



**Tender Document for Inviting Quotations through GeM for Outsourcing of Human Resource & Housekeeping Services for its Office buildings located at Sri Aurobindo Marg, New Delhi or any other location as per requirement**

1. Service Provider's Obligations(Designed on the basis of Service Level Agreement and Packages
2. Requirement of Staff/Job Responsibility
3. Other terms & Conditions/miscellaneous conditions designed by the Council/Reproduced from Service Level Agreement and Packages of GeM.
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### **Service Provider's Obligations**

1. **The service provider has to produce the three year. Tax file, GST etc. in order to unify the same.**
2. **Necessary correction incorporated in the tender, whenever required.**
3. A Service Provider would be required to provide sufficient and qualified manpower, capable of supporting the functioning of the project/department in a manner desired by the Buyer. The services shall be rendered on a monthly, quarterly and yearly basis, as per the requirements of the Buyer.
4. The Service Provider shall provide Manpower Services at Buyer's premises as per Schedule of Work/Requirements which may be amended from time to time by the Buyer's during the Contractual period and it shall always form part and parcel of the Contract. The service Provider shall abide by such assignments as provided by the Buyer from time to time.
5. The Service Provider shall provide manpower services through its uniformed and trained personnel for the performance of its service hereunder and these personnel deployed shall be employees of the Service Provider only and the Buyer shall not in any manner be liable and all statutory liabilities **(such as ESI & amps; PF )** shall be paid for by the Service Provider.
6. The Service Provider shall submit to Buyer the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities every month. The Service Provider shall submit to the Buyer the list of EPF Account numbers of the outsourced manpower, copy of annual EPF slip, copy of ESIC card. The details of submission of EPF and ESIC contribution to the concerned authorities by the Service Provider shall be submitted on every month to the Buyer.
7. The Buyer will reimburse the statutory benefits like **bonus, leave, Gratuity, VDA (variable dearness allowance)** relief etc. after the service provider shall produce the details of payments.
8. The service Provider shall cover its personnel for personal accident and death whilst performing the duty and the Buyer shall own no liability and obligation in this regard.
9. The Service Provider shall exercise adequate supervision to reasonably ensure proper performance of Manpower Services in accordance with Schedule of Requirements.
10. The Service Provider shall issue identity cards/identification documents to all its employees who will be instructed by the Service Provider to display the same.
11. The personnel of the Service Provider shall not be the employees of the Buyer and they shall not claim any salary or allowances, compensation, damages, or anything arising out of their employment/duty under this Contract. The Service Provider shall make them know about this position in writing before deployment under this agreement.
12. The Service Provider shall also provide at its own cost all benefits statutory or otherwise to its employees and the Buyer shall not have any liability whatsoever on this account. The service Provider shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF laws, Income tax laws and Minimum Wages laws, contract labour ( Regulations Abolition Act) **or any other law in force or Gratuity Act,1972.**
13. The Service Provider shall provide minimum of two sets each of summer and winter uniform to its personnel at its own cost in April and October each year. (An add on against this has been proposed as it may not be applicable for all categories.
14. The service provider shall cover all its personnel under the relevant laws of EPF, Labour, ESIC etc. Proof of the same should be submitted by the Service Provider.

15. The service provider shall submit a copy of wages sheet showing monthly wages paid to its personnel. 2
16. Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
17. All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Buyer.
18. The Service Provider shall not employ any person below the age of 18 years old. Manpower so engaged shall be trained for providing services.

#### Buyer's Obligations

(i) Except as expressly otherwise provided, the Buyer shall, at its own expense, provide timely all the required equipment and facilities at the location where the manpower services are to be provided required enabling service provider's employees to carry out the services.

(ii) The Buyer shall not be under any obligation for providing empanelment to any of the personnel of the Service Provider after the expiry of the contract. The Buyer does not recognize any employee employer's relationship with any of the workers of the Service Provider.

(iii) The Buyer shall not be under any obligation for providing employment to any of the personnel of the Service Provider after the expiry of the contract. The Buyer does not recognize any employee/employer's relationship with any of the workers of the Service Provider.

