

CORPORATION OF CHENNAI

Health Department, Ripon Buildings,
Periyar EVR Salai, Chennai – 600 003.

Tel : 25384510

www.chennaicorporation.com



TENDER DOCUMENT

NAME OF THE WORK:

**Tender for Providing manpower (out sourcing)
for various service under Health Department of
Corporation of Chennai for **one year.****

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Health Department, Ripon Buildings,
Periyar EVR Salai,

Chennai – 600 003.

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Document Control Sheet

**Tender for Providing manpower (out sourcing) for various
Health facilities under Health Department of Corporation of
Chennai for one year.**

Tender Reference	H.D.C.No:B1/3662/10
Date of issue	18.10.10
Last Date for sale of Tender Document	10.11.10 3.00 pm
Last Date and Time for Receipt of Tender	12.11.10 3.00 pm
Date and Time of Opening of Tender	12/11/10 3.30 pm
Address for Submission of Tender	Tender Sales Counter, Corporation Of Chennai , Ripon Building, Periyar EVR Salai, Chennai – 600 003 Tel.: +91-44-25384510
Amount of Earnest Money Deposit (EMD) Demand Draft in favour of Commissioner, Corporation of Chennai.	Rs.64,000/-
Contract Period	One years

Health Officer,
Corporation of Chennai.

CORPORATION OF CHENNAI

Health Department, Ripon Buildings,
Periyar EVR Salai, Chennai – 600 003.

Tel.: +91-44- 25619330

www.chennaicorporation.com

NOTICE INVITING TENDER

Ref : H.D.C.No:B1/3662/10:

Corporation of Chennai invites Tender for “Providing manpower (out sourcing) for various Health facilities under Health Department of Corporation of Chennai for one year ”. Sealed tenders are invited from the eligible tenderers for the above work. The tenderers shall have to fulfill the following minimum criteria on their own.

Prequalification Criteria:-

1. The tenderer should have successfully done / doing at least one similar job of value not less than Rupees 5 Lakhs each for any state / Central Government departments, Boards, Undertakings, Local Bodies or Public Sector / private sector Companies or banks in the last two years.

2. The tenderer shall furnish audited financial statements for the last three years, audited by a Chartered Accountant, which include Profit and Loss Account, Balance sheet and certificates regarding contingent liabilities. In case of any nil statements, a Chartered Accountant shall certify the same accordingly.

3. The tenderer should have submitted the I.T Returns for the last 2 years.

The Tender Document is obtainable from the Tender Sales Counter, Corporation of Chennai, Ripon Buildings, Chennai – 600 003, on all working days till ---3.00 pm on 10/11/2010 on payment of Rs 16,875/- in the form of Demand Draft of any Nationalized Bank / Scheduled Bank payable at Chennai drawn in favour of Commissioner, Corporation of Chennai, Chennai – 600 003. Tender documents can also be obtained by Registered Post or Courier by sending a requisition letter addressed to the Head of the Department (Health), Ripon Buildings, Chennai - 600 003, enclosing a Demand Draft for the Value of Tender Documents plus Rs.1000/- at the risk and responsibility of the prospective Consultant. Tender documents can also be downloaded at

free of cost from the websites www.tenders.tn.gov.in or www.chennaicorporation.com. In case if any deviation is found in the tender document submitted by the consultant from the content mentioned in the web sites shall liable to be rejected at any stage of the contract.

The tender shall be submitted in wax sealed envelopes and should be marked as “Providing manpower (out sourcing) for various Health facilities under Health Department of Corporation of Chennai for two years ” addressed to The Head of the Department (Health), Corporation of Chennai, Ripon Buildings, Chennai – 600 003.

The tenders must be dropped as a single sealed cover containing two separate wax sealed envelopes for Technical Bid and Financial Bid in any one of the Tender Boxes kept at the C.E.(GL) Office, P.R.O. Office, Office of the Vigilance Officer and Tender Sales Counter, Ripon Buildings, Corporation of Chennai, on or before 3.00 p.m. on 12/11/2010-. The Technical Bid will be opened at 3.15 pm on the same day in the presence of available participant consultants or their authorized representatives.

EMD Amount is Rs 64000-/- in the form of Demand Draft of any Nationalized Bank / Scheduled Bank payable at Chennai drawn in favour of Commissioner, Corporation of Chennai, Chennai – 600 003.

