



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
Employees' State Insurance Corporation
(Ministry of Labour & Employment, Govt. of India)



आदर्श अस्पताल/Model Hospital,
भारतनगर, लुधियाना-141001
Phone: 0161-2772435/2775539
Email: ms-ludhiana@esic.nic.in
Website: esic.gov.in

**ESIC MODEL HOSPITAL LUDHIANA
BHARAT NAGAR CHOWK, LUDHIANA -141001**

SECTION-1

NOTICE INVITING BID

Name of Work: Annual Repair, Maintenance & Operation (ARMO) works of Civil & Electrical on Lumpsum Centage/Departmental Charges on Deposit Work for ESIC Model Hospital Ludhiana, ESI Dispensary Building (in side hospital campus) & Staff Quarter (88 Nos.) and Special Repair Work as and when required basis.

ESIC Model Hospital, Bharat Nagar, Ludhiana is a 300 bedded hospital directly run by Employees' State Insurance Corporation (ESIC), which is a Autonomous body working under the administrative control of Ministry of Labour and Employment, Govt. of India. ESIC Model Hospital, Bharat Nagar, Ludhiana invites online bid offer for Lumpsum Centage/Departmental Charges on percentage basis from eligible Central/ State/Public Sector Undertaking (PSU)/Autonomous Bodies for taking up the Annual Repair and Maintenance of Hospital, Staff Quarter, ESI Dispensary Building (inside hospital campus) and Operation/ Maintenance of Equipment's and plants on deposit mode of work execution basis in the ESIC Model Hospital, Bharat Nagar, Ludhiana for One year. (as per Section-10). The contract has an option to extend for further period of one year subject to satisfactory performance of agency during the contract period for mutual consent.

Details are given below:-

NIT No.	
Name of work	Annual Repair and Maintenance of buildings, staff quarters, ESI dispensary building (inside hospital campus) ,services and Operation / Maintenance of Equipment's and plants in the ESIC Model Hospital, Ludhiana, Punjab and along with provision of Special Repair Work of same on as and when required basis.
Client/ Owner	Employees State Insurance Corporation
Annual Budget Amount for the ARM Work	ARM – Rs 4,30,30,000/-
Earnest Money deposit	Cost No EMD is to be deposited however bid security/EMD declaration form to be submitted
Date of Publishing for Online bid	02.08.2024 at 3.00 PM
Date of Bid Document Download Starts from	02.08.2024 at 3.00 PM
Date of Bid Submission Starts from	02.08.2024 at 3.00 PM
Date of Pre-Bid Meeting and Time	13.08.2024 at 11.00 PM
Date of Bid Submission Ends on	24.08.2024 at 10.00 AM
Bid Opening Date and Time (Technical)	27.08.2024 at 10.00 AM
Date and Time of opening of Financial Bid	Will be communicated separately to the qualified bidders.

Contract Period	12 Months
Validity of Offer	90 days after the last date fixed for submission of bid including the extension (s) given, if any

Lumpsum Centage/Departmental Charges-As defined in Section-6: Financial Bid.

Note: Wherever the word "ESIC" is mentioned it refers to ESIC Model Hospital Ludhiana / Medical Superintendent.

1. The intending bidder(s) must read the terms and condition carefully. They should only submit their bid if eligible and in possession of all the documents required.
2. Information and instructions for bidders available in document shall form part of agreement.
3. The bid document consisting of instructions to bidders, scope of work and other conditions to be compelled are available at the website <https://eprocure.gov.in/eprocure/app&www.esic.nic.in>.
4. Bidder must ensure to quote rate in percentage only in appropriate column up to 2(two) decimals.
5. Notwithstanding anything stated above, ESIC reserves the right to assess the capabilities and capacity of the bidders to perform the contract in the overall interest of ESIC.
6. The bidder(s)/ are required to quote strictly as per the terms and conditions, specifications, standards given in the bid documents and not to stipulate any deviations.
7. The bidder(s), if required, may submit questions in writing to seek clarifications 24 Hrs. before the notified pre-bid meeting date, to the office of Medical Superintendent or may visit the said office during the office hours on working days, and submit.
8. Pre-bid conference shall be held on date, time and place as mentioned in the Notice to clarify queries of intending bidders for submission of bid for the work to be undertaken.
9. ESIC reserves the right to reject any or all tenders or cancel/ withdraw the invitation for Bids without assigning any reason whatsoever and in such case no bidder/ intending bidder shall have any claim arising out of such action.

10. Set of Bid Documents:

The following documents will constitute set of Bids documents:

SECTION-1	Notice inviting Bid (Page No-1 to 3)
SECTION-2	Instruction for Online bid Submission (Page No-4 to 5)
SECTION-3	Instructions to Bidder (Page No-6 to 10)
SECTION-4	Qualifying Criteria (Page No-11 to 12)
SECTION-5	Agreement (Page No-13 to 21)
SECTION-6	Financial Proposal (Page No-22)
SECTION-7	Form of Performance Security Bank Guarantee Bond (Page No-23)
SECTION-8	Undertaking (Page No-24)
SECTION-9	Acceptance of Bid Condition (Page No-25)
SECTION-10	Brief Description & Scope of work (Page No-26 to 30)
SECTION-11	Integrity Pact (Page No-31 to 35)
SECTION-12	Bid Security/EMD Declaration Form (Page No-36)

11. Bidding Process

Bidding Process consists of two stages i.e. Stage-I and Stage-II.

In Stage-I, bidders are required to upload documents pertaining to Qualifying Criteria as mentioned in Section-4 along with their bid. Technical Bid is opened first and bids are evaluated based on documents uploaded by the respective bidders for Qualifying Criteria.

Only uploaded documents along with Bid is considered for evaluation of Technical Bids.

In Stage-II, financial bids of qualified bidders, who met the qualifying criteria as mentioned in Section -4, are opened on the prescribed date and time in the presence of representatives of bidders. L-1 bidder Whose Lumpsum Centage/Departmental Charges are found lowest shall be considered for award of work as per due process.

12. Mode of Submission

Bidder must submit their online bid of scanned copies duly attested only along with following documents pertaining to Qualifying Criteria and Financial Bid.

- Letter of acceptance of terms and conditions of bid document in the prescribed format as per Section-09 and undertaking as per format given in Section-08.
- Certificates of Works experience and other documents for annual turnover and other documents of bidder for undertaking works required to establish fulfillment of qualifying criteria.
- Bid documents downloaded from website to be signed on each page by authorized representative along with Financial Bid / Proposals (Section-6) quoted with Lumpsum Centage/Departmental Charges shall be uploaded.
- Authority letter issued by the Competent Authority i.e. CMD/MD/Chairman for signing the bid document.
- No Proposals/Documents will be received/uploaded after the prescribed date & time.
- Financial Bid of qualified bidders shall then be opened on prescribed date in presence of bidders or their authorized representatives. If they wish to be present during opening.

13. The bid for the works shall remain open for acceptance for a period of 90 days from the last submission of bid including the extension given, if any. In case any bidder withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the ESIC, ESIC shall, without prejudice to any other right or remedy, be at liberty to debar them from the participation. Further, they shall also not be allowed to participate in the re-bidding, if any.

14. The acceptance of any or all bid(s) will rest with the ESIC, who does not bind itself to accept the lowest bid and / or reserves to itself the right to reject any or all of the bids received without assigning any reason thereof at any stage.

15. Further bidder should not be banned/blacklisted from any organization including ESIC/Central Govt./State Govt./any other Government Department in last 3 Years.

16. Date of start of work shall be reckoned from details in award letter or handing over of site whichever is later. Signing of Contract Agreement and submission of valid Performance Bank Guarantee shall be followed with. All payments/bills will be processed only after submission and conformation of PBG.

17. The award of Work, Execution and Completion of work shall be governed by documents consisting of (but not limited to) Letter of Award/ Work Order. Bid, Agreement and Bid Document. The bidders shall be deemed to have gone through the various conditions while making/ preparing their proposal & submitting the Bid.

18. In case, any misrepresentation/ falsification is noticed in copies of documents submitted, then the bid submitted shall become invalid. ESIC shall, without prejudice to any other right or remedy, be at liberty to disallow the agency from future participation.

Sd/-
(Medical Superintendent)

Instruction for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with their requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at:<https://eprocure.gov.in/eprocure/app>.

1. Registration

1. Bidders are required to enrol on the e-procurement module of the Central Public Procurement Portal (URL:<https://eprocure.gov.in/eprocure/app>.) by clicking on the link **“Online bidder Enrolment”** on the CPP Portal which is free of charge.
2. As part of enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile number as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/nCode/eMudra etc.) with their profile.
5. Only One Valid DSC should be registered by a bidder, please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC /e-Token.

2. Searching for Documents

1. There are various search options built in CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include ` ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other Keywords etc. to search for tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

3. Preparation of Bids

1. Bidder should consider any corrigendum published on the tender documents before submitting their bids.
2. Bidder to go through the tender advertisement and the documents carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of stand

documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. Submission of Bids

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required documents one by one as indicated in the tender document.
3. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
4. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. Upon the successful and timely submission of bids (i.e after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & time of submission of the bid with all other relevant details.
7. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings

5. Assistance of Bidders

1. Any queries relating to the tender document and the terms and condition contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

INSTRUCTIONS TO BIDDER, CENTRAL/ STATE PSU's**1. Instruction**

1.1 The Central/State Govt Organization / Public Sector Undertaking (PSU's which may be notified by the Ministry of Urban Development (MoUD) for such purpose after evaluating their financial strength and technical competence) are only eligible to participate in the Bid.

1.2 Bidders are invited to submit a Technical & Financial bid along with documents pertaining to qualifying criteria. The bid will be the basis of technical discussion / negotiations, if required and ultimate for a signed Contract / Agreement with the selected bidder on deposit mode of work execution basis

1.3 Bidder should familiarize themselves with local condition and take them into account in preparing their Proposals. To obtain first- hand information on the assignment and local conditions, bidder may visit the site before submitting a proposal. Bidder or his authorized representative should contact the following regarding site specific information and site visit enquiry, if required.