#### 2. Requirement of Staff/Job Responsibilities

| S.No | Position            | Scope of work                                                                                                                                                                                                                                                                                                                                              | Qualifications                                       | Requirement of manpower (tentative) |
|------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-------------------------------------|
| 1.   | Multi-Tasking Staff | (i) Service water snacks/tea etc. to officers, staff and guests as per the instruction of offices and staff.<br>(ii) Manage incoming and outgoing files/letters/packages.<br>(iii) Visiting offices to distributes/receive office documents.<br>(iv) binding/repairing of office documents.<br>(v) Organize and maintaining cleanliness of work area/desk. | ➤ 10th pass with good communication skills & manners | <b>51<br/>(Unskilled)</b>           |
| 2.   | Mali/ Gardener      | (i) To attend all types of work of Mali e.g. grass cutting, flowering, planting, watering of plants and maintenance and gardens etc. eight hours day six days of week.<br>(ii) Any other duty assigned by the Institute.                                                                                                                                   | ➤ Experience in gardening as per GeM conditions.     | <b>23<br/>(Unskilled)</b>           |
| 3.   | Cleaning Staff      | (i) Proper upkeep and cleaning of the office areas including the                                                                                                                                                                                                                                                                                           | ➤ Experience in sweeping &                           | <b>56</b>                           |

|    |                                                                            |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                           |                           |
|----|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|    | CIET-18<br>NIE-18<br>G.H-9<br>= 56                                         | toilets by mopping of floor and cleaning of toilets (floor and the WC), with cleaning of walls/window/panes/door/removal of cobwebs.<br>(ii) Proper upkeep and cleaning of other areas in the premises in terms of dusting of the table/desktops/furniture and equipment. | cleaning as per GeM conditions                                                                                                                                                                                                                                            | <b>(Unskilled)</b>        |
| 4. | Cleaning Staff<br>(Female)<br>05                                           | Experience in cleaning/sweeping as per GeM conditions                                                                                                                                                                                                                     | -                                                                                                                                                                                                                                                                         | <b>05</b>                 |
| 5. | Labourers/Loader                                                           | Loading and Unloading.                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>➤ Under Matriculation or as per GeM conditions</li> <li>➤ Experience of loading &amp; unloading as per GeM Conditions</li> </ul>                                                                                                   | <b>41<br/>(Unskilled)</b> |
| 6. | Service Staff<br>(Male) (for NIE Guest House)                              | -                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>➤ 10<sup>th</sup> pass with good communication skills &amp; manners with Experience in attending room services.</li> </ul>                                                                                                         | <b>09<br/>(Unskilled)</b> |
| 7. | LDC/ Typists                                                               | Put up all cases of establishment, maintenance & record keeping of all record pertaining to establishment.                                                                                                                                                                | <ul style="list-style-type: none"> <li>➤ 12<sup>th</sup> pass with good communication skills in English and Hindi</li> <li>➤ Good knowledge of computer i.e. MS Word, MS Excel etc. with proficiency in having 35 W.P.M speed in English or 30 W.P.M in Hindi.</li> </ul> | <b>25<br/>(Skilled)</b>   |
| 8. | Any other posts/staff will be engaged as when NCERT requires.              |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                           |                           |
| 9. | NCERT keep the right to decrease/increase the demand as and when required. |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                           |                           |

It is the responsibility of the Service Provider manpower for the above listed work. The manpower has to be segregated, based on their years of experience.

1. The responsibility of effective and efficient delivery would rest with the Service Provider. Thus, the education qualifications and experience of the manpower deployed would be left to the subjugation of the service Provider, subject to them meeting the minimum qualifying criteria.
2. The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualifications and experience of the said manpower should be certified by the Service Provider.
3. The police verification, character and antecedents' verification of the employees is the whole and sole responsibility of the Service Provider. The same may be verified by the Buyer at the time of joining of the employees, if he/she so desires.

