

Ref./No. : IITD/Estt-II/NIT(OS)/2013/

Date : 25.03.2013

TENDER DOCUMENT

**Outsourcing of Staff in
Indian Institute of Technology, Delhi**

**LAST DATE AND TIME FOR
SUBMISSION OF TENDER** : 22.04.2013 at 12:30 PM

**DATE AND TIME OF OPENING
OF TENDER (TECHNICAL BID)** : 22.04.2013 at 04:00 PM

**DATE & TIME OF OPENING OF
FINANCIAL BID** : Date and time will be
intimated at a later date

**NAME AND ADDRESS OF THE
TENDERER** : Asst. Registrar (Estt-II),
Indian Institute of
Technology, Delhi,
Hauz Khas,
New Delhi-110 016

Telephone No. : 011- 26591724



**INDIAN INSTITUTE OF TECHNOLOGY DELHI
HAUZ KHAS, NEW DELHI-110 016**

INDIAN INSTITUTE OF TECHNOLOGY, DELHI
HAUZ KHAS:NEW DELHI-110 016

NOTICE INVITING TENDER 2013

Subject :- TENDER FOR OUTSOURCING OF STAFF IN IIT DELHI

1. IIT Delhi invites sealed tenders in two bid system from registered/ established manpower service providers having requisite experience of providing manpower to various Government Departments, Public Sector Undertaking and Autonomous Organizations of Govt. of India for providing purely temporary staff (Number may vary depending upon the requirement) on outsourcing basis in various Departments/ Centres/ Units/ offices of IIT Delhi as per terms and conditions detailed in the following paragraphs for a period of **THREE YEARS** to be reviewed every year depending upon the performance of the service provider. Bidders can also download the document from IIT Delhi website i.e. www.iitd.ac.in/tenders and utilize the downloaded document alongwith required non-refundable fee towards tender cost of **Rs.1000/- (Rupees one thousand only)** in the form of Pay Order/Banker's Cheque / Demand Draft in favour of "Registrar IIT Delhi".

1.1 Minimum Eligibility Criteria

- I. The firm/agency should be registered with Service Tax Department.
- II. The firm/agency should have PAN No. against their name.
- III. The firm/agency must have Provident Fund Account No. in their name.
- IV. The firm/agency must be registered for deployment of manpower services under Companies Act, 1956.
- V. The firm/agency must have ESI No. in their name.
- VI. The firm should have an office in Delhi/NCR.
- VII. The Company/ Firm should be in the business of providing manpower service for at least five years Performance Certificates issued by their existing reputed clients should be attached. The Annual turnover of the firm during last three financial years should be not less than Rupees three crores.
- VIII. The agency should not be blacklisted by any Department/ Ministry of the Government of India or any PSU/ Central or State autonomous organisation .
- IX. A service provider having any criminal case pending against the company/ proprietor or any of its Directors (in the case of company) or having been earlier convicted on grounds of moral turpitude or for violation of laws in force, shall not be eligible.

While submitting the tenders, the interested bidders shall have to furnish all the proofs/ affidavits/ undertaking as required in Section 1.1 (Form IA, IB, IC & ID.)

1.2 Type of Manpower required

The main requirement of manpower (Nos. may vary as per actual requirement) will be in following categories and their tentative requirement with monthly salary is given in Table 1. The prospective bidder may note that the requirement being indicated is tentative and the service provider shall be bound to provide the services as per numbers required by IIT Delhi which may vary.

Table 1.

S.No.	Category	Monthly Salary 1st year Financial year 2013-2014	IInd Year Financial year 2014-2015	IIIrd Year Financial year 2015-2016
1.	Sr. Assistant (Stenographer)	20,000/-	23,000/-	26,450/-
2.	Jr. Assistant	14,000/-	16,100/-	18,515/-
3.	Driver	14,000/-	16,100/-	18,515/-
4.	Attendant	12,000/-	13,800/-	15,870/-
5.	Other Staff i.e. Cooks, Bearers, Masalchi, Nursing Orderly, etc.	12,000/-	13,800/-	15,870/-

An annual increase of upto 15% of the monthly salary may be considered depending on the performance of the incumbent.

The Institute may also require manpower on outsourcing basis in other areas from time to time.

1.3 Quality of Manpower

The benchmarks such as educational qualifications, professional qualifications, experience have been mentioned in succeeding paras in respect of the manpower to be engaged by the service provider. The service provider will present the candidates to IIT Delhi for assessment of their suitability. IIT Delhi may lay off the services of already accepted candidates based on their performance on 07 days notice and in such an eventuality; the service provider will have to provide a suitable replacement within the notice period.