Contact : **Medical Superintendent**
Address : **Medical Superintendent**
ESIC, Model Hospital, Bharat Nagar
Ludhiana-141001(PB)

Fax : _____

Phone : 0161-2772435/2775539

E-Mail : ms-ludhiana@esic.nic.in

1.4 (a) ESIC will provide all the available inputs to the bidder. However, ESIC does not assume any responsibility for any loss or financial damages on account of use of such information by bidder. Bidder is advised to collect at their own information for preparation, submission of bids & execution of services before award of work.

(b) The bidder shall be responsible for obtaining license and permits to carry out all the works.

1.5 Bidder shall bear all cost associated with the preparation and submission of their proposal, and contract negotiation, site visits etc. The ESIC is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to award, without incurring any liability to the bidder.

2. Performance Guarantee:

2.1 The successful contractor will be required to furnish an irrevocable PERFORMANCE GUARANTEE of 3% (Three percent) of the Annual Budget Cost (as per OM No. F9/4/2020/PPD Dated 12.11.2020 & 30.12.2021) in addition to other deposit mentioned elsewhere in the contract for his proper performance of the contract (not withstanding and /or without prejudice to any other provisions in the contract) within 10 days from the date of issue of letter of acceptance of tender.

2.2 The guarantee shall be in the form of Irrevocable Bank Guarantee Bonds of any scheduled Bank or the State Bank of India in the format as per **Section-7**.

2.3 The Performance Guarantee shall be initially valid for a period up to One and half year i.e. 18 months or adjustment of expenditure statement for the Year of the work awarded, whichever is later. In case the Contract Period of work gets extended, the contractor shall get the validity of Performance Guarantee extended, at his own cost; to cover such extended time for Contract Period.

3. General Instructions

3.1 The bidder is required to quote Lumpsum Centage /Departmental Charges in percentage (%) up to two decimal places for rendering ARMO Services. Conditional Tender/EOI bid shall summarily be rejected.

3.2 The payment of Lumpsum Centage/Departmental Charges shall be capped at quoted rate multiplied by

CPWD Plinth Area Estimate / Estimated Cost / Contract Awarded Cost declared after bidding process for specific ARM sites i.e. no additional fee shall be payable for increase in cost over and above the CPWD Plinth Area Estimate / Estimated Cost / Contract Awarded Cost (declared at the time of bidding).

3.3 In case of actual ARMO cost being less than the CPWD Plinth Area Estimate / Estimated Cost/Contract Awarded Cost, declared at the time of bidding, the Lumpsum Centage/Departmental Charges shall be paid based on such actual / reduced cost.

3.4 The works shall be executed by successful bidder on Deposit Work basis in terms of Agreement. Agreement is for such ARMO works have to be performed by them. Agreement is enclosed as **SECTION-5**.

3.5 The Contingencies shall be admissible as per CPWD norms.

3.6 Agreement shall be signed between ESIC and the eligible selected Bidder/PSU within 15 days after the acceptance of their bid by ESIC on prescribed format which is being given in the bid document. All the documents of the bid shall form part of the Contract Agreement for the respective sites.

3.7 The ARMO works shall be executed by Bidder /PSU in accordance with GFR norms, CVC guidelines, CPWD specifications, NBC, BIS standards and with sound engineering practices and also by observing due diligence in all respects.

3.8 Bidder/PSU is expected to familiarize themselves with the local conditions and effects of terms and conditions of relevant Agreement before submitting the financial bid for Lumpsum Centage/Departmental Charges which once quoted, shall not be increased under any circumstances, whatsoever.

3.9 Tentative timeline for implementation of various kinds of ARMO Works are required to be submitted during further course of Action Plan.

3.10 It may be noted that there are appropriate provisions in the Agreement for imposition of penalty / recovery of liquidated damages in the event of progress delays and for not adhering to the mutually agreed timelines. Further bidder / agency to ensure the compliance of labour laws and also ensure to make the payment to workers before 7th of every month for the preceding month.

3.11 The Tender/EOI offer shall remain open for acceptance by ESIC for a period 90 days from the date of opening of the bid. Any extension of validity period shall be decided with mutual consent, if required.

3.12 The Lumpsum Centage/Departmental Charges quoted by a Bidder will be considered only if the bidder is found qualified as per the Qualifying Criteria. In case the lowest quoted Lumpsum Centage/Departmental Charges of two or more qualified participating bidders is same, the preference will be given to the bidders having higher experience than other bidder. If the experience is also same than the preference will be given to bidder having turnover than other bidder and if turnover is also same then the work will be awarded through the lottery system on the same rate. Date & time of drawing lottery will be intimated to such firms separately.

3.13 ESIC reserves the right to verify the particulars, furnished by the bidder independently and if any information furnished by the bidder is found incorrect at a later stage, the bidder shall be liable to be debarred from tendering / taking up works in ESIC.

3.14 Component of GST/Taxes or Cess due to change in legislation occurred after receipt of tender / bid shall be reimbursed on production of Original paid Vouchers/Challans generated along with assessment order by the concerned Govt. Bodies, as the case may be.

3.15 Lumpsum Centage/Departmental Charges means professional charges to be paid to the Bidder by ESIC for rendering specific services, based on actual ARMO cost or Annual Budget Cost whichever is lower. ARMO cost or Annual Budget Cost of Work shall inclusive of all applicable Taxes, levies, Cess, etc.

3.16 The area mentioned in the Tender/EOI is only tentative and interested Bidder may physically inspect the buildings to ascertain the same before quoting of Lumpsum Centage/Departmental Charges. PSUs shall submit the detailed estimate based on actual requirement ARMO of respective sites and cost shall be based on prevailing CPWD DSR Items preferably.

3.17 After ascertaining the entire gamut of the repairs & maintenance needs, successful Bidder shall prepare detailed estimates in r/o various types of repairs & maintenance works above based on CPWD Norms/ yardsticks and Standard Engineering practices and submit to Medical Superintendent, ESIC, Model Hospital, Bharat Nagar , Ludhiana-141001 (PB) along with all relevant documents, justifications, drawings, photographs etc. for accord of Administrative Approval and Expenditure Sanction (A/A & E/S)

by ESIC within 15 days of signing of Contract Agreement. Work to be taken over by the successful bidder (Govt. Agency) within 01 Month from approval of the estimates by Medical Superintendent, ESIC, Model Hospital, Ludhiana.

3.18 Medical Superintendent, ESIC without being liable for any damages, reserves the right to accept or reject any bid or to annul the whole financial bidding process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders, whatsoever.

3.19 The bid submitted shall become invalid if:

- a) The bidder is found in eligible ineligible Vis – a – Vis Qualifying criteria at SECTION-4.
- b) Any discrepancy noticed in uploaded Document of bidders.

3.20 For day to day maintenance affairs, respective Hospital Head/In-charge will co-ordinate with the help of concerned Branch Head and Engineer of the Hospital with qualified Bidder to complete the work required as per Action Plan. Respective Hospital Establishment Head In- charge will also see and ensure all the required statutory compliances from qualified Bidder.

3.21 Conflict of interest

3.21.1 ESIC Policy requires that bidder provide professional, objective, and impartial advice and at all time hold the ESIC's interest paramount, strictly avoid conflict with other assignments or their own corporate interests and act without any consideration for future work.

3.21.2 (i) Without limitation on the generality of the foregoing, bidder, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

(ii) Bidder (including its proposal and Sub-contractors) that has a business or family relationship with ESIC staff/ Member of the Corporation who is directly or indirectly involved in any part of (a) the preparation of the Terms of References of the assignment, (b) the selection process for such assignment, or (c) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the ESIC Throughout the selection process and the execution of the Contract.

3.21.3 Bidder have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the ESIC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract any time throughout currency of the work.

3.21.4 No employee of the ESIC shall work for Bidder. Recruiting former employees of the ESIC to work is not acceptable to ESIC.

3.22 Fraud and Corruption

3.22.1 The ESIC requires that the bidder participation in selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract. In pursuance of this policy, the ESIC:

(a) Defines, for the purpose of this paragraph, the terms set forth below: "Corrupt Practice" means the offering, promising, giving, receiving, or soliciting, directly or indirectly, of anything of value which he is not legally entitled to, to influence the action of a public official in the selection process or in contract execution;

"Fraudulent Practice" means a willful misrepresentation or omission of fact of submission of fake/ forged documents in order to influence a selection process or the execution of contract;

"Collusive Practice" means a scheme or arrangement whether formal informal, between two or more bidder with or without the knowledge of the ESIC, designed to establish prices at artificial, noncompetitive levels, submission or non-submission of Bids;

"Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

(b) ESIC will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; and

(c) ESIC will take necessary action against the Bidder, including declaring the Bidder ineligible, either indefinitely or for a stated period of time, for award of a contract if at any time it is determine that the

Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or executing a contract.

3.23 Proposal Validity

The bidder offer shall remain valid for 90 days after the last date fixed for submission of bid including the extension (s) given, if any.

3.24 Final Decision-Making Authority

Medical Superintendent reserve the right to accept or reject any bid and annul the process and reject all bids at any time, without assignment any reason or incurring any liability to the bidders.

3.25 Brief Description & Scope of work as per details given in Section-10

4. CLARIFICATION AND AMENDMENT OF BID DOCUMENTS

4.1 Bidder may request for a clarification in respect of the bid documents before the pre-bid meeting date. Any request for clarification must be sent in writing, or by standard electronic means to the ESIC emails address i.e. ms-ludhiana@esic.nic.in. The ESIC will respond in writing, or on CPP Portal (including an explanation of the query but without disclosing the source of query). Should the ESIC deem it necessary to amend the bid documents as a result of a clarification or any other reasons it shall do so on CPP Portal.

However, ESIC reserves the right to respond to the queries after cutoff date as mentioned above.

4.2 At any time before the submission of bid, ESIC may modify/ amend the bid document and extend the last date of submission/ opening of the bid by issuing a corrigendum / addendum.