3. **Other terms & Conditions/miscellaneous conditions designed by the Council/Reproduced from Service Level Agreement and Packages of GeM**

The Service Provider shall ensure the following in respect of his employees:-

1. The working hours and days of the outsourced employees will be as per the existing applicable rules of the respective Central/State Government organizations. However, they have to work on holidays, if necessary and required based on demand of work.
2. In an event of deployed personnel availing leave, and if required by buyer suitable substitutes shall be provided by service provider as per mutual understanding with buyer.
3. Consequent to poor performance of deployed manpower, service provider shall immediately replace the deployed manpower thereby maintaining service levels and continuity.
4. LMs (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between buyer and seller prior to deployment of manpower.
5. The Attendance of the employees will be entered in the register provided by the Service Provider and /or in the Aadhaar based Biometric attendance system at the Buyer's premises. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office concerned. The Service Provider shall be responsible for any act of discipline on the part of the persons deployed.
6. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

Incase of services hired on annual basis and 5 working days, the employees will entitled to 08 days of casual leaves per year on pro-rata basis and in case of 6 working days, the employees will be entitled to 15 days casual leave per year on pro-rate basis. Beyond specified leaves as applicable, leave will be treated as leave without pay (instant) for which necessary deduction will be made by the buyer in the billed amount if no replacement is provided.

1. The Service Provider would be required to provide sufficient and qualified manpower, capable of supporting the functioning of the project/department in a manner desired by the Buyer.
2. The Service Provider should have a legal status, whether it will be registered Proprietorship Firm/Partnership.
3. The Service Provider shall ensure that all the relevant licenses/ registrations/permissions which may be required for providing the services are valid during the entire period of the contract, failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.

No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.

The Buyer will in no way be responsible for violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the Buyer's department would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.

The Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.

1. The Buyer shall have the right within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer, emergencies, exempted.

The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the Authority.

The Service Provider shall nominate a coordinator who shall be responsible for regular interaction with the Buyer Department so that optimal services of the persons deployed could be availed without any disruption.

For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules and Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer Department.

The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.

The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees during the currency or after expiry of the Agreement.

Any other Terms and Conditions as mentioned in the Miscellaneous Terms and conditions for services.

#### Payments

1. The Service Provider Agency shall also deposit EPF and ESI of both employer and employee share within 15<sup>th</sup> day of the month of payment for the support staff engaged from their account and prefer the bill to the Buyer Department for reimbursement of employer share only.
2. Employers share of EPF and ESI actually deposited to the respective authorities with proof of deposit of both employee and employer share by the end of the second week of the succeeding month. Employee share of EPF and ESI contribution shall be recovered from the gross remuneration & balance amount is to be released to the persons employed.
3. The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with cheque number and date and Bank account from which the payment has been made. Service Providing Agency is to furnish copy of bank statement in support of amount paid as and when required by Buyer Department.
4. The Service Provider shall be responsible for timely payment of take home remuneration to the supporting staff and deposit of EPF and ESI (both employee and employer share), failing which a penalty will be deducted.
5. **The service provider solely responsible for any gratuity payment etc.**
6. **Service provider should ensure that their employees should not engage in other agencies or private work other than buyer.**
7. The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly/ quarterly/half yearly/ annual return if any before the EPF and ESI authorities.
8. The payment to the Service Provider will be made on monthly and quarterly basis, depending upon the actual duration of the services rendered as per order.
9. Any violation of contractual obligations by the Service Provider/ employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.
10. TA/DA shall be payable directly by the Buyer on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking such travel for the project/assignment.
11. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
12. The Service Provider shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
13. In case the submission of monthly bills is delayed by the Service Provider beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/ penalty to the tax authorities would be borne by the respective Service Provider.
14. Escalation towards payment of salaries/wages of the employees shall not be accepted on any ground during the contract period.
15. The breakup of the components to be provided to the Buyer Department. The Buyer Department will provide Minimum wage as per the Notification applicable in their area for the category of Resource they want to procure.



