

दैनिक जागरण Dt 04-10-2016



**SANJAY GANDHI POST GRADUATE
INSTITUTE OF MEDICAL SCIENCES**

Raebareli Road, LUCKNOW-226014 (U.P.)

Tele : (0522) 2668004-008,700,800,900 Extn. 4095,4019

Fax : (0522) 2668017, 2668078, 2668129

NOTICE INVITING TENDER

Sanjay Gandhi Post Graduate Institute of Medical Sciences invites sealed bids in two parts (technical Bid and Financial Bid) for the '**Outsourcing of Paramedical Services in the Institute.**'

Detailed advertisement and tender documents can be downloaded from the Institute's website "www.sgpgi.ac.in" from **05.10.2016 to 26.10.2016.**

Advt No. I/35/Contract/16-17

DIRECTOR





संजय गांधी स्नातकोत्तर आयुर्विज्ञान संस्थान, लखनऊ
Sanjay Gandhi Post Graduate Institute of Med. Sciences,
Raibareli Road, Lucknow- 226 014 (U.P.), INDIA
Phones: 0522-2668004-8,2668700-800-900 Fax: 91-0522- 2668017,2668078

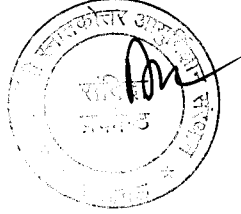
NOTICE INVITING TENDER

Sanjay Gandhi Post Graduate Institute of Medical Sciences, (hereinafter referred to as SGPGIMS) invites sealed tenders/bids in two parts (Technical Bid and Financial Bid) for '**Outsourcing of Para-Medical Services**' in the Institute as per the details given as under:-

The tenderer should fulfill the eligibility as provided under **Annexure-I** of **Section-III** of the Tender Document.

Detailed advertisement and Tender Document can be downloaded from SGPGIMS website 'www.sgpgi.ac.in' from 05.10.2016 to 26.10.2016. The last date of submission of Bids is 03.11.2016 (up to 4.00 P.M). Bids should be submitted to the Director, SGPGIMS, R.S.D. Cell, 3rd floor, Administrative Block SGPGIMS, Rae-Bareli Road, Lucknow-226014 through speed/ registered post only.

Director of SPGIMS reserves right to cancel or reject all or any tender/bid received without assigning any reason therefor.





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TENDER NOTICE

For 'Outsourcing of Para-Medical Services'

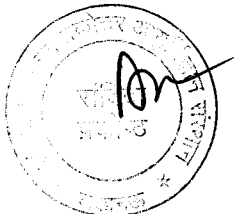
Sealed tenders/bids in two parts (Technical Bid and Financial Bid) are invited by the Sanjay Gandhi Post Graduate Institute of Medical Sciences(hereinafter referred to as SGPGIMS)for '**Outsourcing of Para-Medical Services**'in the Institute.

Title of Tender	'Outsourcing of Para-Medical Services'
Tender fee	Rs.1500/- + 5% tax i.e. 1575/- (Non-refundable)
Date of availability of Tender document	Between 05.10.2016 to 26.10.2016
Pre-Bid Meeting	18 th Oct. 2016 at 10.30 A.M. Department of Anesthesiology Seminar Room
Last Date of receipt of Tender	03.11.2016 (Up-to 4.00PM)
Opening date of Tender	04.11.2016
Time of opening Tender	11.30 AM
Place of opening of tender	Committee room of Administrative Block, 3 rd Floor, SGPGIMS, Lko.
E.M.D.	Rs.20.00 Lacss
Security Deposit	Rs.01.00 Crores
Estimated contract value	Rs.10.00 Crores
Period of Contract	05 years on yearly renewal basis

1. Eligibility of Tenderers:

Eligibility of tenderers shall be as provided in **Annexure-I of Section-III** of the Tender Document.