The filled up Tender Documents can also be sent by Post or by Courier to Head of the Department (Health), Tender Sales Counter, Corporation Of Chennai, Ripon Buildings, Chennai – 600 003 and the Corporation of Chennai shall not be responsible for any delay in transit. The tenders received after the due date and time will not be considered under any circumstances.

If the office happens to be closed on the day as specified, the tenders will be received and opened on the next working day at the same time and venue. Head of the Department (Health), Corporation of Chennai may be contacted for any clarification on all working days from 2.00p.m to 5.00p.m. or over Telephone No: +91-44- 25619330 Corporation of Chennai reserves the right to reject any or all proposals and reserves the right to cancel the invitation, advance or postpone without assigning any reasons whatsoever.

Health Officer.
Corporation of Chennai.

1. Introduction

1.1 Background:

The Chennai Corporation is providing various health care services to the population of Chennai through a network of Urban Primary Health Centers, Diagnostic Centers and Special Clinics. The Special clinics and Diagnostic centers have been established to cater specialized needs for the needy population. In order to make the smooth functioning of the centers, The Health Department requires additional manpower in these special centers. Hence this tender is called for.

1.2 Description of Work

The successful tenderer has to provide Manpower as the requirement mentioned **below for one Year.** The successful tenderer has to provide the services through their own manpower and they will be directed to work as per the requirement mentioned below and also the requirement arising time to time according to the need from time to time

Sl. no	Name of the facility	Required manpower
1	Diagnostic centers at. 1. Valluvar kottam 2. Perambur 3. Thiruvanmiur 4. Saidapet 5. EVR Salai 6. Chellappa mudali street	1. Receptionist – 1X 6 = 6 2. Sonlogist 1 X 6 = 6 3. Lab. Technician 2 X 6 = 12 4. X ray Technician 1X 5 = 5* 5. ECG technician 1X6 = 6 6. Clerk cum asst. 1x 6 = 6 7. Security cum gardener 3x6 = 18
2	Eye clinics - 2	• Optometrician - 1X2 = 2
3	De addiction center, Royapettah	1. Counselor – 2 2. Male nursing assistant – 2 3. Asst. clerk - 1 4. Lab. technician 1
4	Dialysis centers at 1. Perambur 2. Valluvar Kottam	Dialysis technician – 2 X2 = 4
5	Home for aged – 2	Physiotherapists – 1 X 2 = 2 Yoga teachers - 1X2 = 2

. * Except Chellappa mudali street Diagnostic Center

Required qualification

Sl no	Designation	Required qualification (minimum)
1	Sonologist	MBBS with DMRD/experience in Scan and radiology for 2 years
2	Physiotherapists	Bachelor in Physiotherapy with minimum experience for 2 years
3	Optometrician	Diploma in optometry from a govt recognized institution with minimum experience for two years
4	Dialysis technician	Training in hemodialysis from a government recognized institution or experience of working as dialysis technician for a minimum period of two years
5	Lab. technician	DMLT from a govt recognized institution with minimum experience of one year
6	X ray Technician	X ray technician course from a govt recognized institution with minimum experience for two years
7	ECG Technician	ECG technician courses from a govt recognized institution with minimum experience for two years with training in Vibration Perception threshold testing
8	Yoga teachers	Certificate or degree in yoga with two years of experience
9	Receptionist	Any degree with experience in using computer.
10	Clerk cum assistant	Any degree with experience in using computer

The entire correspondence and activities of the people deputed work must be stored in the data base of Corporation of Chennai for retrieval, analysis, querying and review. The tenderer has to submit a report on weekly and monthly basis as per the requirements of the Corporation of Chennai. The service has to be provided seamlessly with out any disruption. The database and all the data will be owned by the Corporation of Chennai only.

2. 1 SCOPE OF WORK:

The scope of work will include but not limited to the following.