16. The Total price includes Minimum wage, ESI, EPF, Admin Charge and GST on the mentioned components. Service Provider will thus quote over and above the following components as the service Charge and Special Allowance if any :
17. Minimum Wage + ESI+ EPF + PF Admin Charges + GST ( on the Minimum Wage, ESI and EPF Component), which is provided by the Buyer Department and the rest (GST on the component provided by the Buyer) is added by the platform.
18. In case of any changes in the minimum wages as per the applicable Laws during the contract period, Buyer shall pay the Service Provider the difference in wage from the amount mentioned in the contract on pro rata basis.
19. The cost of the Contract shall be valid for initial contract period. No price escalation, other than minimum wages revision, shall be entertained by the Buyer during the period.

#### **Breach of contract.**

The following conditions shall specify breach of contract and buyer shall have right to immediately terminated the contract.

1. Cumulative penalties reach 10% of the contract value.
2. Repeated breach of SLAs beyond 3 instances in the entire contractual period shall be treated as breach of Contract, Breach of SLA is defined as performance lower than defined lower performance in this agreement.
3. In case of major default on the part of the Service Provider, the Buyer may provide a 24 hour written notice terminating the contract to the Service Provider.

#### **Penalties**

1. Penalties for a specific month/period shall be capped at 10% of bill generated for that particular month/ period.
2. If any SLA is breached beyond 3 instances in any billing period then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days.
- 2.1 Penalties for Non-compliance to Service Level Agreement.

Penalties will be levied on the service provider for the violation of service level agreement of the contract as mentioned below :-

|    | <b>Service level agreement</b>                                                              | <b>Penalties for non-compliance</b>                                                                                                                                                                    |
|----|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Non-deployment of total manpower mentioned in the contract as per the date of joining       | Up to 15 days @1% per day of the total value and Beyond 15 days cancellation of the contract with cancellation charges @10% of the order value.                                                        |
| 2. | If the employee is found responsible for any theft, loss of material/ articles and damages. | Immediate payment in actual, equivalent to the value of the article theft/lost damaged. Replacement within 2 day/cancellation of contract as decided by the buyer depending on the gravity of the act. |
| 3. | If the employee is found responsible for disobedience/ misconduct.                          | Warning/counseling/ immediate replacement within 2 days as decided by the buyer depending on the gravity of the act.                                                                                   |

|    |                                                                                                                                                                                |                                                                                                                                                                                                                                            |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. | If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.                                                                      | Substitute within 2 days failing which @1% per day of the total value (excluding service tax etc. ) of the absent resources upto 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value. |
| 5. | If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace. | Immediate replacement within 2 days/cancellation of the contract with cancellation charges @10% as decided by the buyer depending on the gravity of the act.                                                                               |
| 6. | Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)                                              | @ Rs.100 per day for each default.                                                                                                                                                                                                         |

**The NCERT's Special Terms & Conditions (STCs) to be updated with the bid document subject to approval of the GeM**

a) It is observed that in the GeM portal, there is no mention regarding the nomenclature of Lower Division clerk (LDC) and hence, the post of Typist equivalent to LDC post has been considered/recommended by the Committee in the line of the previous Committee's recommendations;

b) The Committee observed that in some posts, there is no detail of recruitment rules, educational qualification, experience etc, and hence, in absence of the above details, the committee is of the opinion and recommend that the criteria available in the GeM portal will be followed.

c) All the GTCs, ATCs, SLA of GeM for providing the services will be applicable in the instant tender document.

d) The Service Provider is required to satisfy himself/herself and specify all the applicable charges to be charged from the buyer in the column of "Service Charges" in the bidding document while submitting the bid. The Buyer shall not be liable to pay any other charges beyond the rates quoted in the Services charges column in the bid document.

e) The Buyer shall not be under any obligation for providing employment to any of the personnel of the service Provider after the expiry of the contract. The Buyer does not recognize any employee/employer's relationship with any of the workers of the service provider.