Any Corrigendum / Addendum thus issued shall form part of bid document. To give the bidder reasonable time to take an amendment into account in their bids and on account of any other reasonable circumstances, ESIC may its discretion, extend the deadline for the submission/ opening of the bid.

5. Preparation of Bid Proposal

5.1 In preparing their offer to bid document, bidder is expected to examine in detail the bid document. The bid shall contain documents stipulated in the bid document.

5.2 The bid proposals, all related correspondence exchanged between the bidder and ESIC and the contract to be signed after award shall be written in the English Language. If required in Hindi/Local language necessary translations and other requirements of certificated may be done at Hospital level.

5.3 Documents pertaining to Qualifying Criteria

Bidder shall have to furnish all the relevant documents duly signed on each page of the uploaded documents pertaining to "Qualifying Criteria" as mentioned in **Section-4** of bid document.

5.4 Financial Bid/Proposals

Bid documents duly signed on each page by person duly authorized along with Financial Bid as per Section-4 duly quoted shall be uploaded/ filled in online (whichever provision) Provided in CPP Portal) and shall not include any commercial or technical condition/information. Conditional bid shall be rejected summarily.

6. Submission, Receipt and Opening of Bids

6.1 The original bid including Financial Bid, shall contain non-interlineations or overwriting, except as necessary to correct errors made by the Bidder. The person who signed tender documents must initial such corrections.

6.2 An authorized representative of the bidder shall only sign the bid documents. The authorization letter to be submitted along with the bid documents.

6.3 The ESIC shall open the bid containing documents pertaining to Qualifying Criteria after the deadline and for verification from the originals if any, the financial bid shall remain securely stored.

7. Bid Evaluation

7.1 Evaluation of Qualifying Criteria

Qualifying Criteria shall be examined and evaluated by the Committee duly constituted by competent authority based on documents uploaded on CPP portal Only. No documents furnished or made available

after last date of submission of bid shall be considered for evaluation for meeting qualifying criteria for opening of financial bid except in case of any clarification.

7.2 Evaluation of Financial Bid

7.3 After the Qualifying Criteria evaluation is completed, the ESIC shall notify in writing to those bidders who have qualified. Bidders may attend the opening of Financial bid however the same is optional.

7.4 The Financial bids of the qualified bidder shall then be opened in the presence of the bidder's representatives who choose to attend on the date, time and place as mentioned in the NOTICE. The financial bids shall be examined by a Committee duly constituted by Competent Authority.

7.5 The final selection shall be based on evaluation of the bids by the Committee constituted for the purpose.

8. Award of Contract

8.1 The work shall be generally awarded to the L-1 Bidder whose Lumpsum Centage/Departmental Charges are found lowest as per due process subject to terms and conditions.

The successful bidder shall have to execute the Contract Agreement as per Standard Contract Agreement attached with the bid document as '**SECTION-5**' for taking up ARM work with ESIC.

Bidder has to follow CVC guidelines for awarding/selection of the work to contractors if the work is not executed by them departmentally.

8.2 The successful Bidder for the purpose of execution of work, progress review and monitoring, shall submit, a detailed work schedule programme.

9. Confidentiality

Information relating to evaluation of bids and recommendations concerning award shall not be disclosed to the bidder who submitted the tender or to other persons not officially concerned with the process. The undue use by any Bidder of confidential information related to the process may result in the rejection of its tender and may be debarred from participating in future tenders.

10. Default of Contractor:

If the performance of the contract is not satisfactory and not corrected within 16 days of receiving notice, then Medical Superintendent shall be at liberty to terminate the contract and get the work executed through other means at the risk and cost of the Agency.

11. Amicable Settlement of Disputes:-

The party shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof.

12. Disputes:

Any dispute and differences relating to the meaning of the specifications designs, drawings and instructions herein before mentioned and as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of work or after the completion or abandonment thereof in respect of which: -

Amicable settlement has not been reached. The dispute shall be referred to the sole decision of the Chief Engineer, ESIC whose decision shall be binding on both the parties.

In case of dispute still persisting, the matter will be referred for settlement as per Govt. of India Guidelines issued vide O.M. No. 4(1)/2013-DPE(GM)/FTS-1835 dated 22.05.2018 (as updated or latest amended) on administrative mechanism for resolution of CPSE disputes, through DG, ESIC.

13. Integrity Pact:

The agency shall submit the pre-contract integrity pact as per **Section -11** duly sealed and signed by the authorized person of the agency along with the technical bid.

14. If work is assigned for any other locations, the same Lumpsum Centage/Departmental Charges shall be apply.

1. Qualifying Criteria

- a) The interested bidder i.e. Public Sector Undertaking set up by Central/State Government to carry out civil or electrical work or any other Central/State Government Organization/PSU which may be notified by MoUD are eligible for participation in the bidding process.
- b) The Bidder have to submit MoUD's Registration Certificate to carry out Civil and Electrical works. The Bidder, Central / State PSU's, qualifying under Rule 133 (3) of GFR, 2017 to take up Civil & Electrical Works are only eligible to participate in the financial bidding process.
- c) Bidder must be having work experience of similar nature of work and furnished for relevant documents of experience certificate while bidding.
- d) Bidder should have the following minimum qualifying criteria:

2. Works Experience:

Experience of executing similar works (completed" / ongoing") as given below during the last 7 years ending last day of the month previous to the one in which applications are invited:

Three similar works each costing not less than the amount equal to 40% of estimated/Budgeted Cost,

OR

Two similar works each costing not less than the amount equal to 60% of the estimated/ budgeted cost,

OR

One similar work costing not less than the amount equal to 80% of the estimated/ budgeted cost.

- For similar completed works the final cost as mentioned in the completion certificate issued by Competent authority i.e. authorized person of client/department shall be considered for determining the costing as mentioned above for evaluating the qualifying criteria
- For similar ongoing works the original cost as given in the sanction order of the work shall be considered with a certificate issued by the Competent Authority of the department for satisfactory performance for determining the costing as mentioned above for evaluating the qualifying criteria.
- The value of completed works shall be brought to the current costing level by enhancing the actual value of work at a simple enhancement rate of 7% per annum calculated from date of completion to last date of receipt of application for bid document.

3. Annual Turnover:

Average annual financial turnover of Bidder should not be less than 30% of estimated cost during the immediate last 3 consecutive financial year. This should be duly certified by Chartered Accountant along with audited Balance Sheets and Profit & Loss account.

4. Definition of Similar Works:

The definition of similar works shall be as under:

Annual Repairs and Maintenance of Hospital*(minimum 100 bedded) with or without residential staff quarters and /or

Extension/Renovation of Existing Hospital*(minimum 100 bedded) with or without residential staff quarters.

(*Hospital would include standalone Hospital or Hospital as a part of the Medical College)

5. Even though any bidder may satisfy the above requirement, he would liable to disqualification if he has:

- a) Made misleading or false representation or deliberately suppressed the information in the forms statements and enclosures required in the eligibility criteria documents
- b) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses etc.

6. Documents to be furnished for evaluation of bids:

- c) Attested copies of G.O./ Orders issued by the Central/State Govt. for establishment of the PSU authorizing for carrying out civil, electrical & building works with applicable jurisdiction.
- d) Copies of certificates in respect of execution/completion of similar works to establish eligibility as mentioned point 4 of this Section -4.
- e) Certificate from Chartered Accountant mentioning financial turnover of last 3 (three) years i.e. 2020-21, 2021-22& 2022-23 to establish eligibility as mentioned point 1(ii) of this Section-4 . ESIC reserves the right to seek further details beyond date of opening of bid pertaining to qualifying criteria.
- f) Details in form of the chart mentioning the strength of the organizational setup in the respective state where the ARM works to be undertaken.
- g) Undertaking to submit the Performance Guarantee as stipulated in the bid in the form of Bank Guarantee and to sign an Agreement as per the Section -05.
- h) Certificate of Registration for ESI & EPF /Undertaking regarding abide of necessary compliances of ESI and EPF etc.
- i) Certificate of Registration for Goods and Service Tax (GST), PAN Card.
- j) All the above documents and relevant documents duly signed and stamped of Authorized Representative of Bidder.

Note: All the uploaded documents should be in readable, printable and legible form failing which the Bids shall not be considered for evaluation. The Tender/EOI document should also be uploaded with the Bid with countersigned on each and every page by responsible / authorized persons of Bidder.

AGREEMENT

Between

EMPLOYEES' STATE INSURANCE CORPORATION

And

PUBLIC SECTOR UNDERTAKING (PSU)

Work of Annual Repairs, Maintenance & Operations of Existing Infrastructure of ESIC

This AGREEMENT signed between Employees' State Insurance Corporation (hereinafter called "ESIC") represented by its Medical Superintendent, ESIC, Model Hospital, Bharat Nagar ,Ludhiana-141001 on one part
And

..... PSU (hereinafter called "AGENCY") represented by its General Manager / Project Manager / or authorized representative of PSUs on other part 'ESIC, Model Hospital, Bharat Nagar ,Ludhiana' and 'AGENCY' are also referred to individually as 'Party' and collectively as 'Parties' wherever the context so requires.

Whereas 'AGENCY' have agreed to undertake the work of Comprehensive Annual Repairs and Maintenance & Operations (ARMO) (Civil & Electrical) of existing infrastructures of ESIC, comprising of buildings, services, Equipment's & plants etc. at ESIC, Model Hospital, Bharat Nagar ,Ludhiana-141001 as a 'Deposit Work' basis on agency charges @ % exclusive of GST.

Now, therefore it is agreed between the Parties that:

A. GENERAL:

The ESIC will assign the following types of repairs & maintenance works to AGENCY for carrying out comprehensive Repairs & Maintenance of its existing infrastructure comprising of Hospital, Dispensary, and Staff Quarters in Ludhiana.