- All tender forms duly filled along with tender fee of Rs.1500+ 5% tax=Rs.1575/-(Non-refundable) in the shape of Bank Draft of a Scheduled Bank, drawn in favour of Director, Sanjay Gandhi Post Graduate Institute of Medical Sciences, Lucknow, payable at Lucknow must reach to the Director, SGPGIMS, RSD Cell, SGPGIMS, Raibarely Road, Lucknow-226014 (hereinafter referred to as "Director") through speed/Registered post only, latest by 4.00 PM **of 03.11.2016**. No tender form shall be accepted by hand/courier. In this process owing to any postal delay for whatsoever reason, the SGPGIMS shall not be



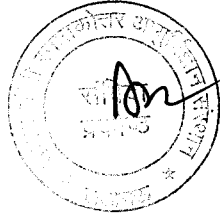


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responsible. Incomplete tender/bid in any respect shall be summarily rejected.

3. The Technical Bid shall be opened at the date, time and place given hereinabove, in the presence of the Tenderers or their authorized representative who want to be present there, and in the event of the above said date, being declared a holiday, it shall be opened at the same, time and place on the next working day.
4. Those tenderers found to be eligible in the Technical Bid shall be intimated separately the date, time and place in respect of opening the Financial Bid.
5. **Tender Forms not accompanied by TENDER FEE, EMD, Technical Bid and Financial Bid shall summarily be rejected, and technical evaluation of such Tenders will not be done.**
6. Director of SPGIMS reserves right to cancel or reject all or any tender/bid received without assigning any reason therefor.

DIRECTOR





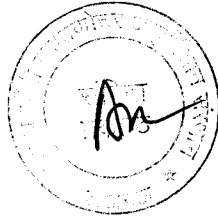
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TENDER DOCUMENT

IMPORTANT

The tenderers are advised to go through the following sections carefully before filling up the Technical Bid and Financial Bid

Sl. No.	Sections	Particular	Pages nos.
1.	I.	Instructions to Tenderer	5-10
2.	II.	General Terms and Conditions for the Successful Tenderer and Performance Indicator	11-22
3.	III.	Scope of work for ' Outsourcing of Para-Medical Services ' in the Institute.	23-31
4.		Annexure-I of Section-III (Eligibility Criteria)	32-43
5.		Annexure-II of Section-III (Financial Bid)	44-49
6.		Annexure-III of Section-III (Affidavit) (Part of Technical Bid)	50
7.		Annexure-IV of Section-III (Affidavit) (Part of Technical Bid)	51
8.		Annexure-V of Section-III (Affidavit) (Part of Technical Bid)	52
9.		Annexure-VI of Section-III (Affidavit) (Part of Technical Bid)	53
10.		Annexure-VII of Section-III (Affidavit) (Part of Technical Bid)	54



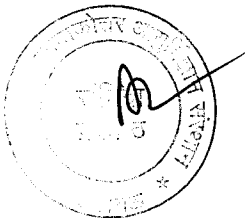


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SECTION -I

1. INSTRUCTIONS TO TENDERER

- a. Technical Bid and Financial Bid must be sealed in two separate envelopes i.e. Technical Bid should be sealed in envelope "A" and Financial Bid should be sealed in envelope "B" separately. Both envelopes "A" & "B" should be placed together in a bigger envelope "C". "C" envelope should be sealed and superscribed with '**Outsourcing of Para-Medical Services**' on top of it. Sealed Tender shall be addressed to the Director, SGPGIMS, RSD Cell, SGPGIMS, Raebareilly Road, Lucknow. 226014. It should be sent by speed post or registered post only so as to reach on or before 03.11.2016 (up-to 4.00 PM).
 - b. The Technical Bids would be opened at the date, time and place given in Tender Notice. All the tenderers or their authorized representatives are advised to attend the opening of Technical Bids. In case of holiday, the same will be opened on the next working day at the same time and place.
 - c. Tenderers found to be eligible in the Technical Bid shall be intimated separately the date, time and place in respect of opening the Financial Bid.
2. The tender is non-transferable.
 3. **Eligibility of Tenderers.**
Eligibility of tenderers shall be as provided in **Annexure-I** of **Section-III** of the Tender Document.
 4. The tenderers submitting their tenders would be deemed to have read and accepted all the terms and conditions of tender. No verbal or written enquiries shall be entertained in respect of acceptance or rejection of the tender.
 5. Only proprietor will sign the Tender/Bid in case of a Proprietary Firm. In case of a Partnership Firm authorized partner of the Partnership Firm shall sign the Tender/Bid and attested copy of authorization of such partner shall be enclosed with Tender/Bid. In case of a Company the Tender/Bid shall be affixed with the seal of the Company and signed by such person/persons as may be authorized by the articles of associations of the Company and/or a resolution of the Board of Directors thereof to sign for and on behalf of the Company and duly attested copy of the resolution shall be enclosed with Tender/Bid. In case of Society the Tender/Bid shall be affixed with the seal of the Society and signed by such person/persons as may be authorized by the Rules of the Society and/or a resolution of the Governing Body of the Society and duly