**Minimum Eligibility Criteria**

i) The bidder should have registered or Branch Offices/Registered Office/Operational office located in Delhi/NCR. However, the bidders have its Registered Branch offices operational at Ajmer, Bhopal, Bhubaneswar, Bengaluru, Mysuru, Kolkata, Guwahati and Shillong would be preferred. For this purpose, documentary proof in support of the same is required to be submitted.

ii) Legal Valid Entry : The Bidder shall necessarily be legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956/2013. Bidders in the form of Joint Venture/consortium, Proprietorship and partnership will not be permitted. A proof of supporting the legal sanctity is to be submitted/uploaded with the bid documents.

iii) Valid Registration : The Bidder should be registered with the Income Tax Department Employee Provident Fund Organization, Employees State Insurance Corporation and also registered under the labour laws holding valid license/permit.

iv) The Bidder should have a valid GST registration No. PAN, labour registration, EPFO registration, ESIC registration. Attested copies in support of the same are required to be produced.

v) Experience of Similar Work : The Bidder must have successfully completed at least any one of the following work in any Govt./ Ministry/PSU/Banks/Autonomous Bodies in last 3 years for supply of manpower ;

- Single order of deploying 350 Manpower.
- Two order of deploying 150 manpower.
- Three order of deploying 100 manpower.

vi) Bidder must have experience of managing deployment of 1000 manpower each year for the last three years.

vii) The bidder must submit an affidavit that the firm has not been blacklisted by any the department of Central Government/State Government/Government of India/PSU's/Banks/Autonomous bodies or elsewhere in India.

viii) The company/firm should preferably be ISO 90001:2008 or OHSAS 180001: 2007 certified.

ix) The manpower strength indicated in the bid may increase or decreased as per our actual requirement at the sole discretion of the Competent Authority of the NCERT.

x) Service Provider shall provide Complete details of the premium paid (with receipt) to Insurance Company of the personnel insured for Death/Accidents whilst performing duty under the contract.

#### 4. Technical Qualification Criteria

The following documents are to be uploaded on GeM portal with the Technical bid.

The tendering human resource & housekeeping Agency must fulfill the following technical specifications in order to be eligible for technical evaluation of the bid:

1. The Registered Office or the Branch Office of the Human Resource & Housekeeping Agency should be located in Delhi/New Delhi or NCR.
2. Registration Number of the Agency under the Companies Act (Upload self-attested scanned copy of the Registration)
3. The Agency/Company must be registered under **Contract Labour (Regulation & Abolition) Act 1972. Registration & License No. of the agency/company** must be submitted along with the documents.
4. The Agency/Company should be registered with appropriate authorities under **Employees Provident Fund and Employees State Insurance Acts**. Certified copies of the Registration of EPF and ESIC shall be enclosed with the Tender document.
5. As per the Manual of Services issued by Dept. of Expenditure, Ministry of Finance, the bidder must have successfully executed/completed Government Orders for similar services, over the last three years i.e. the current financial year and the last three financial years :-
  - i) **There similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost, or**
  - ii) **Two similar completed services costing not less than the amount equal to 50% ( fifty per cent) of the estimated cost. Or**
  - iii) **One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost.**
  - iv) **The agency/company must provide a statement showing name of Offices/Institute/Private Agency and no. of personnel deployed |( minimum 1000 on during the last three years)**
6. Earnest Money for the notified amount in the form of BG of 5% of the total value of the contract.
7. After award of contract, the contractor has to deposit 10% of total contract annual value as performance security deposit. Performance security should remain valid for 6 months beyond the date of completion of all contractual obligations.
8. Annual Project Cost : Rs.5,41,16,400/-
9. Initially Period of Contract is 2 years and further extendable for one more year on satisfactory services basis.
10. (i) No. of Working days in r/o of contractual LDC, MTS & Loaders - 26/27 days.  
(ii) No. of Working days in respect of Safawalia and Mallies - 26/27 days.  
(iii) No. of days Room Boys/Services boys and safawalia deputed in NIE-GH/PGH – Round the clock.
11. Undertaking on non-judicial stamp paper of Rs.100/- regarding non blacklisting of the firm, any disclosure of pending court cases if any had acceptance of all terms and conditions of the tender documents.
12. The contract of the instant bid will be initially for 2 years and it can be further extended for one more year subject to satisfactory performance of the service provider to be assessed on year to year basis.