1. Provision of manpower for the above mentioned service facilities.
2. All the people who are deputed by the tenderer will be the employees of the tenderer only.
3. The personnel who are deputed to work shall hold not below the qualifications specified in the document and also should know the operations of the equipments in the centers.
4. The Technical person will do all the activities according to the instruction of the head of the center and the Head of the Department.
5. All the activities must be recorded and should be made available to the Chennai Corporation as and when required and also appropriate manner for easy retrieval.
6. The staff must work during the routine working time and days of the specified centers and also additional time when needed which will be decided by the Head of the department or Head of the center.
7. All the required staff must be present in the center
8. In case of leave or absence of particular staff the tendered will do the alternate arrangement to place another person without affecting the service.
9. Any damage apart from normal wear and rear of the equipments handled by the outsourced person will be borne by the Tenderer
10. The technical skills will be periodically assessed by the Head of the department
11. In the event of loss or damage to the patient (s) caused by the reports or tests done by the outsourced personnel, the cost of damage will be borne by the tenderer.
12. Updation of data base has to be done daily.
13. The system to be provided by the successful tenderer has to be integrated with the existing network of the Corporation of Chennai.
14. The wages of staff engaged on this project shall be borne by the successful tenderer.

15. The wages for the staff shall be paid as per prevailing labour laws by the tenderer.
16. In case of accident during the work hours the tenderer will have to provide compensation to their employees.

2.2 SERVICE DESCRIPTION:

1. Routing working days and timings of center as well as additional working time when need arises (For 1 year).
2. The person placed by the successful tenderer has to do any number of requests for investigations.
3. The placement of the personnel will on the discretion of the Head of the department
4. The successful tenderer shall up-date knowledge and technical skill of the personnel deputed by them to the centers .

3. TERMS AND CONDITIONS

The following terms and conditions are intended to sensitize the tenderer to various clauses, which may be reflected in the final Contract.

3.1 Tender for Proposal

The tenderer is expected to examine all instructions, forms, terms and specifications contained in this document. The proposal should be precise, complete and in the prescribed format as per the requirements of this tender document. Failure to furnish all information required by this tender document or submission of applications not responsive to this tender document in every respect will be at the applicant's risk and may result in rejection.

3.2 Content of Tender document

This document has to be read in its entirety. The terms and conditions for the tender encompasses all the terms and conditions mentioned in this document. However Corporation of Chennai reserves the right to alter any of the above-mentioned dates at a short notice. The same will be intimated to all the concerned parties. Before submitting the proposal due diligence can be undertaken by tenderer at its own cost.

3.3 Clarification & Amendment on Tender document

A prospective tenderer requiring any clarification on the tender document may notify Corporation of Chennai in writing to the Head

of the Department (Health), Ripon buildings, Corporation of Chennai, Chennai-600 003.

In case any one tenderer asks for a clarification to the tender documents before 48 hours of the opening of the Tender, Corporation of Chennai shall ensure that a reply is sent and copies of the reply to the clarification sought will be communicated to all those who have purchased the tender documents without identifying the source of the query.

At any time after the issue of the tender documents and before the opening of the tender, Corporation of Chennai may make any changes, modifications or amendments to the tender documents and shall send intimation of such change to all those who have purchased the original tender documents.

3.4 Earnest Money Deposit (EMD) Amount

The Tender (Technical bidding -Cover A) shall contain Earnest Money Deposit (EMD) of Rs. 64000/- (Rupees Sixty four thousand only) in the form of Demand Draft / Pay Order / Bankers Cheque of any Nationalized or any other scheduled bank drawn in favor of "The Commissioner, Corporation of Chennai" payable at Chennai. The E.M.D. will not be received in cash or currency notes or cheques or in the shape of NSC or government bonds and the tender shall be rejected if E.M.D. is not paid in the prescribed manner. The E.M.D. will be refunded to the unsuccessful tenderer on application after intimation is sent of the rejection of the tender or at the expiry of 90 days from the date of tender which ever is earlier. The E.M.D of the successful tenderer will be returned only after the deposit of performance guarantee. Tenders without E.M.D are liable for rejection.

The E.M.D made by the tenderer will be forfeited if:-

1. the tenderer withdraws his tender or back out after acceptance
2. the tenderer withdraws his tender before the expiry of validity of offer, the period specified in the specification or fails to remit the security deposit.
3. the tenderer violates any of the provisions of these regulations contained herein.
4. the tenderer revises of the terms quoted during the validity period.

