



MISSION DIRECTOR NATIONAL HEALTH MISSION, J&K

Jammu Office: Regional Institute of Health & Family Welfare, Nagrota, Jammu.
Fax: 0191-2674114; Telephone: 2674244. Pin: 181221

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NRHM Help Line for Jammu Division 18001800104: Kashmir Division 18001800102

Tender Document

Sealed tenders, affixed with Rs.5/- Revenue Stamp, are invited by the office of under-signed from experienced & reputed human resources recruiting agencies for out-sourcing services of Data Entry Operators for working in various institutions of Health and Medical Education Department as detailed in **Annexure-IV**, with the description & specifications there under:

1. **157** Data Entry Operators are required at different locations in both the Divisions viz., Jammu/ Kashmir. However, the number may vary.
2. Candidates should be graduate from any Recognized University with One Year Diploma in Computer Application from any Recognized Institute and having typing speed of more than 35 Words per Minute. He should also possess good knowledge of English and should have sound knowledge of MS Word, MS Access, Excel, Internet etc.
3. The initial period of contract shall be upto March 2015, extendable by another one year on satisfactory performance and subject to necessary approval of the competent authority. **Service Charges/ Rates quoted by the agency would be fixed for a period of one year and any statutory increase in Wages/ DA etc. is to be absorbed by the agency.**
4. The manpower shall have to be provided by the agency within 15 days of award of the contract.
5. **Terms and Conditions:** As per **Annexure I (signed by the recruiting agency and attested by 1st class Executive Magistrate).**
6. Only those human resource recruiting agencies, who fulfil the following minimum criteria shall submit their offers:
 - a. In existence for not less than three years.
 - b. Have PAN number and Service Tax Registration. (Proof in this regard to be attached with the bid).
 - c. Have not been blacklisted by any Government organisation.
 - d. Willing to take up the contract on the terms and conditions at **Annexure-I**.
7. The bidder shall have to deposit Earnest Money Deposit of Rs.50,000/- (Rupees fifty thousand only) in the form of CDR/ FDR from any Nationalized Bank or Jammu and Kashmir Bank Ltd pledged to the “**FA&CAO, State Health Society, NRHM, J&K**”, failing which the bid shall not be accepted. EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect. The said “Security deposit” will be refunded on the successful completion of the contract after deductions, if any. The successful bidder will be required to furnish a Security Deposit of an amount of Rs.50,000/- (Rupees fifty thousand only) as security for proper execution of the work contract. The EMD placed may be considered for conversion towards the Security Deposit.
8. The tenders, duly signed & stamped, should be submitted in two parts:
 - (A) The first part, to be sealed in separate envelope and super-scribed as “**Technical Bid**”, should contain:-
 - i. The proforma at **Annexure-II**, duly filled in
 - ii. Agency profile including previous experience of manpower supply to Government Departments etc.
 - iii. Acceptance of terms and conditions at **Annexure-I**
 - iv. Earnest Money Deposit.

v. All other required documents

- (B) The second part, also to be sealed in separate envelope and super-scribed as “**Price Bid**”, should contain only rates which are to be quoted on monthly basis for duty of 8 hours per day per person- **Annexure III**. The Rates shall be typed (and not handwritten) on the Bidder’s letterhead in both words and figures without any cutting, over-writing & tampering and transparent tape should be applied on quoted rates. Deviation, if any, from the specifications will not be accepted.
- (C) Both the sealed envelopes should be placed in a single sealed envelope super-scribed as “**Tender for Supply of Outsourced Staff**”. It shall be sent through registered/ speed post, so as to reach the office of “**Mission Director, National Rural Health Mission, J&K, Regional Institute of Health and Family Welfare, Kandoli Nagrota, Jammu – 181221**” on or before **13.09.2014** upto **3.00 P.M.**
9. Each page of the quotation/tender must be signed & stamped by the authorized signatory unsigned and untaped quotations will not be considered.
10. The technical bids will be opened by the Tender Opening Committee of State Health Society on the same day at 4.00 P.M. in the presence of tenderers /or their authorized representatives who want to be present for the same. In the event of scheduled date being declared as holiday/ closed day, tenders will be received/ opened on next working day at the notified time.
11. The Tender Opening Committee will assess the Technical Bids and only those found fit will be eligible for financial bid opening. Decision of the committee shall be final in this regard.
12. The contract will preferably be awarded to the lowest bidder.
13. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the technical bid, must be attested by the person authorized to sign the tender bids.
14. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
15. The bidder will be bound by the details furnished to the o/o the under-signed, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.
16. State Health Society, NHM, J&K reserves the right to accept or reject any or all of the bids in full or in part including the lowest, without assigning any reason thereof or incurring any liability thereby.
17. Any other clarification, if required, can be had from the office of the under-signed during the working hours on any working days.