- a. Annual Repairs and Maintenance & Operations (ARMO) of Buildings & Services
- b. Day to day Maintenance of Buildings & Services
- c. Day to day Operation & Maintenance of Equipment's and Plants rendering specialized services.
- d. All preventive maintenance / Checks as per CPWD Specification and works procedure.
- e. Annual Repairs and Maintenance of Specialized Services (AMC /CAMC) by OEM.
- f. Special Repair Works

After the works are assigned to agency, a comprehensive condition survey of the existing infrastructure i.e. Buildings, Services, equipment & Plants including ancillary structures existing inside the premises/complex shall be carried out by them to assess the maintenance needs for each component of the infrastructure for restoring and sustaining the utility of the facilities.

After ascertaining the entire gamut of the repairs & maintenance needs, AGENCY shall prepare estimates in r/o various types of repairs & maintenance works above based on CPWD norms / yardsticks and good engineering practices and submit to competent authority of ESIC along with all relevant documents, justifications, drawings, photographs etc. for accord of Administrative Approval and Expenditure Sanction (A / A & E / S) by ESIC.

As far as possible only items based on prevailing DSR should be taken in the detailed estimates and items based on market rates should be avoided unless it becomes indispensable to include them. In case of "Market Rate" It shall be decided at the level of the officer according sanction for technical appropriateness of items framed, rates approved based on GFR/CPWD provisions and market Quotation is based on CPWD DAR (Delhi analysis of rates) like the cost of the materials, taxes, Labour and Transport etc. at the site where the work is to be executed plus 15% to cover all contractor's overheads and profits.

Performance Guarantee: -

1. The ARM Agency shall submit a performance guarantee for proper performance of the contract in the form of 3% (Three Percent) of Annual Budget Cost (as per OM No. F9/4/2020/PPD Dated 12.11.2020 & 30.12.2021). The performance guarantee should be valid for the duration of contract period plus 180 days. The performance security can be encashed by the employer to recover any amount which is payable by the ARM Agency to the employer on any account for a cause arising out of the contract. In case the Contract Period of work gets extended, the contractor shall get the validity of Performance Guarantee extended, at his own cost; to cover such extended time for Contract Period.

2. Time period of contract

The Repair and Maintenance work shall be for a period of 12 months or as mentioned in the letter of commencement and shall start from the date as mentioned therein and shall stand terminated after the expiry of one year unless it is mutually extended.

3. Extension of Time of contract and Expansion of Scope of work

a) The Repair and Maintenance contract may be extended on the written mutual consent of both Employer and Contractor for a further period of one year or part thereof on the same terms and conditions of this contract. However, ESIC reserves its right to terminate the Repair and Maintenance contract by giving one month notice at any time during the currency of the contract if the services of the agency are not found satisfactory as per the opinion of ESIC or its representative. In case of emergent situation prevalent in the country, this contract can be extended up to period of three months unilaterally.

b) The scope of work under this contract can be increased/decreased accordingly on same terms and condition as per prevailing DSR/ NDSR (at the time of extension, if any) with rates will be applicable in contract.

4. Payment Procedure:- The funds for the ARM & SR works shall be deposited by the ESIC, Model Hospital, Ludhiana to the ARM Agency under GFR133(3) in the following manner:-

1	Initial advance deposit after assignment of work and sanction preliminary estimate and sanction expenditure of previous year, if any including submission of Bank Guarantee 3% for performance guarantee (as per OM No. F9/4/2020/PPD Dated 12.11.2020 & 30.12.2021).	30% of the approved estimate either fully or in two installments within the quarter. (against submission of undertaking for compliance of: - A. Submission of Monthly statement of compliance made on ESI/PF, Labour laws, other statutory compliance, monthly expenditure statement etc. along with the supporting documents. B. Expenditure statements on consumed materials and item of works executed duly signed by authorized Account officers. Both A & B to be submitted by 7 th of every succeeding month.
2	First installment after submission/sanction of visit report, requirement identifications, detailed estimate, etc. after compliance of procedure, instruction as defined in circular i.e. a. Setting up of service center, maintenance of log books for complaint rectification and restoration of services etc. b. deploying manpower of O&M of MEP equipment's as per user requirement and justifications. c. execution of periodical repairs and annual repairs i.e. replacement of glass, repair of doors, replacement of fixtures/fittings, painting, tiles etc.	30% of the approved estimate either fully or in two installments within the quarter subject to certificate and submission of: A. Monthly statement of compliance made on ESI/PF, Labour laws, other statutory compliance, monthly expenditure statement etc. along with the supporting documents. B. Audited Expenditure statements on consumed materials and items of works executed in previous quarter/advance and adjustment of advance of (I) above duly signed by authorized Accounts officers.
3	Second installment in the third quarter of financial year against submission of the statement of work done including	30% of the approved estimate Subject to adjustment of advance of (I) & (II) above.

	submission of expenditure statement duly signed by Account Officer and Engineer i/c of agency. Evaluation of satisfactory performance by committee/user, statement of balance works to be done as per detailed estimate against the work due for the year.	
4	Final Installment to be deposited before end of financial year after receipt of satisfactory completion of the work by user.	10% of the approved estimate

Note:

- Any interest earned out of the deposit maintained by the Construction Agency to be deposited to ESIC A/c No. 1 or the adjustment of account to be considered to the extent.
 - The Payment for Special repair works will be released individual work wise only (As per A/A & E/S).
5. At the conclusion of the ARM Agency shall submit a consolidated expenditure statement and a certificate regarding utilization of funds sanctioned and released to them for each of the building / premises duly signed by the Accounts Officer & Divisional Officer / Executive Engineer of concerned Agency Division to the concerned Medical Superintendent of ESIC Model Hospital along with a certificate from the user regarding satisfactory completion of the works and refund any unspent amount to ESIC for final settlement of accounts.
 6. Agency have to furnish the documents related to award/assigned work to their Contractor for the respective Hospital sites viz. award letter, Signed copy of Contract Agreement, BOQ, etc.
 7. Agency will set up a dedicated wing comprising of civil as well as electrical units equipped with adequate manpower under unified command of senior level officer to execute the Repairs & Maintenance works with due diligence and in the most efficient and effective manner. A Nodal Officer shall also be appointed by agency to coordinate with ESIC and other local authorities for managing the works efficiently and effectively.
 8. The Office of ARM Agency have to be set-up at ESIC, Model Hospital, Bharat Nagar , Ludhiana and permanent responsible Engineer representative of ARM Agency shall be appointing to co- ordinate with ESIC reg. ARMO works of ESIC Hospital ,Ludhiana.
 9. Construction Agency has to depute independent experienced Engineering team both Civil and Electrical at the Hospital as per CPWD norms and it will be covered in the Lumpsum Centage/Departmental Charges of the ARM Agency.
 - a) All the deployed manpower engaged by the agencies for smooth functioning must mark their attendance in “Aadhar Enabled Biometric Attendance System” (AEBAS) as and when permitted from Govt. authorities. Agency and the hired private contractor should ensure that all the contractual employees engaged by them mark their attendance in AEBAS mandatorily and the attendance sheet should be attached along with their monthly salary bills. The Engineer/ESIC Officials shall verify the monthly attendance sheet. Payment of monthly salary bills shall be released only after compliance of the same.
 10. Agency will make immediate arrangement for deployment of adequate manpower for Operation & Maintenance of Equipment's & Plants rendering specialized services so that the required services can be maintained uninterrupted.
 11. Agency shall be registering themselves as Principal Employer for complying with various Labour Laws and other applicable statutory laws and Safety precautions. Any liability accruing on account of noncompliance of Labour laws and other statutory compliance related to work shall be borne by the Agency.
 12. The works which are of essential nature such as operation & maintenance of essential services, day to day maintenance etc. shall under no circumstances be held up for temporary delay in releasing of fund by ESIC.
 13. Agency shall maintain Complaint Register in the building and shall set up a Service Centre equipped by manpower as per norms and yardsticks of CPWD, for management of the complaints received from the user end i.e., Hospitals, Dispensary, Staff quarter's residents etc. and shall ensure their satisfactory disposal by getting user certificates in time bound manner. The Complaint Register shall be periodically seen by ESIC representative(s) for ascertaining the efficacy of the mechanism put forth by Agency. Any suggestions made by ESIC regarding further improvement in the services shall be readily implemented by agency, if found feasible from Techno financial angles by them.

14. Agency will apprise ESIC about the status of various Repairs & Maintenance works periodically during joint Progress Review Meetings wherein both physical and financial progress would be discussed besides resolution of pending issues, if any. Progress Review Meetings, preferably monthly shall be held between Agency and ESIC for reviewing the progress of ongoing Repairs and Maintenance works based on mutually agreed timelines, milestones etc. and also for resolving co- ordination issues, including fixing priority in carrying out some segments of works/items, buildings, facilities and services for their early completion and handing over to ESIC for putting them to use for intended purpose, if any.

15. ARM agency shall be responsible for redressing and complying with the observations of CTE/ CVC, Auditors, Statutory Authorities, local Bodies, Municipal Corporation etc. pertaining to the work under intimation to ESIC. Providing all work-related information promptly to ESIC for replying to Parliament Questions, queries from various Constitutional & Statutory Authorities.

B. MUTUAL OBLIGATIONS: -

16. Agency shall be responsible for:

16.1 Carrying out comprehensive Repairs & Maintenance of Buildings and Services including Equipment's & Plants rendering specialized services with due diligence and within agreed timelines and cost.

16.2 Submitting Estimates for various types of Repairs & Maintenance works on time to ESIC for accord of A/A & E/S so that works are taken up on the ground as per schedule:

16.3 Manpower deployment schedule has to be prepared by the agency as per ESIC guidelines and in consultation with hospital authority.

16.4 Deployment of adequate manpower like electrician, lift operator, DG Operator, HVAC Operator, Mason, pump operator, PSA Plant Operator, Plumber, Carpenter, Helpers, Mali, Sewer Man, Supervisor etc. so as to ensure the smooth functioning of the offices, Staff Quarter, Hospitals, Dispensaries and maintenance of the buildings.

16.5 Manpower attendance register is to be maintained properly.

16.6 Uniform, ID Card have to be provided to each and every staff by the agency without any extra charges to be paid by ESIC.