3.5 Submission of the Tender

The Proposal shall be in two parts: **COVER A - Technical bidding** and **COVER B - Financial bidding**. The proposal shall be submitted in two separate envelopes, which shall be addressed to Head of the Department (Health), Corporation of Chennai, Ripon Buildings, Chennai – 600 003. Cover-A shall contain the technical bidding and Cover-B shall contain financial bidding. Both cover-A and cover-B shall be named as mentioned above and shall be sealed separately and put in an outer sealed **COVER C**. The outer sealed cover C shall be marked as “**Tender for Providing manpower (outsourcing) for various Health facilities under Health Department of Corporation of Chennai for one year**” and addressed to Head of the Department (Health) Corporation of Chennai, Ripon Buildings, Chennai – 600 003. Tenders once submitted shall be final and no amendment shall be permitted after the close of the tender. Tenderers are solely responsible for timely delivery of their proposals to the location set forth herein prior to the stated Proposals Submission due date.

Technical bidding (Cover A): Original Tender Document (Except Schedule – B Financial Bidding) duly filled in and signed in with all the relevant details and copies of supporting documents to assess the capability bidding.

Technical bidding (Cover A): Original Tender Document (Except Schedule – B Financial Bidding) duly filled in and signed in with all the relevant details and copies of supporting documents to assess the capability of the tenderer to undertake the work detailed in the Prequalification Criteria and shall contain Earnest Money Deposit.

Financial bidding (Cover B): Schedule – B, Financial Bidding of the Original Tender Document duly filled in with rate quoted in Indian Rupees and signed in. The rate shall include all overhead expenses including all taxes, duties etc., complete in all respects. The rate to be tendered shall be inclusive of Service Taxes and duties. The rate shall be quoted in Indian Rupees in figure and words. In case of any dispute in the prices quoted, the lowest will be considered. Rates once fixed will be valid for one years period or till the end of the contract.

Cover A – Technical Bid shall contain

- (i) The original tender document (Except Schedule – B Financial Bidding) signed in each and every page with seal,
- (ii) The documents in proof of their qualification and experience signed in each and every page with seal
(Refer Annexure I, Schedule – A, Technical Bid).
- (i) E.M.D. (Refer Clause 3.4).

Cover B – Financial Bid shall contain

Schedule – B, Financial Bidding of the Original Tender.
Schedule – B format duly filled in with rate quoted in Indian Rupees and signed in with seal.

3.6 Language of Tenders

All Proposal and supporting documentation shall be submitted in English.

3.7 Format and signing of Tender

This tender document in original or downloaded shall be properly bound along with all enclosures as mentioned in pre qualification criteria. The enclosures may be typed or printed in a clear typeface or good quality photocopies of the original. An accompanying letter is required, signed by an authorized signatory of the tenderer, committing the tenderer to the contents of the original response. Each tender shall be made in the legal name of the tenderer and shall be signed by the tenderer or a person duly authorized to sign on behalf of the tenderer. The tenderer must stamp and initial on all pages of this document and also the enclosures.

3.8 Sealing and Marking of Tenders

The tenderer shall submit the tender in a **wax sealed** envelope.

3.9 Late Tenders

Any tender received after the deadline for submission of tenders, shall be rejected and returned to the tenderer unopened.

3.10 Period of Tender validity

The tenders shall be valid minimum for a period of “90 days”, from the date of opening of tenders. On completion of the validity period, unless the tenderer withdraws his tender in writing, it will be deemed to be valid until such time that the tenderer formally (in writing) withdraws his tender.

3.11 Evaluation of Technical Bids

Evaluation will be based on prequalification criteria and shall qualify the Tenderer for further processing. If necessary, a committee may also be formed to evaluate and recommend the tender for further processing.

3.12 Financial Bids from technically Short listed tenderers

The financial Bids of the technically short listed tenderers only shall be opened in the presence of their representatives on the specified date and time. There shall be no negotiations regarding the Financial Bidding, except with the tenderer who has quoted the lowest amount.

3.13 Price Quotation

The tenderer shall quote the rates as mentioned in **Schedule-B** Financial Bidding for two years of contract period for the service to be provided. All the manpower will be owned by the tenderer.

