

**U.T. Administration of
Dadra & Nagar Haveli and Daman & Diu
Department of Health and Family Welfare
Daman**

No. CPB/DNH&DD/ NHM_DEO/2024-25/119

Daman

Date: 22/07 /2024

The Department of Health & Family Welfare, DNH & DD on behalf of President of India, invites online tender on <https://ddtenders.gov.in/nicgep/app> and <http://ddd.gov.in> from the Authorized Service Providers for Rate Contract of Outsourcing Services for Data Entry Operator for National Health Mission, Daman under the Dept. of Health & Family Welfare, Dadra & Nagar Haveli & Daman & Diu.

Sr. No.	Particulars	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
01.	Providing of outsourcing services for Data Entry Operator at National Health Mission, Daman.	Rs.24,000/-	Rs.500/-	2024_DAMAN_3601_1

Bid document downloading Start Date	:	22.07.2024.
Bid document downloading End Date	:	12.08.2024, 14.00 Hrs.
Last Date & Time for receipt of Bid	:	12.08.2024, 14.00 Hrs.
Preliminary Stage Bid Opening Date	:	12 .08.2024, 15.00 Hrs.
Technical Stage Bid Opening Date	:	12.08.2024, 15.30 Hrs.

Bidders have to submit Technical Bid and Price Bid in Electronic format only on <https://ddtenders.gov.in/nicgep/app> website till the last date and time for submission. Technical Bid and Price Bid in Physical format shall not be accepted in any case.

Bid submission should be done along with tender Fees and EMD in original by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tenders can be downloaded from <https://ddtenders.gov.in/nicgep/app> and <http://ddd.gov.in>. The EMD and Tender Fees should not be forwarded by cash.

1. The EMD and Tender Fees must not be submitted in cash.
2. The Tender Fees will be accepted only in form of **Demand Draft /Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Daman.**
3. The Tender Fees will be accepted only in form of **Demand Draft /Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Daman.**
4. The EMD will be accepted in form of Demand Draft / Fixed Deposit Receipt / Bank Guarantee.

e-tender ID No. 2024 DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

5. The Sealed Tender should be properly covered subscribing the name of items on envelope.
6. The offers received without obtaining tender documents or without EMD and tender fees shall not be entertained.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: cPPP-nic[at]nic[dot]in, Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: <https://ddtenders.gov.in/nicgep/app>

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdaman106@gmail.com

Copy to:-

- 1) The I.T. Department, Daman with a request to publish in Website.
- 2) The SIO, NIC, Daman with a request to publish in Website.
- 3) The Accounts Section, CPB, Daman for information.

**U.T. ADMINISTRATION OF
DADRA & NAGAR HAVELI AND DAMAN & DIU
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

Terms and Conditions for the “**Providing of outsourcing services for Data Entry Operator at National Health Mission, Daman under the Dept. of Health & Family Welfare, DNH&DD.**”

❖ **Instructions to Bidders :**

1. The rate should be quoted online in the financial bid in the prescribed form given by the department; **the rate should be valid for the period of Three Year from the date of tenderization.**
2. All/Taxes/GST/Duties/Royalties Charges payable on the sales/transport etc. Within and/or outside the state shall be payable by the Service provider.
3. The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
4. The Tenderer should enclose along with tender the Earnest Money Deposit in form of Fix Deposit Receipt or Bank Guarantee from any of the Nationalized Banks in an acceptable form payable at Daman in favour of **The Mission Director, NHM Daman.** The EMD should not be forwarded by Cash and **the EMD should be valid for the period of One Year.** Tender received without Earnest Money Deposit and tender fees will be summarily rejected.
5. All bills should be in **TRIPLICATE** and should invariably mention the number and date of order.
6. The Tenders shall be submitted in two bid system, wherein the EMD and Tender Fee only has to be submitted in Tender Box and should super scribing on the envelope as “Sealed Cover for Providing of outsourcing services for Data Entry Operator at National Health Mission, Daman under the Dept. of Health & Family Welfare, DNH&DD.
7. For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:
**Central Procurement Branch,
PHC Kachigam, Nani Daman,
Daman-396220.
TeL No-75748 29843**
8. All documents scanned/attached should be legible/readable. A hard copy of the same may be sent which the department will use if required. Uploading the required documents in <https://ddtenders.gov.in/nicgep/app> is essential.

e-tender ID No. 2024_DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

9. The Bidder has to give compliance for each quoted product and any false/misleading statement in compliance found any time during the procurement process, the bid shall be out rightly rejected & EMD shall be forfeited.

Key dates:

Bid document downloading Start Date	:	22 .07.2024.
Bid document downloading End Date	:	12.08.2024, 14.00 Hrs.
Last Date & Time for receipt of Bid	:	12.08.2024, 14.00 Hrs.
Preliminary Stage Bid Opening Date	:	12.08.2024, 15.00 Hrs.
Technical Stage Bid Opening Date	:	12.08.2024, 15.30 Hrs.