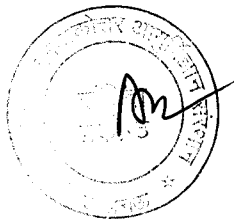




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attested copy of such Rules/Resolution shall be enclosed with Tender/Bid. The cancellation of any document such as power of attorney, partnership deed, etc. shall immediately be communicated by the Tenderer(s) to the SGPGIMS in writing, failing which the Institute shall have no responsibility or liability of any action, taken on the strength of the said documents.

6. Only Proprietor will sign the Agreement in case of Award of tender to a Proprietary Firm, however in cases of Partnership Firm/Company/Society only legally authorized person will sign the Agreement.
7. The schedule of rate(s) and numbers of personnel should be carefully and properly filled in. All rates should be mentioned in words, as well as, in figures. Please note NO Corrections, alterations and overwriting in the Financial Bid will be allowed. In case of discrepancies in quoted rate between words and figure, the rate quoted in words shall prevail.
8. Subletting of contract shall be strictly prohibited.
9. All the pages of the Tender/Bid and supporting documents, annexure/enclosures etc. must be numbered serially, signed and stamped by the tenderer and mention the total number of pages on the Technical Bid form.
10. Only mandatory information and details are required to be provided with the Tender/Bid. If the tenderer desires to provide additional information the same may be provided separately on A-4 size white paper with proper indexing.
11. Irrespective of the number, only those tenderers who successfully qualify in the Technical Bid will be allowed to participate further in the tendering process.
12. The employees of Sanjay Gandhi Post Graduate Institute of Medical Sciences (SGPGIMS) or their Family members shall not be eligible to participate in the tender process. For the purposes of this clause family members includes only Parents, Spouse, Sons, Daughters and dependent brothers and Sisters.
13. All letters posted to the Successful Tenderer on the address given in tender will be considered to have been delivered. Accordingly prospective tenderers are advised to write their full & correct postal address.
14. In the event of withdrawal of Bid by a tenderer before the validity of offer, Institute shall have right to forfeit the Earnest Money Deposit (EMD).

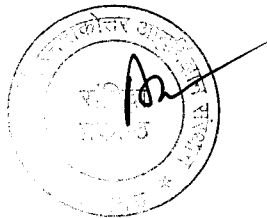




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15. TENDER/BIDS SHALL BE REJECTED IF:-