Any deviations from the format provided shall be treated as invalid. The tenderer must quote the prices both in figures and words. In case of any dispute in the prices quoted, the lowest will be considered. All quotes shall be in Indian Rupees. The rates shall be inclusive of all Taxes. If quoted exclusive of taxes, then it shall be treated as inclusive of taxes only. Only one rate shall be quoted for each item. If more than one rate is quoted for a single item the tender shall be rejected. The rates shall be quoted unconditionally and Conditional tenders shall be rejected. Rates once fixed shall be valid for two years period or till the end of the contract.

3.14 Contract Period

The finalized rate of this Proposal shall be valid for the entire Contract Period, i.e., 2 (two) years from the date of commencement.

3.15 Award of work

Award of work shall be placed on the finally selected tenderer after only the successful and satisfied demonstration of the service by the tenderer.

3.16 Signing of Contract and Security Deposit

The Successful tenderer shall be required to enter into an agreement with the Corporation of Chennai within 14 (fourteen only) days from the date of receipt of the award of the work from Corporation of Chennai. This contract

shall be on the basis of this document, the proposals of the tenderer and other terms and conditions as may be mutually determined by the Corporation of Chennai to be necessary for the due performance of the work.

The successful tenderer shall be required to submit a security deposit of 2% of the contract amount in the form of National Savings Certificate / Small savings scrips / deposits / Accounts pledged in favour of The Commissioner, Corporation of Chennai in the prescribed format acceptable to Corporation of Chennai and keep in valid for 54 months. However it is open to the Commissioner, Corporation of Chennai to insist on higher deposit as per rules in force. The security deposit will not bear interest. If the successful tenderer fails to furnish such security deposit and execute the agreement the EMD will be forfeited. The security deposit will however be refunded after the expiry of 6 months from the date of completion of the work

3.17 Readiness of Service

This service should be installed, customized, made available and ready for full fledged service within 3 weeks from the date of Agreement.

3.18 Delay in Service

Any delay in launch of service beyond 3 weeks period shall invite penalty clause and if it is beyond 6 weeks the Order on the tender to be cancelled and Security Deposit shall be forfeited.

Up to 3 weeks	No penalty
Beyond 3 weeks Up to 6 weeks	Penalty per day at the rate of 0.5% of the total quoted amount

3.19 Schedule of payment

The payment shall be made as given below,

1. No advance payment shall be made.
2. The payment shall be released once in 3 months. The payment shall become due on satisfactory completion of service every 3 months and shall be paid at the beginning of the succeeding quarter (3 months period)

3. The amount quoted for Sl.no. 1 of Schedule B shall be paid at the end of each successive three months on prorated basis after the satisfactory service as per relevant tender conditions. (i.e. payment for each successive three months = (Amount quoted for Sl.no.1 of Schedule B) / 16.)
4. For Sl.no. 2 of Schedule B, the payment shall be made after the completion of service for every three months based on the rate quoted for one month.

3.20 Payment Terms and penalty

1. The payment terms shall be made as per the conditions mentioned in tender clause 3.21, Schedule of payments.
2. Failure (non functioning of the Call Centre) will be calculated in terms of number of days. If the failure continues more than one day, the deductions from the bill will be done as follow.
Twice the amount per day, calculated on prorated basis of actual billing amount.
3. If the failure exceeds 10 days, i.e. the service is not provided for more than 10 days in a month, no payment will be made for that month.

3.21 Termination of Contract

Corporation of Chennai may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the tenderer, terminate this contract in whole or in part,

a) if the tenderer fails to satisfy all the tender conditions within the time period(s) specified in the contract, or any extension thereof granted by the Corporation of Chennai,

b) if the tenderer fails to perform any other obligation(s) under the Contract and

c) if the tenderer, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the Corporation of Chennai may authorize in writing) after receipt of the default notice from the Corporation of Chennai.

In the event the Corporation of Chennai terminates the contract in whole or in part the Corporation of Chennai may procure the services upon such terms and in such manner as it deems appropriate, services similar to

those undelivered and the tenderer shall be liable to the Corporation of Chennai for any excess cost for such similar services. However the tenderer shall continue the performance of the contract to the extent not terminated.

The Corporation of Chennai may at any time terminate the Contract by giving written notice to the Tenderer, without compensation to the tenderer. If the tenderer becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Corporation of Chennai.