The Tenders shall be submitted in two-bid system, wherein the Technical bid and Financial Bid is to be filled online on <https://ddtenders.gov.in/nicgep/app> and the EMD and Tender Fee has to be submitted in Tender Box along with a covering letter. The envelope should be super scribing as “**e-Tender – Sealed Cover of Bid for Providing of outsourcing services for Data Entry Operator at National Health Mission, Daman under the Dept. of Health & Family Welfare, DNH & DD**”. Tender ID should mention on the Sealed Cover. **The EMD and Tender Fees should be enclosed with BID only.**

Tender Fees (Non-Refundable) Rs. 500/- :

- The Tender Fees should not be forwarded by cash.
- The Tender Fees as specified in schedule otherwise tender will be rejected. The tender fees will be accepted only in form of DD in favor of **The Mission Director, NHM, Daman** from any Nationalized or Scheduled Bank of India payable in Daman.
- All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

Earnest Money Deposit (EMD) Rs.24,000/-:

- All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.
- The manufacturing units who are placed in Daman are exempted for Earnest Money Deposit. For getting exemption, tenderers have to furnish valid and certified documents along with the tender, otherwise tender will be rejected.
 - Start up's (whether MSEs or otherwise) are exempted from prior experience and prior turnover subject to meeting of quality and technical specifications as per OM No. F20-2/2014-PPD(H) dated : 27/07/2017& No. F.20/2/2014-PPD(Pt) dated 20/09/2016

e-tender ID No. 2024 DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

c. EMD can be paid in either of the form of following :

- i. Fixed Deposit Receipts
- ii. Bank Guarantee

In favor of **The Mission Director, NHM, Daman** from any Nationalized Banks including Public Sector Bank/Private Sector Bank authorized by RBI to undertake Government Business.

d. EMD should be valid upto **12 (Twelve Months)** from the date of its issuance.

e. EMD in any other forms will not be accepted.

f. EMD/Security Deposit shall be liable to be forfeited in following circumstances:

- i. Tender is rejected due to failure of supply the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.
- ii. In case, the supplier does not execute the supply order placed with him within stipulated time, the EMD of the supplier will be forfeited to the Government and the contract for the supply shall terminated with no further liabilities on either party to the contract.
- iii. Tenderer fails to replace the goods declared to be not of standard quality or not conforming to acceptable standards or found to be decayed/spoilt.

❖ **Conditions of Contract :**

1. The e-Tender Notice is for engaging 04 DEO outsourcing services for National Health Mission, Daman.
2. The agreement for providing services shall be for the period of One Year.
3. **The contract will be valid for the period of three years. The rate should be as per the Minimum Wages Act from the date of acceptance of tender** and it should be inclusive of all taxes.
4. Only the Government recognized Agency or Agency having labour contract license of Daman & Diu under the provision of Labour Laws and any other Law shall be eligible for getting this work along with rates and attach the documents as per ANNEXURE – I.
5. The selected agency shall have to provide the services with whom agreement is made and this cannot be entrusted to any other agency or sub-agency. If it is found so, their Security Deposit will be forfeited and the agreement will be cancelled.
6. No residential facilities shall be provided. It has to be arranged by the agency.

e-tender ID No. 2024 DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

7. The agency shall be responsible for security of the property of the Office in terms of man, machinery, equipment, furniture, trees etc. They will also be responsible for the security of the hospital building and other buildings in the hospital campus. The agency shall be responsible for any type of damage to any property of the hospital arised because of theft, looting etc. If after the Police complaint, no other is found responsible for such cause the agency shall be responsible to pay partly all the damages.
8. Start up's (whether MSEs or otherwise) are exempted from prior experience and prior turnover subject to meeting of quality and technical specifications as per OM No. F20-2/2014-PPD(H) dated : 27/07/2017& No. F20/2/2014-PPD(Pt) dated 10/03/2016
9. The Agency shall have to provide the services of strong and healthy. Their names passport size photographs address, identity cards, fingerprints have to be provided to the National Health Mission, Daman for records.
10. The agency and staff should give full cooperation to the Police in case of inquiry regarding damage caused to the property of the institute.
11. The below mentioned posts should have the minimum education as mentioned below & the minimum salary to be given to each individual as mentioned below to under take the work by the successful contractor during the course of agreement (For Directorate of Medical and Health Services, Daman & Diu

Staff Required for Directorate of Medical and Health Services, Daman & Diu			
Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand
1.	Data Entry Operator	HSC with 1 year experience working as a DEO / Office Staff person in a recognized organization.	16,824/-

e-tender ID No. 2024 DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

Note: Minimum salary per month is proposed above is excluding all taxes & Service charges. The tenderers should give a detailed breakup of the minimum salary, taxes and charges with deductions and contributions to be levied by the agency for the posts mentioned.