The tender document alongwith annexures can be obtained from both the offices of the undersigned or can be downloaded from the official websites website [www. jkhealth.org](http://www.jkhealth.org), www.jknrhm.com.

S/d
Mission Director
NHM, J&K

No: SHS/J&K/NHM/K/

Dt. 01.09.2014

ANNEXURE - I

TERMS AND CONDITIONS

I UNDERTAKE THAT:

1. Broad scope of this tender includes inviting offers from experienced & reputed manpower recruiting agencies for out-sourcing of the services of Data Entry Operators for working in institution of Health and Medical Education Department as per the details mentioned in Annexure –IV and as per the description & specifications mentioned in tender document.
 - a) The Data Entry Operators will have to maintained / upload data provided to them by the health institutions/district /State Health Society, NHM on day-to-day basis.
 - b) They will have to attend to any other duty assigned to them related to their work by the officer incharge.
2. The persons deputed shall be between the age of 18-45 years and they shall not interfere with the duties of the employees of the office.
3. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
4. The persons supplied by the agency should not have any police records/ criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to this office . The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
5. The service provider shall engage necessary persons at different locations as required by the office of Mission Director, NHM, J&K from time to time. The said persons engaged by service provider shall be the employee of service provider and it shall be the duty of service provider to pay their salary every month. There is no master and servant relationship between the employees of service provider and this office and further that the said person of service provider shall not claim any absorption.
6. The service provider's person shall not claim any benefit/ compensation/ absorption/ regularization of services from/ in this office under the provision of any of the acts. Undertaking from the persons to this effect shall be required to be submitted by the service provider to this office. The deployed person through outsourcing agency shall not make any claim from the office of Mission Director, NHM, J&K with respect to enhancement or remuneration and can't approach the court directly against this office.
7. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/ secret nature.
8. The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote goodwill and enhance the image of this organization. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.

9. This office may require the service provider to dismiss or remove from the site of work, any person or persons, employed by service provider, who may be incompetent or for his/ her/ their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this office.
10. The service provider has to provide Photo Identity Cards to the persons employed by him/ her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.
11. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
12. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
13. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including minimum Wages Act, Employees Provident Fund, ESI Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation.
14. The offices / institutions where the services of data entry operators shall be provided they shall maintained an attendance register in respect of staff deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
15. The service provider will submit the bill in triplicate to the district health societies/ institutions/ state health society in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.
16. Payments to the service provider would be strictly on certification by the officer with whom Data Entry Operator is attached that his services were satisfactory and attendance as per the bill produced by the service provider.
17. No wage/ remuneration will be paid to any staff for the days of absence from duty.
18. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
19. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of overlapping period of substitute shall be the responsibility of the service provider.
20. The service provider shall be contactable at all times and message sent by phone/ e-mail/ fax/ special messenger from this office to the service provider shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by this office in fulfilment of the contract from time to time.
21. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
22. That the agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/ agents of the agency, then the agency shall be liable to reimburse to this office for

the same. The agency shall keep this office fully indemnified against any such loss or damage.