3.22 Arbitration

Corporation of Chennai and the successful tenderer shall make every effort to resolve amicably by direct negotiation any disagreement or dispute or misunderstanding arising between them in connection with this service. If any dispute shall arise between Corporation of Chennai and the successful tenderer on aspects not covered by this tender document or work order, or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration Act or its later modifications and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Chennai, India.

3.23 Force majeure

The successful tenderer shall not be liable for Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the tenderer and not involving the successful tenderer/ fault or

negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Corporation of Chennai in its capacity as a buyer, wars or revolutions, terrorist attacks, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the tenderer shall promptly notify the Corporation of Chennai in writing of such condition and the cause thereof. Unless otherwise directed by the Corporation of Chennai in writing, the tenderer shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.24 Attachment of Documents in the Proposal (Checklist)

The following documents shall be enclosed along-with the Technical Bid, failing which the tender shall be rejected. No request on this aspect shall be entertained from the rejected tenderers at a later day:

1. Necessary detailed technical write-up highlighting the features of the proposed 'Tender for Providing manpower (out sourcing) for various Health facilities under Health Department of Corporation of Chennai for one year'.
2. Documents that the tenderer feels necessary to support the system, if any.
3. The details of previous experience must be submitted in the format given in **Annexure IV**.
4. Bio Data of the key personnel of the Tenderer who will be available for the proposed work. Separate sheet has to be produced for each personnel in the format given in **Annexure V**.
5. The Service Tax Number shall have to be given by the tenderer.
6. Point-by-point compliance statement of the detailed specifications.
7. Legal Agreement with Consortium partners with clearly defined roles and responsibilities of each partner.
8. Audited financial accounts for last three years.
9. Copies of I.T returns submitted for the last three years.
10. Powers of Attorney of Signatories of tender.
11. Details of offices in India.

3.25 Governing Law and Jurisdiction

This tender shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Chennai, India shall have jurisdiction over all matters arising out of or relating to this Agreement.

4. GENERAL:

GENERAL TERMS AND CONDITIONS:

1) The validity period of the tender will be 90 days (Ninety days) from the date of submission of the tender.

2) Right to reject any or all the tenders without assigning any reason will be the discretion of the Commissioner, Corporation of Chennai.

3) The Commissioner, Corporation of Chennai reserves the right of rejecting / canceling of any part of or whole tender without assigning any reason.

4) Successful tenderer shall execute an agreement with Commissioner, Corporation of Chennai duly accepting the terms and conditions for carrying the work.

5) Necessary taxes will be recovered from the bills as per the Govt. orders.

6) The Corporation of Chennai has right to call for negotiation from the lowest tenderer and for live demonstration.

7) The successful tenderer should ensure the compliance of all the provision of Labour laws, Tax Laws and local laws as applicable during the tenure of the contract. The successful tenderer shall be fully responsible for any default or any non-compliance of any statutory laws, rules and regulations framed by central government, state government or local bodies from time to time as applicable.

8) All maintenance requirement including preventative, maintenance, replacement, repairs etc., shall be carried out by the successful tenderer, at free of cost. If the devices / machines require replacement or require transporting to the successful tenderer's service centers, the successful tenderer shall provide replacements for the defectives before taking back defectives and transporting cost shall be borne by the successful tenderer.

9) Except the payment as per the terms of the contract, Corporation of Chennai will not entertain any extra claim during or after the contract period.

10) The successful tenderer has to provide the service on round the clock basis, including Sundays and Government Holidays.

11) The Royalty fees, License fees and any other charges payable to government / service provider will be borne by the successful tenderer.

ANNEXURE: I

SCHEDULE – A

Technical Bidding Qualifications : -

1. This invitation to provide Call Centre services is open to all agencies who have been offering similar services for any state / Central Government departments, Boards, Undertakings, Local Bodies or Public Sector / private sector Companies or banks in India for the past three years. (List of Services rendered by the tenderer for similar works during last three shall be enclosed)

2. The tenderer should have successfully done similar type of works for a total value of Rupees ----- in the past ----- years.

3. The tenderer should have successfully done / doing at least one similar job of value not less than Rupees ----- lakhs each for any state / Central Government departments, Boards, Undertakings, Local Bodies or Public Sector / private sector Companies or banks in the last two years.