1.4 Duties and Responsibilities

Duties and responsibilities of the manpower will be as per "Work Manual for all categories of staff at IIT Delhi" which may be seen in the Office of Assistant Registrar (E-II). Besides, any other relevant duties may be assigned to them by the Institute.

1.5 Settlement of Disputes

In case of any dispute between the parties regarding the terms and conditions of the provision of the work being awarded, the matter shall be

referred to an Arbitrator(s) as may be decided by the Director, IIT Delhi for arbitration under the Arbitration & Conciliation Act, 1986. The service provider shall not question the decision of the Arbitrator(s) on ground that the Arbitrator(s) is/are Government servant(s). The decision of the Arbitrator(s) shall be final and binding on the Parties. Dispute, if any, shall pertain to the service provider & IIT Delhi and not individual manpower. (Arbitration could be approved by the Labour Commission/Department.) The Arbitrator may give interim award(s) and/ or directions, as may be required. Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

1.6 Minimum Requirement of Educational & Professional qualifications/ experience of the persons to be deployed by the service providers :

The persons to be deployed by the service providers should have the following educational qualifications / experience as mentioned below against each post.

Sr. Assistant (Stenographer)

- **Educational Qualifications** : Graduate with minimum 55% Marks from a recognized university and Diploma in Secretarial Practice. Preferably Diploma in Computer Applications/Office Management.
- **Professional Qualifications** : Speed in Stenography and Typing on Computer @ 80 & 40 w.p.m.
- **Experience** : Two years relevant experience in an organization of repute.
- **Age Limit** : **Between 21-30 years.**

Jr. Assistant

- **Educational Qualifications** : Graduate with minimum 55% Marks from a recognized university. Preferably with Diploma in Computer Applications/Office Management/ Secretarial Practice.
- **Professional Qualifications** : Typing on Computer @ 40 w.p.m.
- **Experience** : One year relevant experience in an organization of repute.
- **Age Limit** : **Between 21-30 years.**

Driver

- **Educational Qualifications** : Sr. Secondary School (10+2) pass with driving license of both heavy and light duty vehicles with 3 years of driving and maintenance experience in a reputed organization **OR** Sr. Secondary School (10+2) pass with relevant ITI Course with license for both heavy & light duty vehicles with 2 years of relevant experience of reputed organization .
- **Age Limit** : **Between 21-30 years.**

Attendant

- **Educational Qualifications** : Matriculation/Secondary School with minimum 50% Marks from a recognized Board.
- **Experience** : Two years relevant experience in a reputed organization.
- **Age Limit: Between 18-30 years**

Other Staff

Cook

- **Educational Qualifications & Experience:**
- Matriculation/Secondary School pass with minimum of 03 years experience as a Cook in a Student Hostel Mess/ Lunch Club/ Guest House of a reputed organization. Preferably he should have completed a cookery course.
- **Age Limit: Between 21-30 years**

Bearer/ Masalchi

- **Educational Qualifications & Experience:**
- Matriculation/Secondary School pass with minimum of 05 years experience as Masalchi /Bearer in Student Hostel Mess/ Lunch Club/ Guest House of a reputed organization.
- **Age Limit: Between 21-30 years**

Nursing Orderly

- **Educational Qualifications & Experience:**
- Matriculation/Secondary School pass with minimum 50% Marks. Elementary knowledge of First-Aid supported by a valid certificate issued by a recognized organization/ Association with two years working experience in a reputed Hospital.
- **Age Limit: Between 21-30 years**

2. Terms and Conditions:

- i. The Institute follows 5 working days a week with normal duty hours from 8:45 AM to 5:30 PM. However, for the above-mentioned staff the days of duty as well as hours could be different with a condition of 8 hours per day of duty and 40 duty hours per week.
The duty hours for these staff will be assigned by their respective Controlling Officers. No payment will be made to the staff if absent on duty days.
- ii. IIT Delhi at its sole discretion may at any point of time extend or curtail this contract.
- iii. The manpower outsourced to the IITD will be the employee of the service provider only and in no way shall be construed as employees of IIT Delhi. The person deployed shall not claim any master and servant relationship against IIT Delhi.