23. The successful bidder shall have to furnish security deposit of Rs.50,000/- (Rupees fifty thousand only) in the form of CDR/ FDR/ Bank Guarantee from any Nationalized Bank or J&K Bank in order to safeguard the interests of this office in all respects. The EMD placed may be considered for conversion towards the security deposit. This security deposit will be forfeited in case of –
 - (a) supply of manpower is delayed beyond the period stipulated by this office; or
 - (b) non-compliance of any of the terms of agreement by the service provider; or
 - (c) frequent absence from duty/misconduct on the part of manpower supplied by the agency.
24. The successful bidder will enter into an agreement with this office for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions. The agreement will be valid initially for a period upto 31st March 2015 and shall continue to be in force in the same manner, unless terminated in writing. **The service charges/ rates quoted by the agency shall be fixed for a period of one year and no request for any change/modification shall be entertained before expiry of the period of one year. Any statutory increase in wages/ DA etc. is to be absorbed by the service provider.** The contract/agreement is extendable by another one year subject to satisfactory performance of the agency and such amendments as mutually agreed to.
25. The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
26. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages and any amount due to the agency from this office shall be forfeited by this office.
27. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of termination of employment or non-employment by the personnel of agency, it shall be the responsibility of the agency to pay and settle the same.
28. In the event, if any dispute arises touching any of the clauses of the agreement, matter will be referred to the Chairman, Executive Committee, State Health Society/ Commissioner Secretary to Govt., Health & Medical Education Deptt., J&K whose decision regarding the dispute shall be final and acceptable to both the parties.
29. Interested Parties/ Firms may submit their bids in sealed envelopes super-scribed as **'Tender for Supply of Outsourced Staff'** so as to reach to the o/o the undersigned on or before 13/09/2014 up to 3.00 PM. The bids will be opened on the same day at 4.00 PM in the presence of tenderers /or their authorized representatives who want to be present for the same. However, in the event of scheduled date being declared as Holiday/ Closed day, the tenders will be received/ opened on next working day at appointed time.

Declaration: I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/ us.

Place
Date

Signature of Authorized Person
Name

Seal/ Stamp

Designation

**Annexure – II
Technical Details**

S. No.	Particulars	To be filled in by the Bidders
(1.)	Name of the Agency	
(2.)	Office Address	
(3.)	Telephone No.	
(4.)	Mobile No.	
(5.)	FAX No.	
(6.)	E-Mail id	
(7.)	Contact Person	
(8.)	Date of establishment of Agency	
(9.)	PAN/ TAN (copy to be enclosed)	
(10.)	Service Tax Registration No. (copy to be enclosed)	
(11.)	Whether Registered with concerned Govt. Authorities (copies of Registration Certificates to be enclosed)	
(12.)	No. of Years of Working Experience in the field	
(13.)	Experience in dealing with Govt. Departments (indicate the Names of the Departments & Year of dealing with those Departments and attach copies of Contracts orders placed on the Agency)	
(14.)	Mention other Clients	
(15.)	Whether the Bidder/ Agency is blacklisted by any Govt. Department or any Criminal Case is registered against the Bidder/ Agency or its Owner/ Partners anywhere in India (if Yes, provide the complete details. If No, an Affidavit to that extent on Rs.50/- stamp paper is to be enclosed)	
(16.)	Whether Detailed Agency Profile is enclosed	
(17.)	Whether a Copy of the Terms & Conditions (Annexure-I) duly signed, in token of acceptance of the same, is attached.	
(18.)	Details of EMD	
(a)	Amount	Rs.50,000.00 (Rupees fifty Thousand only)
(b)	CDR/ FDR No.	
(c)	Date	
(b)	Issuing Bank & Branch	

Place
Date
Seal/ Stamp

Signature of Authorized Person
Name
Designation

Annexure – III
Proforma for Financial Bid

S. No.	Financial Particulars	Rates to be Quoted in INR (Rs.) (both in Figures & Words)
(1.)	Rate per Month per Person for Data Entry Operator	