- (a) Any Tender/Bid received after the prescribed date and time as given in the Notice Inviting Tender.
 - (b) Tenderer fails to enclose Tender Fee.
 - (c) Tenderer fails to enclose EMD with Technical Bid.
 - (d) Tenderers fail to submit their Bids on the format prescribed in this Tender document.
 - (e) CORRECTION, ALTERATION AND OVERWRITING is found in the Financial Bid.
 - (f) Authenticity of any of the supporting document is found to be fabricated.
 - (g) Tender/Bid is sent through courier service or deposited by hand.
 - (h) Tenderers try to influence any official of the Institute in any manner.
 - (i) Tenderer fails to provide Technical Bid and Financial Bid in separate envelopes.
 - (j) Tenderer fails to submit Attested photocopy of Certificate of EPF& ESI Registration certificate, if applicable.
 - (k) Tenderer fails to submit the required information/document along with the Tender/Bid as per the terms and condition of this Tender Document.
 - (l) Tenderer fails to put signature and seal on each page of Technical Bid and Financial Bid.
 - (m) Tender is found to be incomplete in any respect or sent in unsealed envelope.
 - (n) Tender is found to be conditional.
 - (o) If bidding is Conditional/partial.
- 16.** Director of SPGIMS reserves right to cancel or reject all or any tender/bid received without assigning any reason therefor.



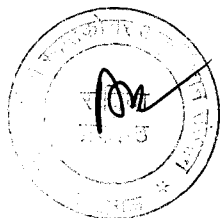


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17. Instructions in respect of Technical Bid

(i) EARNEST MONEY DEPOSIT (EMD)

- (a) Earnest money deposit of Rs.20.00 Lacs (Twenty Lacs) should be paid in the shape of Bank Draft of a Scheduled Bank, drawn in favour of Director, Sanjay Gandhi Post Graduate Institute of Medical Sciences, Lucknow, payable at Lucknow. EMD should be enclosed with Technical Bid of the Tender. The earnest money will be refunded to unsuccessful Bidders within three months of finalization of Tender. The earnest money may be returned back to the Successful Tenderer, after receipt of Security Deposit before signing of the Agreement.
- (b) EMD in any other format is not acceptable.
- (ii) The Technical Bid should be given in the format annexed at **Annexure-I of section-III** of this Tender Document.
- (iii) Tenderers should furnish the balance sheets, duly certified by the chartered accountant showing three years' (i.e. financial year 2013-14, 2014-15 & 2015-16) turnover of the business as stipulated in **Annexure-I of Section-III**.
- (iv) Duly self-attested Copy of PAN/TAN/TIN, as applicable, is required to be submitted.
- (v) Rate should be quoted in Financial Bid on given format at **Annexure-II of Section-III**.
- (vi) An affidavit duly certified by a Notary to the effect that the Firm, Society or Proprietary concerned or Company have never been blacklisted on given format at Technical Bid (**Annexure -III of Section -III.**)
- (vii) An affidavit duly certified by a Notary that there is no ongoing criminal case /vigilance enquiry/labour disputes against the Firm/ Partners/ Proprietor/ Society/ Director of the Company and he/she has never been convicted or punished by any Hon'ble Court of Law on given format at Technical Bid (**Annexure -IV of Section-III**)
- (viii) Copy of Bank Passbook or Statement of Bank Account from Bank for last six months.



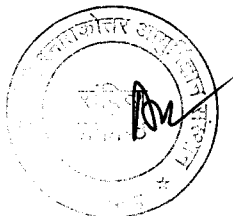


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- (ix) Attested photocopy of Certificate of EPF & ESI Registration, if applicable, should be submitted along with the code number.
- (x) Attested photocopy of Certificate of Service Tax registration, if applicable, should be submitted along with number.
- (xi) Tenderers should submit self-declaration for lowest rate quoted to Institute on non-judicial stamp paper of Rs.10, as per **Annexure-V of Section-III**.
- (xii) Tenderers should submit notarized affidavit to the effect that the bidder does not have any relation with the person authorized to evaluate tender technically or evolved in finalization of the tender as per **Annexure-VI of Section- III**.
- (xiii) Tenderers should submit notarized affidavit to the effect that their firm shall ensure compliance of all labour law/statutes as per **Annexure-VII of Section- III**.
- (xiv) Tender should be attached with Technical Bid. Each page of the Tender/Bid shall be signed by the Tenderer as per provisions of Clause-5 above of this Section-I.
- (xv) Tenderer should attach attested copy of Licence under the provision of Contract Labour (Regulation and Abolition) Act-1970 with Technical Bid.
- (xvi) Mandatory precondition of having provided/providing services by employing on an average 100 trained qualified manpower/year for (03) three years in preceding (05) five years of at least in any two services as asked in the Tender and out of which one has to be of nursing services.