16.7 The Working Staff should be professionally qualified and must be trained.

16.8 The contractor will carry out all preventive maintenance / Checks as per CPWD Specification and works procedure.

16.9 Intimating physical and financial Progress and up to date expenditure incurred along with Certificate of Utilization of Fund against Fund earlier released by ESIC.

16.10 Permitting ESIC to inspect or monitor the progress, either itself or through Third Party, as and when it desires for assessing actual progress, quality of works and any other aspects related to the works.

16.11 Certifying and making payment of Bills of the Contractors / Agencies engaged by them and making available Final Statement of Accounts in Standard Format to ESIC, Copies of Final Bills for all Contract Packages and other expenditure incurred, after the completion of the work. In addition, whenever ESIC asks for any other details from agency regarding Utilization of Fund, copies of detailed sanctioned Estimates/ Technical Sanctions, Award of Works, Running Bills etc., the same shall be provided by agency readily to ESIC.

16.12 Ensuring that its Contractor(s) implement required Health, Safety & Environmental (HSE) practices at the ARM Sites and they also comply with all statutory obligations related to workmen deployed at the Site like compliance of Labour laws, minimum wages as per CLC, ESI, EPF & Bonus etc. Agency will act as Principal Employer in respect of all Statutory Obligations related to workmen deployed at the site in execution of the work.

16.13 Obtaining necessary Statutory Approvals / Permission / Clearances/ Certificates from the concerned Local Bodies & Statutory Authorities like Municipal Corporation, Town Planning Board, Electricity Board / Fire Department, State / Central Pollution Control Boards, State / Central Environmental Authorities etc. as applicable.

16.14 Managing the works effectively and efficiently to ensure its timely completion with due diligence as per direction of ESIC Authorities in terms and conditions of Agreement including taking all require pro-active measures to contain Time and Cost Overruns by providing stringent and elaborate enforceable Clauses to this effect in the Contract documents of its Contractors for achieving the objective of completing the works with due diligence and within the approved cost and scheduled time.

16.15 Submitting Works Completion Report (WCR) duly bringing out the Final Cost as against the approved Cost. The WCR shall be submitted along with Final Works Accounts including return of unspent balance amount to ESIC within one month of settlement of final bills of the contractors / other agencies deployed by agency.

16.16 Intimating ESIC about any excess expenditure likely to be incurred over and above the approved estimate and also about possibility of Time Overrun as soon as it comes to its knowledge

along with reasons and justifications thereof for necessary approvals from ESIC before committing / incurring the extra / additional expenditure.

- 16.17 Monitoring of Projects from start to completion effectively & efficiently.
- 16.18 Observing due diligence and adopting all possible pre-emptive measures at various stages of project execution so as to avoid arbitration / litigation and other hindrances for completing the work within optimum cost and time in hassle free environment.
- 16.19 Defending all Arbitration and Court Cases arising out of execution of the works and examining the Arbitration Award/Decree of Court of Law/Tribunal by appropriate authority in agency and forwarding the same along with a comprehensive report on the circumstance leading to the Arbitration/Court cases and the reasons and justifications as to why an appeal against such award/decreed was not considered necessary, briefing out inter-alia, details of the award and clear-cut recommendations. The decision of the competent authority in agency to accept the award or challenge the same in a Court of Law will be binding on the ESIC.
- 16.20 Agency will take all necessary actions to complete the works timely. However, for inordinate delay caused in the works liquidated damages have to be levied / recovered. Based on the established procedure to levy penalty on their contractors / agencies for recovering liquidated damages from them as per the GCC or other contract conditions applicable in agency. The liquidated damages recovered from the contractors for delay, if any, shall be credited to ESIC in the project accounts. As further agreed by Agency, more stringent terms and conditions over and above usual stipulated provisions of agency standard contract documents, shall be inserted as additional / special condition in the contract document with contractors so as to complete the works timely. If at any time, it appears to ESIC that the actual progress of the work does not confirm to the approved program referred above and initiated to agency by ESIC, detailed reasons and justifications for such delay shall have to be provided by Agency, which shall be examined by ESIC for re-scheduling the timeline, if any.
- 16.21 All emergent Repair and Maintenance related complaints shall be attended to within twenty-four hours and routine/ non-emergent repairs shall be attended within 48 hours, falling which a recovery of Rs. 200.00 per event per day shall be made from the subsequent payments to the agency.
- 16.22 In the event of failure to attend the complaint within 03 days, The Authorized officer of ESIC will get the work done at the risk and cost of the agency and expenditure incurred will be deducted from the subsequent payment of the agency.
- 16.23 The Agency shall compensate ESIC for any losses incurred by theft, illegal or fraudulent activities of the manpower deployed directly or through his contractor.
- 16.24 Agency will have to make the provision of water and electricity charges in their sub contract as per CPWD work procedure, otherwise 1 % for water and electricity charges will be deducted from their bill.
- 16.25 The ARM Agency shall meet all the expenses under "Lumpsum Centage/Departmental Charges" payable to them and record a certificate to this effect in the Final Expenditure Statement. Items of expenditure on supervisory staff/Officers, travelling/conveyance expenses etc. of their staff/officers and regular establishment expenditure of the ARM Agency shall be met out of the Lumpsum Centage/Departmental Charges payable to them.
- 16.26 An Engineer at responsible position shall be positioned at ESIC, Model Hospital Ludhiana by the PSU for better management of the assigned ARM works and smooth maintenance of the ESI establishments. Fortnightly/Monthly meeting with appointed agency to be ensured by Medical Superintendent for coordination and sorting out issues and tasks of ARM/SR. Engineering setup including number of officers, with their location, reporting etc. (to be deployed) details to be provided in detail by appointed agency including list, contact details to ESIC concerned Hospital before award of work.
- 16.27 Any items which are not approved in the estimate however required as per the site conditions same to be executed by the ARM agency as per the direction of Medical Superintendent/Engineering In charge.
- 17. ESIC shall be responsible for:-**
 - 17.1 Approving Scope, Plans, Initial and Revised Estimates, Timelines and other proposals submitted by agency.
 - 17.2 Intimating Details, Special Requirements / Features and Broad Specifications for specialized Equipment's and Plants for facilitating execution of works by agency.
 - 17.3 Providing required assistance to agency for carrying out the comprehensive Repairs & Maintenance Works.
 - 17.4 Releasing Fund to agency based on their request and in terms of the Agreement.
 - 17.5 Providing required assistance to agency for obtaining necessary Statutory Approvals / Permission/Clearances/ Certificates from the concerned Local Bodies & Statutory Authorities like Municipal

Corporation, Town Planning Board, Electricity Board / Fire Department, State / Central Pollution Control Boards, State / Central Environmental Authority etc. as applicable.

17.6 Space to be provided to agency by ESIC free of cost for setting up of Office as per approval of competent authority of ESIC till maturity / completion of work.

17.7 Providing security clearance for agency staff / contractors and their workers for working at site incase these are required.

17.3 Settling of final claims which may be decreed by a Court of Law, Tribunal or by award of an Arbitrator in relation to the deposit work, based on recommendations of agency and commensurate actions taken by them in accordance with Clauses 17.19 as explained above.

17.3 Permitting free access to agency appointed Contractors' Materials and Workmen to the site of work and also helping agency in taking connections for electricity and water required for carrying out works inside the premises/complex.

17.3 Drawings of the premises will be provided by the ESIC to the agency, if available in ESIC Office.

18. Redressal of Disputes

As dispute resolution mechanism for implementation of the provisions of this Agreement, at the first instance the issues involved shall be brought up before Chief Engineer, ESIC and concerned Chief Engineer/ GM of Agency for their resolution. In case, however, disputes / differences between the parties do not get resolved, the matter shall be referred to a Committee comprising of a Nominee of DG, ESIC, and a Nominee of DG/ CMD of Agency who shall be above the level of CE in the respective organizations. The above said Committee shall submit a comprehensive report and recommendation to DG, ESIC and DG/ CMD of Agency for facilitating final decision in the matter.

19. Amendment

No amendment in Terms & Conditions of this Agreement shall be valid and effective unless it is in writing and duly signed by authorized representatives of MS, ESIC Model Hospital Ludhiana Punjab and representative of Agency not less than the rank of Project Manager/Executive Engineer. Each party shall give due consideration to any proposal for amendment / modification made by other party with proper reasoning thereof.

20. Termination

This Agreement can be terminated by either of the parties by giving 3Month's prior notice along with reasons for breach of obligation and any other grounds for consideration of other party.

21. Payment on Termination:

In the event of termination of the contract, ESIC shall be at liberty to get balance work done at the risk and cost of the Agency and due payment of the contractor, if any, shall be released after the completion of whole of the works after due adjustment.