Place

Date

Seal/ Stamp

Signature of Authorized Person

Name

Designation

Annexure IV

S.No.	Name of District	Name of the institution	No. of Data entry operator
1	Doda	District HQ- DPMU	1
		Block HQ Ghat	1
		Block HQ Gandoh	1
		Block HQ Assar	1
		Block HQ Bheaderwah	1
		Block HQ Thathri	1
2	Jammu	District HQ- DPMU	1
		Block HQ Akhnoor	1
		Block HQ Bishnah	1
		Block HQ Dansal	1
		Block HQ Kot Bhalwal	1
		Block HQ Sohanjana	1
		Block HQ R.S Pura	1
		Block HQ Pallanwala	1
		Block HQ Marh	1
		Chowki Chowra	1
3	Kathua	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Hiranagar	1
		Block HQ Bani	1
		Block HQ Basholi	1
		Block HQ Billawar	1
		Block HQ Parole	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
4	Kishtwar	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Padder	1
		Block HQ Kishtwar	1
		Block HQ Dachhan	1
		Block HQ Chatroo	1
5	Poonch	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Mandi	1
		Block HQ Surankote	1
		Block HQ Mendhar	1
6	Rajouri	District HQ- DPMU	1
		Block HQ Darhal	1
		Block HQ Kandi	1
		Block HQ Nowshera	1
		Block HQ Sunderbani	1
		Block HQ Kalakote	1
		Block HQ Manjakote	1
7	Ramban	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Ramban	1
		Block HQ Ukheral	1
		Block HQ Banihal	1
		Block HQ Gool	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
8	Reasi	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Reasi	1
		Block HQ Pouni	1
		Block HQ Katra	1
		Block HQ Mahore	1
9	Samba	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Purmandal	1
		Block HQ Samba	1
		Block HQ Ramgarh	1
10	Udhampur	District HQ- DPMU	1
		Block HQ Chenani	1
		Block HQ Ramnagar	1
		Block HQ Tikri	1
		Block HQ Majalta	1
		Block HQ Basantgarh	1
		Block HQ Panchari	1
	Total of Jammu Division		65
11	Anantnag	District HQ- DPMU	1
		Block HQ Achabal	1
		Block HQ Bijbehara	1
		Block HQ Sallar	1
		Block HQ Shangus	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
		Block HQ Larnoo	1
		Block HQ Mattan	1
		Block HQ Verinag	1
12	Bandipora	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Gurez	1
		Block HQ Hajin	1
		Block HQ Bandipora	1
13	Baramulla	District HQ- DPMU	1
		Block HQ Uri	1
		Block HQ Boniyar	1
		Block HQ Sheeri	1
		Block HQ Kreeri	1
		Block HQ Pattan	1
		Block HQ Kunzer	1
		Block HQ Tangmarg	1
		Block HQ Sopore	1
		Block HQ Rohama	1
		Block HQ Dangiwacha	1
14	Budgam	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Chattargam	1
		Block HQ Beerwah	1
		Block HQ Nagam	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
		Block HQ Chararisharif	1
		Block HQ Magam	1
		Block HQ Soibugh	1
		Block HQ Budgam	1
		Block HQ Khansahab	1
		Block HQ Chadora	1
		Block HQ Khag	1
15	Ganderbal	District HQ- DPMU	1
		Block HQ Ganderbal	1
		Block HQ Laar	1
		Block HQ Kangan	1
16	Kargil	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Drass	1
		Block HQ Sankoo	1
		Block HQ Panikher	1
		Block HQ Zanskar	1
		Block HQ Chiktan	1
17	Kupwara	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Zachaldara	1
		Block HQ Langate	1
		Block HQ Handwara	1
		Block HQ Kralpora	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
		Block HQ Kupwara	1
		Block HQ Sogam	1
		Block HQ Villagam	1
		Block HQ Tangdar	1
		Block HQ Trehgam	1
		Block HQ Kalaroose	1
18	Kulgam	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Qazigund	1
		Block HQ D.H.Pora	1
		Block HQ Kulgam	1
		Block HQ Qaimoh	1
		Block HQ Yaripora	1
19	Leh	District HQ- DPMU	1
		Block HQ Leh	1
		Block HQ Nyoma	1
		Block HQ Nubra	1
		Block HQ Khaltsi	1
		Block HQ Tangtse	1
20	Pulwama	District HQ- DPMU	1
		DEIC at DH	1
		Block HQ Pampore	1
		Block HQ Pulwama	1
		Block HQ Tral	1

S.No.	Name of District	Name of the institution	No. of Data entry operator
21	Shopian	Block HQ DPMU	1
		DEIC at DH	1
		Block HQ Shopain	1
		Block HQ Keller	1
22	Srinagar	Block HQ DPMU	1
		Block HQ Hazratbal	1
		Block HQ Batamaloo	1
		Block HQ Zadibal	1
		Block HQ SR Gunj	1
		Block HQ Khanyar	1
	Total of Kashmir Division		87
23	State Health Society	Nagotra / Chanpora	5
	Total Post of Data Entry Operators		157