4. The tenderer shall furnish audited financial statements for the last three years, audited by a Chartered Accountant, which include Profit and Loss Account, Balance sheet and certificates regarding contingent liabilities. In case of any nil statements, a Chartered Accountant shall certify the same accordingly.

5. The tenderer should have submitted the I.T Returns for the last 3 years.

ANNEXURE: II
DRAFT AGREEMENT

This agreement entered between the Corporation of Chennai, represented by the Commissioner, having his office at No16, Periar EVR Salai, Chennai-600 003, hereinafter called as the CORPORATION which term shall wherever context so requires or permits shall mean and include his men, agents, representatives, subordinate officers, successors to his office and assigns of one part and
.....
..... residing at/having his office at
.....
..... herein after called as CONTRACTOR which term shall wherever context so requires or permits shall mean and include his men, agents, representatives, workmen, and legal heirs and assigns of other part.

Whereas the CORPORATION called tender for "Setting up and maintaining a Call Centre for booking of mortuary vans and freezer boxes for 2 years" more-fully described in the schedule to this agreement on and the CONTRACTOR also submitted his tender.

Whereas the CORPORATION vide its letter E.D.P.C.No. ----- dated intimated the CONTRACTOR that his tender has been accepted and required him to pay a sum of Rs...../-(Rupees only) as the Security Deposit, by means of National Savings Certificate or any other script obtained from the Indian Postal Department duly pledged in favour of the Commissioner, Corporation of Chennai or irrevocable bank guarantee in the format acceptable to Corporation of Chennai for faithful performance of contract and execute the agreement in the draft tender format given in the tender document submitted by him.

Whereas the tenderer deposited the Security Deposit in the following manner for a sum of Rs...../-(Rupees.....
..... Only).

Whereas in consideration of the rates mentioned in the schedule to this agreement the CORPORATION and CONTRACTOR is entering into this agreement under the terms and conditions mentioned in this tender document.

In witness whereof the contractor *
.....
.....has hereunto set his hand and #
.....

the Commissioner has hereunto set his hand the day and year first above written.

Signed by the Contractor ;

Full Address :

In the presence of witness.

Signed by the Commissioner.

The Common Seal of the Corporation of .
Chennai hereunto affixed in presence of :

* **Contractor's name**

Name and designation

ANNEXURE – III:

(Use separate forms for each personnel)

BIO-DATA OF PERSONNEL OF THE TENDERER WHO WILL BE AVAILABLE FOR THE PROPOSED CONTRACT

- a) Name :
- b) Designation :
- c) Qualifications :
- d) Duration of employment
with the tenderer :
- e) Years of professional
experience :
- f) Experience on works of
similar nature during employment
with the tenderer, and previous
employment, if any :
- g) Position & Responsibility
for the proposed work
of this tender :

ANNEXURE – IV
FINANCIAL TENDER

SCHEDULE – B:

Ref. No :- H.D.C.No:B1/3662/10 Dt 18.10.10

1. The Format should not be changed.
2. This Financial Tender (rates quoted) have to be put in Cover – B. (Only This price quotation is enough to be put in the Cover B – Financial Tender.)

Sl. no	Name of the Manpower to be provided .	Required No of Manpower. a.	Amount per Manpower per month. b.	Total. (a xb)
1	Receptionist	6		
2	Sonlogist	6		
3	Lab. Technician	12		
4	X ray Technician	5		
5	ECG technician	6		
6	Clerk cum asst.	6		
7	Security cum gardener	18		
8	Optometrician	2		
9	Counselor	2		
10	Male nursing assistant	2		
11	Asst. clerk	1		
12	Lab. technician	1		
13	Dialysis technician	4		
14	Physiotherapists	2		
15	Yoga teachers	2		
Total (Rs.....)				

Note:-

- 1) The rate quoted shall be inclusive of all taxes. If the rate quoted is exclusive of taxes then it shall be treated as inclusive of taxes only.
- 2) Only one rate has to be quoted. If more than one rate is quoted for single item then the tender will be rejected.
- 3) The rates have to be quoted in figure and words. If there is any mismatch in figure and words, only the lower rate will be considered
- 4) Rates once fixed will be valid for the entire period of the contract.
- 5) Any deviations from the format provided shall be treated as invalid.
- 6) All quotes should be in Indian Rupees.