18. Instructions in respect of Financial Bid

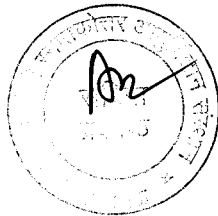
- (i) The Tenderer should quote the "offered" amount in figures, as well as, in words in the format prescribed for Financial Bid as per Annexure-II of Section-III. In case of discrepancies in quoted rate between "figure" and "words" rate quoted in "words" shall prevail.
- (ii) **NO CORRECTION, ALTERATION AND OVERWRITING** in the Financial Bid will be allowed.
- (iii) The tenderer should ensure that the amounts are written in such a way so that interpolation is not possible. No blank spaces should be left.





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- (iv) Break up/Details of Govt. tax & Levies, and as applicable must be provided.
- (v) Tenderers must specify the **Service Tax** to be paid by Institute, if applicable, failing which their Bid shall be rejected.
- (vi) Minimum average Annual Turnover of Rs.5.00 Crore (attach Balance Sheet) for three years in preceding five (05) years in the field of providing Manpower Services.
- (vii) All the prospective Tenderers/bidders have to quote for all the services asked for in the tender documents, as the L-1 bidder will be decided on over all quoted rates for all the services.
Conditional/partial bidding would summarily be rejected.
- (viii) Lowest bidder will be decided by aggregating the total cost of each service.
- (ix) Minimum Mandatory Manpower cost/unit, as mentioned in respective financial bid, to be paid to the manpower engaged (Vendor quoting less than minimum mandatory cost will not be considered).
- (x) Bidder must furnish notarized affidavit on Rs.100/- Non-Judicial stamp paper stating that I/We shall abide by all Labour Law statutes in letter and spirit and shall provide Mandatory leaves as per law to the employees engaged for providing services to your organization. Further, I/We shall also provide uniform and the non-productivity linked bonus as declared by the Govt. from time to time. I/we hereby further declare that expenditure on account of these mandatory norms has been considered and taken care of in the admin. Charges while quoting the financial bid. Accordingly, I/We hereby undertake not to claim anything in addition to what has been quoted in the financial bid.





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SECTION-II

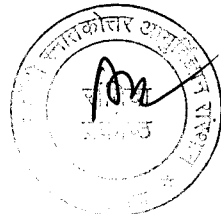
GENERAL TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER/PERFORMANCE INDICATOR

1. Opening of Bank Account.

The Successful Tenderer have to open a current/saving bank account with any nationalized bank in Lucknow within a week from the date of execution of the Agreement and should intimate the A/C no. to the Finance Department, Nodal Department and Contract Cell of the Institute.

2. SERVICE PROVIDER/SUCCESSFUL TENDERER'S DELIVERABLES AND RESPONSIBILITIES.

- (a) The Service provider/Successful Tenderer shall be liable to provide the Services as provided in Section-III and as specified by the authorized officer of SGPGIMS from time to time.
- (b) The Service provider/Successful Tenderer shall be responsible for providing Services in the designated area in the day throughout the year and in the night, if need be details of Scope of Work is given in Section-III.
- (c) The Service provider/Successful Tenderer shall provide the services through qualified and experienced personnel, as given in Tender Document.
- (d) The Service provider/Successful Tenderer shall provide details of personnel through which the Services will be rendered by Service provider/Successful Tenderer to the Institute or committee identified by Institute, and keep such details up-to date.
- (e) The Service provider/Successful Tenderer shall issue identity card to its employees, carrying the following particulars;
 - i. Name of the company/firm/Society of the Successful Tenderer and its monogram(if any).
 - ii. Name of the employee in bold capital letters
 - iii. Designation of the employee
 - iv. Mobile No. of the company/firm/Society of the Successful Tenderer
 - v. And such other particulars as may be directed by the Institute in writing.