13. The experience criteria for the participating firm have been recommended for 03-05 years mainly for quality services and to avoid any unwarranted situation.
14. Certification of Documents by NABCB accredited TPIA (Third Part Inspection Agency) : TPIA means – A third party inspection agency which is registered under “NABCB accredited bodies as per requirement of ISO/IEC17020 as Type A” in QCI’s NABCB website (<https://nabcb.qci.org.in>). The verification and certification should necessarily include the name and contact details (contact number and e-mails ID) of the certifying officer, TPIA name with the address of TPIA branch undertaking the certification.

Document Verification/Certification: \*\*Bidder shall submit the certificate from TPIA along with the bid for the tendered package, as per the Format **enclosed at Appendix-A**.

\*\*All charges/Fee for the services rendered by Third party Inspection Agency (TPIA) shall be borne by the Bidders. Submission of authentic documents is the prime responsibility of the Bidder. However, NCERT reserves the right to get the document cross verified at its own discretion.

\*\* Evaluation of bids shall be carried out based on TPIA verified documents submitted with the bid. Bids submitted without TPIA’s verified/certified documents specific to the tendered package shall not be considered for evaluation and the bid shall be summarily rejected. Certification from TPI Agencies, who are under suspension by NABCB/Holiday list or not having valid accreditation from NABCB, shall not be considered during tendered/bid evaluation."

FORMAT FOR CERTIFICATION BY TPIA TO BE PROVIDED ON THEIR LETTER-HEAD attached as Appendix A in ATC.

15. As per OM no.F-6/1/2023-PPD dated 06.01.2023 issued by Ministry of Finance, Department of Expenditure, Procurement Policy Division, the minimum services charges in the procurement of Manpower Outsourcing Service may be fixed as 3.85% ( 3% profit plus transaction charges, which are 0.85% at present) as proposed by GeM.
16. Uniform with name plate to be compulsory provided to each outsourced worker at the cost of vendor.
17. Vendor to also provide information w.r.t. category of the worker viz Gen, SC, ST or OBC, while placing the worker at disposal of NCERT.

**Format for Undertaking From TPIA (on TPIA letter head duly stamped & signed)**

Ref. :

To,

Under Secretary (C&W Section)  
NCERT  
Sri Aurobindo Marg  
New Delhi-110016

Subject: Verification and certification of documents pertaining to Technical Bid Evaluation Criteria (BEC)

Ref : Tender No. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir,

M/s. \_\_\_\_\_ having registered office at \_\_\_\_\_ intend to participate in above referred tender of NCERT, Sri Aurobindo Marg, New Delhi-110016

The tender conditions stipulates that the BIDDER shall submit Document pertaining to Technical Bid Evaluation Criteria (BEC) duly verified and certified by designated independent Third Party Inspection Agency.

In this regard, this is to certify that copies of documents pertaining to Technical Bid Evaluation Criteria (BEC) submitted to us by the bidder have been verified and certified by us with the originals and found to be genuine. We have signed and stamped on the copies of all the verified and certified documents.

(Signature of a person  
Duly authorized to Sign on behalf of the TPIA)  
(Seal of the Company)

