  18. 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 amount 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.	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.	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 was 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/counselling/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 name 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 ID cards & 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 ID cards	Penalty at the rate of Rs 1,000/- per employee per day will be levied on the contractor
15	<b>Non-payment of wages on or before 7<sup>th</sup> of the succeeding month irrespective of pending bills with ESIC</b>	<b>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.</b>
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 <sup>th</sup> of the succeeding month	Rs 5000/- per each day of delay
18	Non-maintenance/submission of statutory registers	Rs 5000/- per each instance
19	Non-maintenance of suggestion book	Rs 1000/- per day
20	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	Rs 5000/- per person and immediate removal of the offender and replacement
21	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

22	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
23	Unsatisfactory performance	Individual Complaint: 1000/- per instance. Adverse report by Committee for inspection: 5000/- per instance. Adverse Monthly report: 10,000/- per report
24	If any staff refuses to do any work which is under the scope of the contract	Rs 5000/- per each instance
25	Any on-duty employee not present in the allotted Department	Rs 1000/- per each instance
26	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act

19. The educational qualifications, eligibility criteria, no. of posts and Scope of Work & Job Description are given below:

Post	Eligibility, Scope Of Work & Job Description	No of posts
Data Entry Operator	<p>Qualification:</p> <p>Senior Secondary Education (10+2) with good knowledge of Computers specifically in MS office, MS Excel, MS Power point, MS Word</p> <p>Should have a typing speed of atleast 40 wpm</p> <p>Experience: 6 months as DEO in any commercial or Govt. Health care institutions etc.</p> <p>Job Description: Likely to be posted in clinical speciality/ super speciality departments and requires to perform work related to seeding of clinical patient transaction data on ESIC Dhanwantri module.</p> <p>Any other job as and when assigned.</p>	10

**Note:**

\* 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, etc as per applicable laws.

## 20. Additional Documents to be submitted:

1	EMD (Rs 1,60,585/-) (If claiming exemption please upload necessary certificates/supporting documents)
2	Document showing minimum Average Annual Turnover of Rs 80 lakhs during the last three years Financial Year 2021-22 (Assessment year 2022-23), Financial Year 2022-23 (Assessment year 2023-24) & Financial Year 2023-24 (Assessment year 2024-25)
3	Check list along with Proforma's (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
6	Proof of payment of GST for the months of January 2025, February 2025 & March 2025. Please upload the Final Return (GST) for the above months.
7	Proof of payment of ESIC Contributions for the months of January 2025, February 2025 & March 2025. Please upload challans and Return on Contribution for the above months
8	Proof of payment of EPF Contributions for the months of January 2025, February 2025 & March 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	Documentary evidence in compliance with the following clause:  The Bidder must have executed at least  One single order of 80% value of the Bid  (or)  Two orders each of 50% value of the Bid  (or)  Three orders each of 40% value of the Bid for similar service(s) in last <b>three</b> years (i.e., financial years 2022-23, 2023-24, 2024-25) to any Govt. / Semi Govt. /Autonomous Bodies/ PSUs

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 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 (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.

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

## **21. 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

<b>Description</b>	<b>To be submitted</b>	<b>Please mention the submitted document</b>
EMD (Rs 1,60,585/-) (If claiming exemption please upload necessary certificates/supporting documents)	Demand Draft /Bank Guarantee or exemption certificate	
<p>Minimum Average Annual Turnover of the bidder (For 3 Years) (Rs 80 lakhs)</p> <p>Financial Year 2021-22 (Assessment year 2022-23)</p> <p>Financial Year 2022-23 (Assessment year 2023-24)</p> <p>Financial Year 2023-24 (Assessment year 2024-25)</p>	<p>Audited profit &amp; loss a/c or CA certificate</p> <p><b>Proforma A</b></p>	
<p>Audited Balance Sheet and Profit &amp; Loss Account for the Financial Years FY 2021-22 (Assessment year 2022-23)</p> <p>FY 2022-23 (Assessment year 2023-24)</p> <p>FY 2023-24 (Assessment year 2024-25)</p>	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 January 2025, February 2025 & March 2025	Challans and Return on contribution	
Proof of payment of EPF Contribution for the months of January 2025, February 2025 & March 2025	Challans and Electronic Challan cum receipt (ECR)	
Proof of payment of GST for the months of January 2025, February 2025 & March 2025	Final Return (GST)	
Documentary evidence regarding local office at Hyderabad/Secunderabad.  Incase 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 - <b>Annexure B</b>	
Executed contracts (completed) in 3 financial years i.e. 2022-23, 2023-24 and 2024-25  One contract worth 64,23,386 (or)  Two contracts worth Rs 40,14,617 each (or)  Three contracts worth Rs 32,11,693 each	<b>Proforma B</b>	
Total Experience of the firm (Atleast 5 years as on 31-03-2025)	<b>Proforma C</b>	
Number of years of experience in relevant area in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025)	<b>Proforma D</b>	
Present operational contracts in the relevant field (Atleast 2 contracts)	<b>Proforma E</b>	
Complaints addressing mechanism in human resource	Escalation Matrix	
Online Presentation of company profile (8 to 12 slides)	Presentation	

#### Proforma A

Turnover Year	Annual Turnover in Rs	Whether Audited profit & loss a/c or CA certificate enclosed
Financial Year 2021-22 (Assessment year 2022-23)		

Financial Year 2022-23 (Assessment year 2023-24)		
Financial Year 2023-24 (Assessment year 2024-25)		

(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., Data Entry Operators, 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., Data Entry Operators, 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., Data Entry Operators	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., Data Entry Operators	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order 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)

## 22. 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. 2021-22, 2022-23 and 2023-24)	80 Lakhs to 1.3 Crore	10	10	20	Audited profit & loss a/c or CA certificate
		1.3 Crore to 1.8 Crore	15			
		>1.8 Crore	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 Data Entry Operations 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 Experience Certificates for ongoing operational contracts in Data Entry Operations involving a minimum of <b>10</b> outsourced contractual personnel 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.
<b>Total Marks of Evaluation</b>		<b>Maximum Marks</b>	<b>100</b>			
		<b>Qualifying Marks</b>	<b>50</b>			

#### B) Methodology for QCBS evaluation:

- 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.
- 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.
- 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:

- The technical and financial scores secured by each Bidder will be added using weightage of and respectively to compute a Composite Bid Score.
- 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.
- 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. 22, 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
<b>Weightage =&gt;</b>	<b>30%</b>	<b>70%</b>

	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) =	$(0.3) \times (T\_norm) + (0.7) \times (F\_norm)$	Remarks
Service Provider 1	59.9	
Service Provider 2	96.7	<b>Highest Score (H1)</b>
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:

## 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. 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 [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---**