22. The following documents attached hereto shall be deemed to form an integral part of this agreement.

- Notice Inviting Expression of Interest including corrigendum
- Undertaking by the Construction Agency (Section-8)
- Agency Charge Quotation Sheet (Section-6)
- All the correspondence made with agency & Section 1 to 13
- Letter of Acceptance (Section-9)
- Performance Guarantee No. _____ dated _____

23. Other Terms & Conditions

While executing/assessing the ARM works under the GFR133(3) the following points shall be adhered to:

a) The Medical Superintendent or his/her representative and ARM Agency will draw a Priority Plan for Annual R&M of all buildings in the State/Region which will be signed by all concerned. In accordance with the Priority Plan, the ARM Agency would frame a working/detailed estimate restricting the estimate to the funds available as per the norms under AR & M(PAR) and ARM actual (i.e. O&M, AMC etc.)

b) The progress of Annual Repairs & Maintenance shall be monitored by the Medical Superintendent through the designated Engineer. Periodical review at regular interval shall be necessary to ensure the accomplishment of

priorities drawn for various items of work in the working estimated are carried out accordingly.

c) The ARM Agency shall prepare the estimate for Annual Repair and Maintenance requirement for Hospital, Staff quarters and dispensary as per provisions set out in the succeeding paragraphs and submit the same to the Medical Superintendent of ESIC latest within 15 days of signing Agreement along with Working Estimate, Final Expenditure Statement(s) of the previous year, if any duly signed by the Executive Engineer and the Accounts Officer, accompanied by a certificate from the Occupier/Custodian of the property certifying satisfactory completion of the works done in the previous financial year.

d) Latest Plinth Area rates for 'Annual Repairs & Maintenance' of CPWD shall apply uniformly to all the properties, as per description/usage, falling under the jurisdiction of the Hospital.

e) Annual Repairs and Maintenance of Specialized Services (AMC /CAMC) by OEM.

f) These Plinth Area Rates do not cover expenditure on conservancy charges maintenance and running of Air Conditioning installations, Lifts, Tube wells, Pumps, Generator Sets, Fire Fighting Equipment, HVAC, Chiller plant, Package units, Sub-Station etc. The estimate for maintenance & running of electric installations like water pumping system, air conditioning equipment's, lift(s), DG Set(s), sub – station etc. would be framed on the basis of assessment of actual requirement. The actual requirement shall be supported with details of the labour and items for which the funds are required.

g) It may be noted that under no circumstances, the expenditure should exceed the sanctioned amount. Agency have to carry out the work in accordance with provisions made in the working estimates and ESIC will not be liable to bear excess expenditure except variations in paid revised minimum wages and DA for the period of the deployed manpower.

h) The deployment of labour for the services falling under plinth area rates should be made as per norms specified by CPWD and adopted by ESIC for the categories of wireman/ electrician, sewer man, plumber, mason, carpenter etc. Depending upon the location of the project and other relevant factors, rounding off of a fraction of worker to the next higher member may be allowed. In case of ARMO (O&M Services of MEPs) the deployment shall be governed by relevant factors such as duration of services required, essentiality of services etc. and other local conditions. The wages of the "Work Charged staff shall be governed by Minimum Wages Act along with the statutory provisions (like PF, ESI, etc. and other prevalent/mandatory regulations of the concerned State/UT). Monthly statement of the compliance made on ESI/EPF, Labour laws, other Statutory compliances etc. along with the supporting documents shall be submitted to the Medical Superintendent without fail by the maintenance agency.

i) It is to be invariably ensured that the stipulations mentioned in the Central/State Govt. Statutes/ Acts in respect of critical installations viz., lifts, HT/LT power supply, firefighting &/or fire alarm system etc. are strictly complied with by the ARM Agency. Besides, it should be closely monitored that the ARM Agency periodically updates such systems in conformity with these Acts/ Statutes and arranges annual/periodical tests by the prescribed authorities. The expenditure incurred by the ARM Agency on account of the fee payable for Mandatory inspection of installation by the Statutory Authorities and the Taxes, if any, levied by the local Bodies will qualify for reimbursement without incremental liability of Lumpsum Centage/Departmental Charges, upon presentation of documentary evidence.

j) The replacement of consumables like bulbs, tube lights etc. shall be limited to areas of Hospital Buildings, Dispensary only. Procurement of these types of consumables inside the staff quarters shall be done by the allottee himself.

k) Medical Superintendent will accord Administrative approval and Expenditure sanction for the works within their DoP in consultation with Regional Engineer/ESIC HQ Office and concurrence of finance.

l) The ARM Agency shall neither utilize the ARM Funds for non – ARM activities nor utilize the same for any other ESIC or non – ESIC work nor minus balance against the excess of any previously executed work of any nature for ESIC.

m) The work of essential Repair and Maintenance and operation of essential services shall under no circumstances be held up by the ARM Agency for temporary delay in release of funds.

n) For each of the properties (or a group of properties so approved by ESIC) the ARM Agency of its representatives shall maintain a Complaint Book at the service Centre and all complaints will be got entered in the said book which shall be periodically seen by the Officers of the ARM Agency and as soon as the work is completed, suitable remarks shall be given in the Register. This Register should also be periodically seen by the Senior Officer of the ARM Agency, designated officers of ESIC and signed in token of having seen the same.

o) The ARM Agency shall be solely responsible for ensuring compliance with the various Labour Laws that may

be in force from time to time. Any liability on this account and also any liability arising from non – observance of the same shall be met by the ARM Agency at its risks and const. It has to be ensured that the ARM Agency registers themselves as Principal Employers for necessary compliance with the provision of Contract Labour (Regulation & Abolition) Act, 1970 etc. as applicable.

p) Any change in rates of GST/Labour Cess etc. if it becomes applicable on Lumpsum Centage/Departmental Charges subsequent to date of signing of agreement in case of the categorization/change in rates of ARM work as a “Service” by Central/State Govt. shall be first paid by the ARM Agency which shall then be reimbursed/paid as per actual without any Lumpsum Centage/Departmental Charges.

q) If due to unsatisfactory performance of the ARMO Agency in ESIC Model Hospital Ludhiana, it is desired to change ARMO Agency, the matter may be discussed in the Co-ordination Committee constituted by Medical Superintendent, ESIC Model Hospital, Ludhiana and new agency in the concerned Region/State, based on their potential/capability and willingness to accept the work on ESIC’s terms and conditions, should be selected by following due procedure. In case of the unsatisfactory performance of the Construction Agency during the Financial year, sufficient notices should be served & termination of the Agreement shall be taken up as per the clauses of the agreement by forfeiting the Performance Guarantee. During the course of the Agreement period, the new Agency may be fixed at the risk & cost of the Existing Agency, which however does not apply in case of CPWD/PWD.

25. General Condition for Special Repair Works

1. The work for special repair work to be carried out as per GFR / CVC / CPWD specifications guidelines.

2. Submitting Detail Estimate, Milestones Chart, Rough drawings, Dates of Start and Completion of the project for approval of ESIC for timely completion.

3. The same centage charges will be paid to the ARM agency for special repair work assigned by the Medical Superintendent of ESIC Model Hospital, Ludhiana.

4. PSU required to intimating ESIC about any excess expenditure likely to be incurred over and above the bid value and also about possibility of Time Overrun as soon as it comes to its knowledge along with reasons and justifications thereof for necessary approvals from ESIC before committing / incurring the extra / additional expenditure. The certification by PSU will be valid for the extra expenditure provided pre – approval has been taken from ESIC.

5. On completion of the work, a Work Completion Report (WCR) shall be submitted by PSU duly bringing out the Final work Completion Cost, Total Time period taken to complete the work and also completed Work Components as against the approved Cost, Time and Project Components. The WCR shall be submitted along with Final Work Accounts including return of unspent balance amount to ESIC within one month of settlement of work of the contractors / other agencies deployed on the project by PSU.

6. After Completion of all milestone, an assessment would be made regarding the total time covered in achieving all the milestone vis-à-vis the allotted time lines to each milestone till completion of the project. If it is found that PSU has taken time to complete the project more than mutually agreed time line, liquidated damages @ 1.5 % per month of delay (to computed on per day basis) subjected to 10 % of the project cost would be imposed on PSU.

7. The deduction of Water & Electricity charges would be imposed @ 1%, if water & electricity used by agency from the ESIC building.

8. The Defect Liability Period shall be one (1) year from the date of completion / Handing over of work.

8. Any other special specific work conditions to be incorporated at the time of approval of detail estimate.

9. Agency shall submit the following documents with the Expenditure statement: -

a) Test Report of Materials as asked/ directed by ESIC Engineer.

b) For Final bill, Progress report ,Satisfactory Work Completion Certificate and Monthly Expenditure Statement duly signed by Account Officer/ Representative of Agency not less than the rank of Project Manager/Executive Engineer.

c) Any other document asked by ESIC Engineer.

For and on behalf of Agency

Signature

Name

Designation

Witness 1

Signature

Name

Designation

For and on behalf of ESIC

Signature

Name

Designation

Witness 2

Signature

Name

Designation

Date:

Place:

FINANCIAL PROPOSAL

NAME OF WORK: Annual Repair and Maintenance of buildings, services and Operation / Maintenance of Equipment's and plants on deposit mode of work execution basis in the ESIC Model Hospital Ludhiana, Staff Quarters and Dispensary building (in hospital campus).

Budgetary amount for the year: **Rs. 4,30,30,000/- (Four Crore Thirty Lakh Thirty Thousand Rupees)**

Name of Bidder:

S.NO	Description	Lumpsum Centage/Departmental Charges (In figure and words)
1	Lumpsum Centage/Departmental Charges** for execution, supervision of Annual Repair and Maintenance of buildings services and Operation / Maintenance of Equipment's / plants and Special repair works in the ESIC Model Hospital Ludhiana, Staff Quarters and Dispensary building (in Hospital Campus) As per Scope of work and terms and condition of the bid & Standard Contract Agreement.	_% *

Seal of the Organization

Signature of the Authorized Signatory***

*To be quoted in percentage of estimate cost with two decimal places both in figures and words distinctly.

** Lumpsum Centage/Departmental Charges means charges on the value of work executed or estimated cost whichever is lower including establishment/ execution charges & taxes if any as per Contract Agreement.

***Authority letter from the Competent Authority i.e. CMD / MD / Chairman for signing the Bid Document is to be enclosed. Stamp impression must show the Name, Designation, Office etc.

Note:-

ESIC shall be fully within its power to test the reasonability of quoted Lumpsum Centage/Departmental Charges against the benchmarks.