- iv. If for any reason the personnel deployed by the service provider proceeds on absent himself/herself should properly intimate the Controlling Officer (i.e. Head of the Deptt./Unit) before such absence or in case of Medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/ she will be absent. In case of any default on a particular day, an amount of Rs. 200/- will be imposed for each such complaint certified by the officer under whom the work is being performed as a fine, besides proportional deduction.
- v. An earnest money of Rs. 2,50,000/- (Rupees two lakh fifty thousand only) through a demand draft of any scheduled bank in Delhi/New Delhi drawn in favour of Registrar IIT Delhi, must accompany the Technical Bid.
- vi. TDS and other taxes as applicable will be deducted from each bill at the time of making payment by IIT Delhi to the Service Provider.
- vii. The successful bidder shall have to remit within five days of award of contract, bank guarantee of a nationalized bank of an amount equivalent to 10% of the total contract value for a year. The bank guarantee shall be in favour of Registrar, IIT Delhi and shall be valid till 60 days beyond the period of engagement of the Agency by IIT Delhi. In case of any extension in the contract, the bank guarantee has to be revalidated on the same terms.
- viii. IIT Delhi has all the rights to reject/accept any or all the tender(s) without assigning any reason whatsoever.
- ix. Tender application without complete documents/information shall not be considered.
- x. IIT Delhi shall enter into a contract with the successful bidder.
- xi. Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result termination of the contract and subsequent disqualification for participation in any future tender in IIT Delhi. In such an eventuality the Bank Guarantee will be invoked.
- xii. Contribution towards ESI, EPF and other statutory obligations will be paid by the Institute as per rules to the service provider. The firms/ company's claims in bills regarding ESI, EPF, Service Tax etc. should be accompanied by documentary proof of remittance of amount with respective authorities pertaining to the previous month. A requisite portion of the bill/ whole of the bill amount shall be held up till proof is furnished, at the discretion of the Institute.
- xiii. The service provider shall deposit the employee's and employer's contribution towards EPF and ESI as also any statutory deduction, with concerned authorities and shall furnish a certificate/ challans to this effect to IIT Delhi, every month alongwith their monthly bill for payment. Any liability towards statutory compliance or otherwise for any of the personnel engaged by the service provider will lie totally with the service provider and will in no way be the concern of IIT Delhi.
- xiv. The rates specified in Table 1 do not include service tax. However these rates include the employee/employer's PF Contribution ESI etc. and to these extent the carry home salary of selected outsourced employee would be less than that stated against each position in Table 1.
- xv. The service tax on the bills raised by the firm will be paid by IIT Delhi. However, firm has to attach the challan in support of proof of having remitted the same with service tax authorities, of the proceeding month alongwith succeeding month's bill to the Institute.

- xvi. The Bidder in the financial bid (form-II) will only mention the required service charges expressed as a percentage of the monthly salary given to the outsourced manpower.
- xvii. The award of bid will be decided on the basis of overall assessment on the basis of technical bid, presentation, financial bid (service charges) etc.

3. Tendering Process:

- The tender is invited on a two bid basis i.e. Technical Bid (Form I, IA, IB, IC, ID and the Financial Bid (Form II). The tender forms for Technical Bid and Financial Bid are attached ..
- The Technical bid and Financial Bid complete in all respect should be submitted in separate sealed covers with respective marking thereon. The envelopes subscribe the "Tender for Outsourcing the Staff in IIT Delhi".
- The firm/agency must mark serial page number of their technical documents and put their authorized signature on each page.
- The bids are to be addressed to the Asst Registrar (E-II) and are to be dropped in the tender box kept in the office of Asst Registrar (E-II) Room No: AD-222, Administrative Block, IIT Delhi **by 22.04.2013 at 12:30 PM. The tender will be opened in Room No.AD-222, O/o Asstt. Registrar (Estt-II), IIT Delhi.**
- Incomplete bid documents will be summarily rejected and no explanation of the bidders in this regard shall be entertained. Negotiations, if any, will be held with the lowest qualified bidder only.
- Late submission of tenders will not be accepted. IIT Delhi reserves the right to reject any or all the tenders.

4. Amendment of Bid Documents

- At any time, prior to the date of submission of bids, IIT Delhi may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
- The amendments shall be notified on the website of IIT Delhi at www.iitd.ac.in/tenders and these amendments will be binding on the bidders.
- In order to allow prospective bidders reasonable time to take the amendments, if any, into account in preparing their bids, IIT Delhi may, at its discretion, extend the deadline for the submission of bids suitably.

PROFORMA

Subject: Providing Manpower Services on Contract Basis.

The undersigned have read and examined in detail the tender document in respect of providing manpower services on contract basis in IIT Delhi, do hereby express our interest to provide such services.