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- (f) All personnel deployed for the Services shall wear the dress as specified by the Institute from time to time.
- (g) The Service provider/Successful Tenderer shall ensure uninterrupted Services by taking care of absenteeism of human resource through a pre-conceived backup plan and standby human resource to avoid any disruption to the Services.
- (h) It shall be the responsibility of the Service provider/Successful Tenderer to ensure proper running of all Services provided in Section -III.
- (i) The Service provider/Successful Tenderer shall be liable to discharge such other duties, which in the opinion of the Institute are within the SCOPE OF WORK of the Service provider/Successful Tenderer, and the Service provider/Successful Tenderer shall carry out such duties with due diligence and care.
- (j) The Service provider/Successful Tenderer shall be liable to provide speedy and competent Services as per following performance benchmark and shall also be liable to deploy the required number of personnel to this effect.

3. Performance indicator/Bench Mark :

Performance will be judged on following parameters:

- (a) Status and quality of task performed.
- (b) Number of breakdowns in the Services.
- (c) Inter-personnel and behavioural problem observed.
- (d) Undesirable actions observed which may cause or may have caused financial and image loss to the Institute.
- (e) Punctuality of personnel deployed to provide Services.

The cost of service will include :

- Manpower cost per unit of Services.
- Other expenditures cost. E.P.F. & E.S.I.
- Service provider charges.
- Government levies.

4. HUMAN RESOURCES AND COMPLIANCE OF LABOUR STATUES:

- a. The Service Provider/Successful Tenderer shall post qualified and experienced personnel (as given in Tender Document)for carrying out its obligations under the Contract/Agreement.
- b. The Service Provider/Successful Tenderer shall take guarantee of the character of the human resource deployed and shall ensure

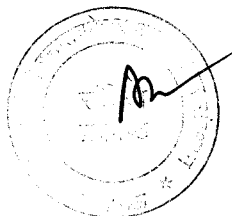




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deployment of only such persons against whom there is no criminal case pending nor has he ever been convicted and carried unblemished character.

- c. Service provider/Successful Tenderer shall be solely responsible for their affairs and will be under obligation to comply with all statutory obligations such as EPF, Service Tax, ESI etc. as and when applicable. These personnel shall have no claim whatsoever, to be treated as employees of the Institute. In the event of any such claim made by the personnel of the Service provider/Successful Tenderer on the Institute, the Service provider/Successful Tenderer shall be wholly responsible and Service provider/Successful Tenderer shall indemnify the Institute against any such claims.
- d. The Service Provider/Successful Tenderer shall abide by the provisions of Minimum Wages Act, 1948 and all other relevant and applicable statutory labour and other laws, rules and regulations as applicable in the State of Uttar Pradesh.
- e. The Successful Tenderer shall immediately obtain required License under the provision of Contract Labour (Regulation and Abolition Act Act-1970) after finalization of tender.
- f. The Service Provider/Successful Tenderer shall comply with regulation of any statutory authority on any obligation imposed upon him by the authorities or applicable under any law as a result of establishing and running the Services. The Service provider/Successful Tenderer shall indemnify the Institute and its officers/employees from any claim or consequences/damages for any lapse or non-compliance thereof. The Service provider/Successful Tenderer shall be liable to be dealt suitably in the event of infringement of any law. Any liability arising on the Institute as principal employer shall be recovered from the Security Deposit, if the recoverable amount is more than the Security Deposit, the remaining amount shall be recovered from the Service Provider/Successful Tenderer arrears of Land Revenue.
- g. Service provider/Successful Tenderer shall be fully responsible for any accident or mishap involving personnel engaged by him and any claim made in this behalf will be paid by the Service provider/Successful Tenderer. The Service provider/Successful Tenderer shall indemnify the Institute from any claims arising out of accidents or mishaps, disabilities of any nature or death, or arising out of provisions under law or of any other nature in respect of all workers engaged by Service provider/Successful Tenderer. The





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Service provider/Successful Tenderer will make full arrangement for safety and Security of all such staff.