FORM OF PERFORMANCE SECURITY BANK GUARANTEE BOND

In consideration of the Employees' State Insurance Corporation having agreed under the terms and conditions of the Agreement no datedmade between Employees' State Insurance Corporation and Second Party (here in called the said Contractorfor the work hereinafter called the said agreement) to production of irrevocable bank guarantee for Rs.....(Rs.....only) as a Security/Guarantee from the Bidder for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We..... (hereinafter referred as to "The Bank" hereby) (indicate the name of the bank) Undertake to pay to the Employees' State Insurance Corporation an amount not exceeding Rs..... (Rs..... Only In Words) on demand by the Employees' State Insurance Corporation.
2. Wedo hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from the Employees' State Insurance Corporation stating that the amount claimed is required to meet the recoveries due or likely to be due from the Second Party. Any such demand made on the Bank shall be conclusive as regards the amount due and the payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rs only IN WORDS)
3. We, the said bank further undertakes to pay to the Employees' State Insurance Corporation any money that is demanded notwithstanding any dispute or disputes raised by the Second Party in any suit or proceeding pending before any court or Tribunal relating thereto, a liability under this present being absolute and unequivocal.
The payment so made by us under this bond shall be a valid discharge of a liability for payment there under and the Second Party shall have no claim against us making such payment.
4. We further agree that the guarantee herein contained shall remain in full force and effect during the period that would take for the performance of the said agreement and that it shall continue to enforceable till all the dues of the Employees' State Insurance Corporation under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or Engineer-in-charge on behalf of the Employees' State Insurance Corporation certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Second Party and accordingly discharges this guarantee.
5. We (indicate the name of Bank) further agree with the Employees' State Insurance Corporation that, the Employees' State Insurance Corporation shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Employees' State Insurance Corporation against the said Second Party and to bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor or for any forbearance, act of omission on the part of the Employees' State Insurance Corporation or any indulgence by the Employees' State Insurance Corporation to the said contracts or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank of the contractor.
7. We..... Lastly undertake not to revoke this guarantee except with the previous consent of the Employees' State Insurance Corporation in writing.
8. This guarantee shall be valid up toUnless extended on demand by Employees' State Insurance Corporation. Notwithstanding anytime mentioned above, our liability against this guarantee is restricted to Rs (Rs only) and unless a claim in writing is lodged with us within six months of the date of expiry of the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged. Dated..... Day ofFor (indicate the name of Bank).

UNDERTAKING
(On the Letter Head of the Organization)

To,
The Medical Superintendent,
ESIC, Model Hospital,
Bharat Nagar,
Ludhiana-141001, Punjab

Sub: Annual Repair and Maintenance of buildings, services and Operation / Maintenance of Equipment's and plants in the ESIC Model Hospital Ludhiana, Staff Quarters and Dispensary Building (in hospital campus).

Ref: Bidding Document No._____

Sir,

We undertake that-

1. I/We have no business or any other relationship with any of the ESIC Staff / Member of the Corporation.
2. I / We have not employed any former employee of ESIC to work for our organization.

Or

I /We have employed ESIC Staff / Member of the Corporation as per list attached to work for our organization and certify that there is no conflict of interest.

3. I/We have not been debarred or blacklisted by any Govt. Department / Organization to execute their works.
4. I/We have not suppressed or concealed or false information pertaining to works executed by us.
5. I / We have not made any misleading or false representation or deliberately suppressed information in the form of statements and enclosures required for eligibility criterion.
6. I / We have not abandoned any work and left work incomplete due to financial failures / weaknesses or have a record of poor performance.

Yours faithfully,

(Signature of the Authorized Representative)

With Rubber Stamp

Dated: _____

Place: _____

Note: This letter shall be signed by the authorized officer of the organization having valid authority letter from competent authority i.e. CMD / MD / Chairman

**ACCEPTANCE OF BID CONDITION
(On the Letter Head of the Organization)**

To,

**The Medical Superintendent,
ESIC, Model Hospital,
Bharat Nagar,
Ludhiana-141001, Punjab**

Sub: Annual Repair and Maintenance of buildings, services and Operation / Maintenance of Equipment's and plants in the ESIC Model Hospital Ludhiana, Staff Quarters and Dispensary building (in hospital campus).

Ref: Bidding Document No. _____

Sir,

We undertake that-

1. With reference to above, I/We are pleased to submit our bid/ offer for the above work and I/We hereby unconditionally accept the terms & conditions of Bid Documents and Standard Contract Agreement in its entirety for the above work.
2. I / We are eligible to submit the bid for the above work and I /We are in possession of all the required and relevant documents.
3. I /We have read all the terms and conditions of the STANDARD CONTRACT AGREEMENT as well as Bid Document and agree to sign the same in case of award of work.
4. I /We have submitted all the documents as per Notice Inviting Bid.
5. I / We undertake and confirm that similar work (s) has / have got executed in .Departments/ Govt. Organizations. Further that, if such a violation comes to the notice, then I / WE shall be debarred for bidding in future forever. Also, if such violation comes to the notice of ESIC before date of start of work, the ESIC shall be free to forfeit the entire amount of Performance Guarantee.
6. I / WE have separately enclosed an undertaking in the format as per Section -8.

Yours faithfully,

(Signature of the Authorized Representative)

With Rubber Stamp

Dated: _____

Place: _____

Note: This letter shall be signed by the authorized officer of the organization having valid authority letter from competent authority i.e. CMD / MD / Chairman.

Brief Description & Scope of Work**For illustration only**

Employees' State Insurance Corporation (ESIC) is an autonomous body under the aegis of the Ministry of Labour and Employment, Government of India. It is proposed to enter into an Agreement with the selected eligible Public Sector Undertaking set up by Central / State government to carry out civil or electrical work or any other Central /State Government Organization / PSU which may be notified by MoUD for execution Annual Maintenance contract (Civil & Electrical Work) for one year. The contract of work may be extended for further period of one-year subject to satisfactory performance of the agency during the previous year with mutual consent.

Scope of works (Electrical and Civil):

1. Comprehensive Annual repairs, Maintenance & Operations of Equipment's and installations (ARMO) at **ESIC Model Hospital, Bharat Nagar , Ludhiana, Staff quarters, ESI dispensary building (in side hospital campus)**. The built-up area/Plinth Area details of the establishments to be undertaken for ARM are as following:

S.No.	Description of Establishments	Plinth Area (Approx. Sqm)
1.	ESIC, Model Hospital, Ludhiana	20854.0
2.	Staff Quarter's	9681.0
3.	ESI Dispensary building (inside hospital campus)	1107.0

The ESIC will assign the following types of Repairs & Maintenance works, AMC/CMC of equipment's to Bidder for carrying out comprehensive Repairs & Maintenance of its existing infrastructure comprising of Hospital & Staff Quarters and services including MEPs equipment and plants rendering specialized services.

Civil Works (Tentative Scope):

- Day to day Repair & Maintenance of building for smooth functioning of Hospital/ Staff Quarters/Colonies/dispensary.
- Painting of external/internal walls, Repairs to external/internal plaster, repair to floor/dado tiles.
- Repair of roof leakages and leakage/ seepage control in toilets and water supply/Sanitary installation fixtures as required.
- Barbed wire fencing wherever required for compound wall.
- Flush and PVC Doors as required for staff quarters.
- Grilling work and mosquito mesh as required in staff quarters.
- Maintenance of rain water pipes as required.
- Plumbing, Sanitary Work, Carpentry work, etc.
- Replacement of glass panes, door & window fixtures.
- Carpentry work for wooden doors, windows, Aluminum & Steel Repair work.
- Periodic cleaning of internal & external drains, water tanks, Removal of blockages from water supply & sanitary lines and internal & external drains.
- Any Other Work assigned by Medical Superintendent or Engineers or user as per site requirement.
- Excess water drainage arrangement during rains/otherwise by the Agency.

Electrical Works (Tentative Scope)

- (1) Comprehensive Annual Repair, Maintenance & Operation (ARMO) of Complete External & Internal Electrical installation, Substation HT/LT Panels, DG sets, Water supply pumps sets, Dewatering Pumps sets & complete MEPs services installed such as, VRF System, Pumps set, D.G. Sets, Fire Fighting systems (only operator), Lifts Operation, Transformer, LT/HT Electrical Panels, etc. other Services installed associated with Hospital Building services and residential Staff Quarters buildings round the clock for all sites .
- (2) Preventive & any breakdown Maintenance & Operation of Substation, D.G. Sets, Transformers and associate HT/LT Switchgears or any other system etc. as per standard practices, rules and regulation of IE as amended.
- (3) Agency shall also have to support in case of emergencies arising due to any HT/LT Cable fault etc.
- (4) Day to Day routine and preventive maintenance work.
- (5) The successful Agency shall undertake the ARMO for the period of one year and it will be sole responsibility of the agency to keep the system in safe working condition at all the time as per relevant Standards, Rules and Regulations in force & safety guidelines.
- (6) The Agency shall provide the maintenance service directly by employing & appointing trained, appropriately skilled personnel as per ESIC norms. They shall be qualified and to keep the entire system and or /its equipment's in proper working condition. They will also take all reasonable care to maintain the equipment's properly adjusted and they will take all reasonable care to maintain the system in efficient, reliable, neat, tidy and safe conditions so as to meet all the norms as per relevant standards, Rules and Regulation in force.
- (7) The Agency shall have to provide the services by his personnel carry out ARMO 24X7 basis i.e. round the clock including Sundays, Holidays and Night hours to maintain the system/services installed & attend any breakdown, complaints for maintenance & servicing of specified system. The personnel shall take round of complete hospital premises and check the system for its working, any repairs/breakdown/rectification shall be attended by the staff immediately. The complaints shall be attended free of cost whenever call by Hospital Authority.
- (8) The Agency will furnish the information about the name & contact Nos etc. of maintenance staffs well in advance to user department. The deployed staffs shall have mobile phone and active number. If not, then agency shall arrange to provide the same to them. The Agency will issue the Identity card to the staffs. Any changes in the above shall be informed to ESIC in advance.
- (9) The Agencies staff will co-operate and co-ordinate with hospital authorities & staffs to give their best services for the medical services in Hospital. Whenever, found necessary, agency will replace existing staff of appoint new/ additional staff if required.
- (10) The Agency shall arrange to attend the system immediately after receipt of breakdown call from the Hospital Authorities or authorized representative of the user department. The Agency shall give priority in their service, repair and manufacturing facilities to restore the system/equipment's to normal service.
- (11) The agency shall arrange to repair the system /installation expeditiously without causing any inconvenience to the functioning of the hospital, failing which the repairs shall be got done at risk and cost of the contractors. However, in case of any major breakdown, the Agency shall consult the Hospital Authority /Engineer concerned to carry out the repairs, which shall be completed within shortest period.
- (12) The Agency shall have to carry out the work of repairs, maintenance and replacement of parts in good workmanship manner as per standard practice & Rules & Regulations enforce.
- (13) Whenever, wherever found necessary, the Agency shall replace the spares and other parts of equipment integrated to the Fire safety system and statutory requirements. All the spare parts required should be of same make and specification as per standard.
- (14) The agency shall submit the schedule of preventive maintenance at the start of works for approval of hospital authority and thereby follow schedule by maintaining record of all the repair serving and maintenance works carried out and shall submit the necessary log-cards duly signed and stamped by hospital authority or authorized person of user department.
- (15) If any, Equipments breakdown/ is under maintenance/ repair (like DG Set, HVAC Plant System, any other AC System, Electrical Substation etc.) then alternative arrangement shall be made by ARMO Agency immediately without any failure.