Corresponding Details:

1	Name of the Company	
2	Address of the Company	
3	Name of the Contract person to whom all references shall be made regarding this tender	
4	Designation and address of the person to whom all references shall be made regarding this tender	
5	PAN and Service Tax details (Enclose Attested copy of valid service tax registration certificate & copy of PAN & SARAL of last five years.)	
6	Telephone (with STD Code)	
7	Mobile phone No. of the contact person	
8	E-mail of the contact person	
9	Fax. No. (with STD Code)	

It is certified that the person, who shall deploy for duties are competent and have specified qualifications for taking up this assignment.

Documents forming part of the bid:-

The following documents are enclosed:

- | | | | |
|-------|---|---|--|
| (i) | Form-I A | : | Minimum eligibility |
| (ii) | Form-I B | : | Prior Experience |
| (iii) | Form-I C | : | Declaration Letter |
| (iv) | Form-I D | : | Details of EMD (Earnest Money Deposit) |
| (v) | Form-II | : | Financial Bid |
| (vi) | Letter of authorization (in the name of contact person) representing the company. | | |

(Signature of Authorized Person)

Place: _____

Date: _____

Name _____

Designation _____

Business Address _____

Seal _____

MINIMUM ELIGIBILITY

Details of the interested manpower Service Provider for establishing minimum eligibility.

1	Name of the Company	
2	Year of Registration/ Incorporation (Enclose attested registration certificate issued by appropriate authority)	
3	Number of Employees as on March 31, 2012	
4	Annual Turnover from providing manpower (for the last three years, duly signed by Chartered Accountant)	
5	Name of the Banker with Account Number (Enclose attested copy)	
6	Certificate of registration with EPFO (Enclose attested copy)	
7	Certificate of registration with ESIC (Enclose attested copy)	
8	Certificate of registration with Labour Department, Govt. of NCT Delhi (Attested copy of valid labour licence from the Regional Labour Commissioner for specific number required for the contract under Contract Labour (Regional & Abolition) Act 1970)	
9	Audited Balance Sheets of last three years	
10	Satisfactory Service Certificate / Performance Certificates from existing user organizations	
11	Copies of Work Orders issued by Bidder's Clients	

(Signature of Authorized Person)

Place: _____

Name _____

Date : _____

Designation _____

Business Address: _____

Seal _____

Witnesses with signature

1) **Name & Address** _____

2) **Name & Address** _____

PRIOR EXPERIENCE

(Using the format below, provide information in respect of the each Department/ Agency to whom manpower was provided by the company during the last two years)

S.No.	Name of the Organisation(s)	Type of Manpower provided	No. of Manpower

(Signature of Authorized Person)

Place: _____

Name _____

Date : _____

Designation _____

Business Address: _____

Seal _____

Witnesses with signature

1) **Name & Address** _____

2) **Name & Address** _____

DECLARATION

A Declaration letter on official letter head stating the following also to be submitted alongwith Technical bid.

- (i) We are not involved in any major litigation that may have an impact of effecting or comprising the delivery of service as required under this tender.

- (ii) We are not black-listed by any Central/State Government/ Public Sector Undertaking/ Autonomous organization in India.

(Signature of Authorized Person)

Place:_____

Name_____

Date :_____

Designation_____

Business Address:_____

Seal _____

Witnesses with signature

1) Name & Address _____

2) Name & Address _____

Details of Earnest Money Deposit (please enclose draft of earnest money in Technical Bid Envelope)

Name of the Company	
Address of the Company	
Amount	
Demand Draft No. & Date	
Drawn on Bank	

(Signature of Authorized Person)

Place: _____

Name _____

Date : _____

Designation _____

Business Address: _____

Seal _____

PROFORMA FOR FINANCIAL BID

1	Name of the Company, Address of the Company etc.	
2	Rate of service charges quoted	In figures
		In Words

(Service Charges may be written in words as well in figures. In case of any discrepancy between figures and words, the amount written in words will be taken for consideration. No cutting or overwriting will be allowed. Any financial bid with overwriting /cutting will be disqualified).

(Signature of Authorized Person)

Place: _____

Name _____

Date : _____

Designation _____

Business Address: _____

Seal _____

Letter of Authorization

This is to certify that Mr./Ms. _____, Designation _____ is hereby authorized to sign all the paper (including financials) of this tender.

Signature _____

Name _____

Managing Director _____

Name of the Organisation

5. NOTE:

- The Bidder should sign and stamp each page of this tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the bid.
- The Bidder would fill up the information in the FORM I, IA, IB, IC, ID & FORM II enclosed at the end of this document in clear and legible terms. Wherever, the prices are to be quoted should be written in figures and words as well.
- Annexures will also have to be signed and stamped by the Service provider through its authorized signatory.

(Ramesh Kr. Thareja)
Assistant Registrar (E-II)