Breakup Chart
Wages rate per Employee
Basic + Special Allowance
HRA
Conveyance
Other Liabilities
PF Amount (13.61%)
Work Compensation Policy
Bonus
Insurance Sanjivani Bima Yojna (covering 05 members in the family)
TOTAL
Service Charge
Billing rate per Month
Gross Amount Per Person

- 12) The service provider has to provide uniforms and the photo Identity Cards to the persons employed by him/her during the office hours. These cards are to be constantly displayed.
- 13) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium/bonus etc. as per the provisions under the Wages Act. The department shall not be responsible for any type of payment to the staff.
- 14) If the Staff found not obeying the instructions of The Mission Director, NHM Daman or his representatives, they shall have to be transferred immediately by the agency.
- 15) If any staff are found drunken or involved in other antisocial activities like gambling etc. they shall have to be relieved from the duties immediately and in such matter decision taken by The Mission Director, NHM Daman shall be final.
- 16) The Government employees who were either dismissed or removed from the Government job cannot be appointed.
- 17) The agency shall have to maintain muster roll, payment sheet, identity cards etc. and have to produce before The Mission Director, NHM Daman or his representatives when it is demanded.
- 18) At the time of changing the shift the Guards shall have to sign the register of hand over, take over charge. They shall also make note of any untoward incident occurring during their duty time and shall bring the same to the notice of The Mission Director, NHM Daman.

e-tender ID No. 2024 DAMAN_3601_1 Providing of Outsourcing service for Data Entry Operator for National Health Mission for the Dept. of Health & Family Welfare, DNH&DD

- 19) In compliance with the Minimum Wage Act, it is required that a copy of the Provident Fund challan, demonstrating payment, be attached to the monthly bill submitted to the department.
- 20) Goods and Services Tax (GST) will be applicable in accordance with the prevailing rules and regulations at the relevant time.
- 21) Billing for wages and salary will be based on the attendance of employees. All other charges and taxes will be calculated as a percentage of the actual gross wages/salary payable/as per Annexure-II (i.e. Breakup chart).
- 22) Billing for bonus will take place solely at the time of payment to the employees. All other charges (such as service charges) and taxes will be calculated as a percentage of the actual gross bonus payable or paid to the employees/ as per Annexure-II (i.e. Breakup chart).
- 23) For any injury/accident to the staff on duty the agency shall be responsible for legal obligation. This department shall not be responsible.
- 24) Once the order is given to the agency for providing services of Data Entry Operator, the agency cannot refuse the offer otherwise deposit will be forfeited.
- 25) It is a responsibility of service provider to depute 04 Data Entry Operator every day throughout the contract period. In the event of Non Compliance of the proper services, the service provider will be imposed with penalty.
- 26) All the persons engaged by the service provider should be healthy, physically fit and free from communicable diseases. The agency should quote the consolidated lump sum rates per month including wages and other statutory liabilities and benefits such as PF, ESI etc. available to the employees under LABOUR / MINIMUM WAGES ACT.
- 27) GST will be applicable as per presently Rules Time to Time.
- 28) The right to accept or reject the tender without assigning any reason is reserved with the Tender Inviting Officer.

Signature & Designation of
Tender Inviting Officer...

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdaman106@gmail.com

The above terms and conditions are accepted and are binding to me/us.

Place:
Dated:

Signature of tenderer
Name of tenderer with seal of the firm

ANNEXURE –I

Sr. No.	Particulars	Uploaded and Enclosed (Yes/No)
The bidders have to attach the following documents		
1)	License from Labor & Enforcement Officer, Daman	Yes/No
2)	The bidder must have their representative office in the U.T. of Daman & Diu and submit the complete address proof of the same	Yes/No
3)	The tenderer shall have to upload supporting documents like List of work executed in various Govt. Semi Govt. organizations, School, College, University, Municipalities, corporate with proof.	Yes/No
4)	PAN Card No.	Yes/No
5)	GST Registration No.	Yes/No
6)	PF number allotted by the government.	Yes/No
7)	Police registration from Daman & Diu.	Yes/No
8)	Service tax payment statements.	Yes/No
9)	Terms and Condition documents duly stamped and signed on each pages.	Yes/No
10)	ANNEXURE- I & II duly stamped and signed on each pages	Yes/No
11)	Declaration in the form of Affidavit that the individual / firm / organization including its partners and share holders was not black listed / prosecuted by any Departments / Statutory Bodies or by any Court of Law, is to be attached.	Yes/No

Signature of tenderers
with rubber stamp

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdaman106@gmail.com

ANNEXURE –II

Sr. No.	Particulars	No. of Staff Required
A. For NHM, Daman		
1.	Data Entry Operator	04 Nos.

Note: Rates quoted should be in gross and inclusive of all taxes

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdaman106@gmail.com

Signature of tenderers
with rubber stamp

Break-up-Chart: Kindly fill the breakup chart and upload the same online in the financial bid.

Break-up Chart

Sr. No.	Breakup chart
1	Salary in hand
2	PF Amount (13%) [on Sr. No.1]
3	Bonus (8.33%) [on Sr. No.1]
4	Total [Sr.No. 1+2+3]
5	UT GST 9% [on Sr. No. 4]
6	CGST 9% [on Sr. No. 4]
7	Billing rate per Month [Sr. No. 4+5+6]
8	Service Charge [on Sr. No.4] (3.85% to 7% inclusive of GST)
9	Total Amt per person [Sr. No. 7+8]
	Gross Salary/ Round off amount

Sd/-
In-charge,
Central Procurement Branch
E-mail Id: cpbdaman106@gmail.com

Signature of tenderers
with rubber stamp