Mechanical Works: -

- i. Cleaning, greasing, oiling of moving parts of pump, compressors.
- ii. Cleaning, oiling, and greasing of pump-motor assembly alignment, shaft, bearing, etc.
- iii. Cleaning & Preventive Maintenance of air receivers, drain system, in system/plant room.
- iv. Checking flanged joints of pipeline, valves and tightening nut bolts.
- v. Calibration of the dew point sensor element. Regular Cleaning of pipeline.
- vi. Replacement of desiccant filter, bacterial filters etc.
- vii. Regular cleaning of plant room and especially flooring.

Electrical works: -

- i. Checking and tightening of cable/wire and terminations/connections.
- ii. Checking of motor viz. winding, rotor, brushes etc.
- iii. Checking of circuit breakers, trippers and capacitors.
- iv. Checking earth continuity of each equipment, panel etc.
- v. Checking Insulation of pumps, motors, compressors, cables, wiring.
- vi. Replacement fused indicating light.
- vii. Replacement of dilapidated/malfunctioning parts in system & panels.
- viii. Checking and Maintaining Fire Fighting system as per norms.
- ix. Providing of illumination decoration services in Hospital.
- x. Repair of refrigeration, Water Cooler, RO.
- xi. Repair and SITC of CCTV Camera in all respect.
- xii. SITC of Wall Fan, Ceiling Fan, Exhaust Fan, Geyser.
- xiii. Repair of UPS.

S. No	Name of Hospital	Name of Equipment	Qty.	Capacity	Make
1.	ESIC, Model Hospital Ludhiana	DG Set with AMF Panel	02 Nos.	140 KVA Each	Kirloskar Cummins India Ltd.
			01 No.	140 KVA	Cummins India Ltd.
			01 No.	250 KVA	Kirloskar
			01 No.	250 KVA	Mahindra
		11 KV (11 KV/433 V) Sub Station/ Transformer and HT/LT Distribution Panel	02 Nos.	1000 KVA Transformer Each	Kirloskar electric Co. Ltd.
		Window and split AC	54 Nos.	1.5 ton, 2.0 ton	All Brand
		Ground floor and 1st Floor, Lab Area, NICU (VRV/VRF),Cassette Unit, Ducted Units	348 HP	12 HP Each 29 Nos	LG
		Fire Extinguishers ABC Type	206 Nos.	6 Kg Each	All Brand
		Fire Extinguishers Co2 Type	10 Nos.	4.5 Kg Each	All Brand

		Submersible Pump	02 no.	35 HP	-----
			01 no.	40 HP	-----
		Water Treatment Plant	01 no.	-----	-----
		Water Cooler	17 Nos	150 Ltr	Usha and Sidwal
		RO Water Purifier	18 Nos	10 & 25 Ltrs	-----
		CCTV Camera	47 Nos	-----	-----

- Note: These Equipment's details are Tentative it may change as per the site Conditions. Repairs and Maintenance of the Electrical Mechanical Equipment's carried out by concerned OEM (Original Equipment Manufacturer) or their authorized representative as per the GFR.
- If the motor /compressor/pump items are found burnt during normal use, the same shall be replaced/repared immediately. The agency shall be replacing all the spare parts free of cost immediately for normal wear and tear whenever necessary.

(16) Manpower Deployment:

- a) Deployment of adequate manpower like electrician, lift operator, DG Operator, HVAC Operator, Mason, pump operator, Fire Technicians, PSA Plant Operator, Plumber, Carpenter, Helpers, Mali, Sewer Man, Supervisor etc. so as to ensure round the clock services of hospitals, smooth functioning of the offices, Dispensaries and maintenance of the buildings.
- b) Manpower attendance register is to be maintained properly.
- c) T&P and Uniform, ID Card, safety gears i.e. glove, boots etc. to be provided to each and every staff by the Bidder, cost of which is included in CP&OP @15%.

(17) Special Repair/ Emergent Work:

- a) Medical Superintendent, ESIC Model Hospital Ludhiana Punjab may assign the Special Repair Work of the for ESIC Model Hospital Ludhiana, ESI Dispensary building (in side Hospital campus) & Staff Quarter (88 Nos.) on the same quoted centage charges.
- b) For Special Repair Work, Separate Tender may also be called by agency based on local condition & Site requirement.
- c) Agency will be bound to carry out the Special Repair/ Emergent Work on the same quoted centage charges, assigned to them by Medical Superintendent/ Hospital Engineer.

(18) The Working Staff should be professionally qualified and must be trained as per ESIC guideline.

(19) These works are undertaken based on receipt of complaints from the users of the facilities on day to day basis so that the functionality of the building & service is not jeopardized in any matter.

(20) Day to day maintenance activities are to be carried out by a mechanism of Service Centre where all sorts of complaints from users of the facilities are received and attended. The Service Centre is to be manned by various categories of unskilled / semi-skilled / skilled manpower or maintenance staff.

e.g. Carpenter, Mason, Plumber, Sewer man, Electrician, Foreman, Wireman, Helpers / Khallasi etc. under the supervision of engineering personnel in appropriate number (which will depend upon the total built-up area to be serviced in the building) in order to carry out the day to day maintenance activities efficiently and effectively. The no. of maintenance staff shall depend on the total built up area of the building to be serviced. Note: Unskilled/ semi- skilled/ skilled manpower or maintenance staff is to be generally decided as per the yardsticks, which is as per CPWD maintenance manual.

(21) The Bidder will carry out all preventive maintenance / Checks as per CPWD Specification and works procedure.

(22) The site for the work should be readily available as the ARMO work is to be carried out in the running hospital/ dispensary buildings and their premises having residential buildings and other ancillary structures and the desirous agencies can inspect the Hospital and attached Dispensaries, Staff quarters & Offices Area on any working day.

(23) For day to day maintenance affairs, respective Hospital Establishment Head/ Office In- charge

will co- ordinate with the help of concerned Branch Head and Caretaker of the Hospital/Office with qualified Bidder to complete the work required as per Action Plan. Respective Hospital Establishment Head/ Office In-charge will also see and ensure all the required statutory compliances from qualified Bidder.

(24) The ESIC will assign the following types of repairs & maintenance works on deposit mode of work execution basis to Agency for carrying out comprehensive Repairs & Maintenance of its existing infrastructure comprising of Hospital, Dispensaries, office buildings & Staff Quarters and Services including Equipment and plants rendering specialized services:

(i) Day to day maintenance of building and services and Annual/Periodical Repair and Maintenance of Buildings Services.

(ii) Day to day Operation & Maintenance of Specialized Services.

(iii) Annual Repairs and Maintenance of Specialized Services (AMC /CMC) by OEM.

(iv) Special Repair Works for Building & Services (If required separate tenders may also be called based on local condition)

(v) The details of procedures, instructions, conditions, norms & yardsticks etc. are already enumerated in booklet-1. Accordingly, necessary applicable conditions, procedures may be included in the bid documents.

(vi) Additional points if any for compliance of local statutory/ site conditions etc. may please be added to this special condition.

(25) The site for the work should be readily available as the ARMO work is to be carried out in the running hospital/ dispensary buildings and their premises having residential buildings and other ancillary structures and the desirous agencies can inspect the Hospital and attached Dispensaries, Staff Quarters & Offices Area on any working day.

Integrity Pact

To,

**The Medical Superintendent,
ESIC, Model Hospital,
Bharat Nagar,
Ludhiana-141001, Punjab**

Sub: Submission of Tender for the work of ARMO

Dear Sir,

I/We acknowledge that ESIC is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by ESIC. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, ESIC shall have unqualified, absolute and unfettered right to disqualify the tender/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of ESIC

INTEGRITY AGREEMENT

This Integrity Agreement is made aton this..... day of20

BETWEEN

ESIC represented through Medical Superintendent, ESIC , Model Hospital, Bharat Nagar , Ludhiana-141001, (PB) (Hereinafter referred as the 'Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....

(Name and Address of the Central / State Government Organizations / Public Sector Undertakings (PSU))through (Details of duly authorized signatory) (Hereinafter referred to as the “**Bidder**” and which expression shall unless repugnant to the meaning or context thereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (NIT No) (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for..... (Name of work) hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1. The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - (c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of

fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:-

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.

5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/ Owner.

2. Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart

from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

3. Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.
4. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
5. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.
6. If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.
7. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.
8. The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
9. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/ Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 4 - Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, ESIC.

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Article 5 - Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the office of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 6 - Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not

alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....

(For and on behalf of Principal/Owner)

.....

(For and on behalf of Bidder/Contractor) WITNESSES:

1

2.....

(Signature, name and address)

(Signature, name and address)

Place:

Date:

Sd/-

Medical Superintendent

Employees' State Insurance Corporation,

(ESIC Model Hospital, Bharat Nagar, Ludhiana-141001, PB)

BID-SECURITY/EMD DECLARATION FORM**To**

**The Medical Superintendent,
ESIC, Model Hospital,
Bharat Nagar ,
Ludhiana-141001, Punjab**

Sir, I/We, the undersigned, declares that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security/EMD Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

(a)	have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
(b)	Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) Fail or refuse to execute the contract, if required, or (ii) Fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

(Insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name:

(Insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder) Dated on _____ day of _____

(Insert date of signing) Corporate Seal (where appropriate)

Note:

1. In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid.
2. Bid Security declaration must be signed in by the Proprietor/CEO/MD or equivalent level of Officer of the company.