Name: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Contact No. \_\_\_\_\_

## 5. Proforma for Technical Bid

| Sl.No | Description of Company/Firm                                                                                                                                                                        | Detailed to be filled up | Page number of copy/certificates attached in the up-loaded Tender document |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------|
| 01.   | Name of Firm/Company/Agency                                                                                                                                                                        |                          |                                                                            |
| 02.   | Address                                                                                                                                                                                            |                          |                                                                            |
| 03.   | Telephone No.                                                                                                                                                                                      |                          |                                                                            |
|       | Mobile No.                                                                                                                                                                                         |                          |                                                                            |
|       | Fax No.                                                                                                                                                                                            |                          |                                                                            |
|       | E-Mail ID :                                                                                                                                                                                        |                          |                                                                            |
| 04.   | Type of Organization ( whether sole proprietorship/partnership/private limited or Cooperative Body etc)                                                                                            |                          |                                                                            |
| 05.   | PAN Number of the Firm/Proprietor                                                                                                                                                                  |                          |                                                                            |
| 06.   | GST number of the Firm/Proprietor                                                                                                                                                                  |                          |                                                                            |
| 07.   | Scanned copy of last 03 experience in providing HR & House Keeping service from any Central Govt./State Govt. organization/PSU/Autonomous Institutions/Offices for year 2021-22,2022-23,2023-2024. |                          |                                                                            |
| 08.   | ITR of the Firm/Agency for last three financial year i.e. 2021-22, 2022-23,2023-2024.                                                                                                              |                          |                                                                            |
| 09.   | Average annual turnover of the firm for the last three financial year i.e. 2021-22,2022-23,2023-2024.                                                                                              |                          |                                                                            |
| 10.   | EMD@5% of the estimated cost in favour of "Secretary NCERT, New Delhi"                                                                                                                             |                          |                                                                            |
| 11.   | Registration Number of the Firm/Agency under Companies Act ( upload self-attested                                                                                                                  |                          |                                                                            |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|     | scanned copy of Registration)                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |
| 12. | Registration and License Number of the Agency under Contract labour (Regulation and Abolition) Act,1972 ( Upload self-attested scanned copy of the Registration)                                                                                                                                                                                                                                                                           |  |  |
| 13. | EPF Registration Number (Upload self-attested scanned copy of the registration certificate)                                                                                                                                                                                                                                                                                                                                                |  |  |
| 14. | ESI registration Number (upload self-attested scanned copy of the registration certificate)                                                                                                                                                                                                                                                                                                                                                |  |  |
| 15. | Under taking on non-judicial stamp paper of Rs.100/- regarding non-blacklisting of the firm, disclosure of pending court cases if any and acceptance of all terms and conditions of the tender documents.                                                                                                                                                                                                                                  |  |  |
| 16. | <p>The Human Resource &amp; Housekeeping Agency should have/had a (i) minimum annual turnover of Rs. 04 Crore each during year such as 2021-22,2022-23,2023-2024. ( copy/copies of annual turnover statement year wise duly certified by the CA must be enclosed with the tender document,</p> <p>(ii) ITR returns of the firm duly submitted by the firm with the Income Tax Department for financial year 2021-22,2022-23,2023-2024.</p> |  |  |
| 17. | The Agency/Company must provide a statement showing name of the officers/Institute/Private Agency and number of personnel deployed (minimum 1000 on its roll) during the last three years.                                                                                                                                                                                                                                                 |  |  |
| 18. | <p>The Bidder should have experience in the similar field of providing Human Resource/Facility Management in the Govt depts/Public Sector(Central or State) for the last three consecutive years.</p> <p>In case no bidder has provided Govt. experience/public sector experience, the bidder with experience in reputed organizations may be considered by the Competent Authority of the NCERT.</p>                                      |  |  |
| 19. | Proforma for certificate of documents by NABC                                                                                                                                                                                                                                                                                                                                                                                              |  |  |



Date:  
Place:

Signature of authorized person  
Name:  
Seal:

#### **6. Proforma for Financial Bid**

The agency is required to submit the price bid per head in the following format as per current minimum wages :-

| S.No | Description of work                                                                                                                                                                 | Qty | Minimum Wage (Current approved rates) | ESIC@ 4.75% or as per Govt Order | EPF @ 13% or as per Govt order | Bonus as per Govt Order | Total of Ser. No 4,5,6 & 7 | Service Charge to be quoted in % on Ser No. 8 | Total of Ser. No 4,5,6,7,8,9 |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------|----------------------------------|--------------------------------|-------------------------|----------------------------|-----------------------------------------------|------------------------------|
| 1    | 2                                                                                                                                                                                   | 3   | 4                                     | 5                                | 6                              | 7                       | 8                          | 9                                             | 10                           |
| 1.   | <b>Unskilled (MTS)</b><br>10 <sup>th</sup> Pass with good communication skills and manner                                                                                           |     |                                       |                                  |                                |                         |                            |                                               |                              |
| 2.   | Unskilled <b>Mali/Gardener</b><br>(with experience in gardening)                                                                                                                    |     |                                       |                                  |                                |                         |                            |                                               |                              |
| 3.   | Unskilled <b>Safaiwala</b><br>( with experience in sweeping and cleaning)                                                                                                           |     |                                       |                                  |                                |                         |                            |                                               |                              |
| 4.   | Unskilled <b>Labourers (Loaders)</b><br>(with experience in loading & Unloading)                                                                                                    |     |                                       |                                  |                                |                         |                            |                                               |                              |
| 5.   | Unskilled <b>Service Boy</b> (10 <sup>th</sup> pass with good communication skills and manners with experience in attending room services                                           |     |                                       |                                  |                                |                         |                            |                                               |                              |
| 6.   | <b>Skilled (Clerical) LDC/Typist</b><br>➤ 12 <sup>th</sup> pass with good communication skills in English and Hindi<br>➤ Good knowledge of computer i.e MS Word, M.S Excel etc with |     |                                       |                                  |                                |                         |                            |                                               |                              |