- h. The Service provider/Successful Tenderer shall be responsible for the conduct of his personnel and in case of any complaint against any staff, the Service provider shall be under obligation to suitably punish such personnel, and to deal with him in such manner as may be in the interest of the Services when informed about such complaint, orally or in writing, by the Institute.
- i. The Service provider/Successful Tenderer shall abide by and comply with all the laws and shall be responsible for any prosecution or liability arising from breach of any of those laws. The Institute shall not be held accountable and responsible on this head with regard to staff on the rolls of the Service Provider/Successful Tenderer whatsoever.
- j. Notwithstanding anything to the contrary contained in any other provision the Contract/Agreement to be executed between Institute and Service Provider/ Successful Tenderer (herein after referred to as "Contract/Agreement") it would be agreed between the parties that no person or human resource deployed or engaged by the Service provider/Successful Tenderer, in connection with the carrying out of the responsibilities of the Service provider/Successful Tenderer under the terms and conditions of the Contract/Agreement, would ever be deemed to have been engaged by the Institute, nor would any relationship of employer – employee be ever deemed to have come into existence between such person and the Institute. For all jural and legal purposes, such a human resource would always remain an employee of the Service provider/Successful Tenderer. In case any such person raises any grievance or dispute with the Institute, the Service provider/Successful Tenderer shall keep the Institute indemnified in all respects. The Service provider/Successful Tenderer would also fully indemnify any legal and financial liabilities bestowed upon the Institute in respect to the personnel employed/deputed by the Service Provider/Successful Tenderer.
- k. If at any time it is found that any type of liability/ responsibility fixed on the Institute or its employees by any Government or local bodies regarding the Contract/Agreement, the total responsibility will have to be borne by the Service Provider/Successful Tenderer.
- l. The Service Provider/Successful Tenderer shall maintain all employment records in respect of its personnel as may be required under various Labour Statues, such as attendance register, wage register and leave register etc. Service Provider/Successful Tenderer,





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must have obtained license under the provision of the Contract Labour (Regulation and Abolition) Act, 1970, and comply with the provisions thereof.

- m. It will be the sole responsibility of the Service provider/Successful Tenderer to abide by the provisions of all Labour Laws as to the workers engaged by him for performance of the Contract/Agreement
- n. The Successful Tenderer shall be liable to provide the Services as provided in Section-III. The Successful Tenderer shall be liable to provide such Services on all working days/shifts and even on holidays. A detail in this regard is given in Section-III.
- o. Apart from providing the aforesaid Services, as and when called for, the Successful Tenderer shall be liable to discharge any other duties which in the opinion of the Institute are within the SCOPE OF WORK of the Successful Tenderer and the Successful Tenderer shall carry out such duties with diligence and care.
- p. The Successful Tenderer shall be liable to provide speedy and competent services as per the performance benchmark and shall also be liable to deploy the required number of personnel to this effect.

5. DAMAGES TO PERSON & PROPERTY:

- a. The Service Provider/Successful Tenderer shall indemnify the Institute at all times against all claims for compensation, or otherwise, under the provision of any law for the time being in force or in respect of any third party claim in carrying out the Contract/Agreement.
- b. If in the running of the Contract/ Agreement any damage is caused by the Service provider/Successful Tenderer or personnel deployed by it, to any person or property of the Institute, the Service provider/Successful Tenderer shall be liable for the same and indemnify the Institute for all such damages. Service provider/Successful Tenderer shall also render all assistance and cooperation to the Institute in any inquiry thereon.
- c. In the event of any lapse, omission, negligence, fraud etc. on the part of the Service Provider/Successful Tenderer or any of its personnel deployed, resulting in any loss to the Institute, the Service Provider/Successful Tenderer shall be responsible to indemnify and made good the loss and damage to the Institute. Institute will be at liberty to recover such losses from the Service Provider/Successful Tenderer.