|  |                                                                       |  |  |  |  |  |  |  |  |
|--|-----------------------------------------------------------------------|--|--|--|--|--|--|--|--|
|  | proficiency in having 35 w.p.m. speed in English or 30 w.p.m in Hindi |  |  |  |  |  |  |  |  |
|--|-----------------------------------------------------------------------|--|--|--|--|--|--|--|--|

| Sl.No | Name of the posts                         | Persons required                  | Educational Qualification                    | Experience                                                                                                                                                                       | No. of working days in a week | Monthly working days | Minimum wages per person for a month | Total Financial implication in a year (Rs.) |
|-------|-------------------------------------------|-----------------------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------|--------------------------------------|---------------------------------------------|
| (1)   | (2)                                       | (3)                               | (4)                                          | (5)                                                                                                                                                                              | (6)                           | (7)                  | (8)                                  | (9)                                         |
| 01.   | MTS                                       | 51                                | 10 th pass or equivalent                     | With good Communication skills & manners                                                                                                                                         | 5 days                        | 26/27                | Rs.20,930/-                          | Rs.1,28,09,160/-                            |
| 02.   | Mali/Gardners                             | 23                                | Under matriculation or as per GeM conditions | Experience in Gardening as per GeM conditions                                                                                                                                    | 6 days                        | 26/27                | Rs.20,930/-                          | Rs.57,76,680/-                              |
| 03.   | Cleaning Staff                            | CIET-18<br>NIE-29<br>GH-9<br>= 56 | Under matriculation or as per GeM conditions | Experience in cleaning/sweeping as per GeM conditions                                                                                                                            | 06 days                       | 26/27                | Rs.20,930/-                          | Rs.1,40,64,960/-                            |
| 04.   | Cleaning Staff (Female Staff)             | 05                                | Under matriculation or as per GeM conditions | Experience in cleaning/sweeping as per GeM conditions                                                                                                                            | 6 days                        | 26/27                | Rs.20,930/-                          | Rs.12,55,800/-                              |
| 05.   | Labour/ loader                            | 41                                | Under matriculation or as per GeM conditions | Experience in loading and unloading as per GeM conditions                                                                                                                        | 5 days                        | 26/27                | Rs.20,930/-                          | Rs.1,02,97,560/-                            |
| 06.   | Service Staff ( Male) for NIE Guest House | 09                                | 10 <sup>th</sup> pass                        | Good communication skills and manners with experience in attending room service                                                                                                  | 6 days                        | 26/27                | Rs.20,930/-                          | Rs.22,60,440/-                              |
| 07.   | Typist/LDC                                | 25                                | 10+2 pass                                    | With good communication skills in English and Hindi. Good knowledge of computer i.e. MS word, MS Excel etc. with proficiency in having 35 wpm speed in English & 30 wpm in Hindi | 5 days                        | 26/27                | Rs.25,506/-                          | Rs.76,51,800/-                              |

|       |     |  |  |  |  |  |                  |
|-------|-----|--|--|--|--|--|------------------|
| Total | 210 |  |  |  |  |  | Rs.5,41,16,400/- |
|-------|-----|--|--|--|--|--|------------------|