

Notice Inviting Quotation (E-Procurement mode)

INDIAN INSTITUTE OF TECHNOLOGY DELHI
HAUZ KHAS, NEW DELHI-110016

Dated: 24/05/2019

Old tender ID- 2019_IIT_470619_1 & Tender Reference No. IITD/IES2(SP-2332)/2019

Open Tender Notice No. IITD/IES2(SP-2348)/2019

Indian Institute of Technology Delhi is in the process of appointing established and registered outsourced staff service providers having requisite experience of providing outsourced staff to various Government Departments, Public Sector Undertaking and Autonomous Organizations of Govt. of India for providing contract staff (number may vary depending upon the requirement) through outsourcing mode for its various Departments/Centres/Units/Offices as per terms and conditions detailed in the following paragraphs for a period of **TWO years** (extendable upto THREE years) to be reviewed every year depending upon the performance of the service provider as per details given as under.

Details of the item	Outsourcing of Staff in Indian Institute of Technology, Delhi
Earnest Money Deposit to be submitted	Rs.5,00,000/- (to be paid online only)

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Outsourcing Agents who have not enrolled/registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Outsourcing Agents are advised to go through instructions provided at 'Instructions for online Bid Submission'.

Tenderers can access tender documents on the website (for searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, click on "GO" button to view all IIT Delhi tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given on the next page.

No manual bids will be accepted. The quotation (both Technical and Financial) should be submitted in the E-procurement portal.

Schedule (Dates will be revised in consultation with A.R. Stores)

Name of Organization	Indian Institute of Technology Delhi
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Auction/Service/Buy/Empanelment/ Sell)	Service
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Others
Source of Fund (Institute/Project)	Institute
Is Multi Currency Allowed	(INR) Only
Date of Issue/Publishing	24/05/2019 (14.00 Hrs)
Document Download/Sale Start Date	24/05/2019 (14.00 Hrs)
Document Download/Sale End Date	14/06/2019 (15.00 Hrs)
Date for Pre-Bid Conference	At 12:00 pm on 29 th May, 2019 (Wednesday)
Venue of Pre-Bid Conference	Store & Purchase Committee Room, IIT Delhi, Hauz Khas
Last Date and Time for Uploading of Bids	14/06/2019 (15.00 Hrs)
Date and Time of Opening of Technical Bids	17/06/2019 (12.00 Hrs)
Tender Fee	
EMD	Rs.5,00,000/-(For EMD) (To be paid through RTGS/NEFT. IIT Delhi Bank details are as under: Name of the Bank A/C : IITD Revenue Account SBI A/C No. : 10773572622 Name of the Bank : State Bank of India, IIT Delhi, Hauz Khas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547 (This is mandatory that UTR Number is provided in the on-line quotation/bid. Kindly refer to the UTR Column of the Declaration Sheet at Annexure-IV)
No. of Covers (1/2/3/4)	02
Bid Validity days (180/120/90/60/30)	90 days (From last date of opening of tender)
Address for Communication	Joint Registrar (E-II), Room No: AD-223, Administrative Block, Indian Institute of Technology Delhi, New Delhi - 110016
Contact No.	011-2659-1716, 1719, 7290
Fax No.	011-2659-7216
Email Address	ar_e2@admin.iitd.ac.in

**Chairman Purchase Committee
(Buyer Member)**

INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The Outsourcing Agents are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Outsourcing Agents in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<http://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Outsourcing Agents are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the Outsourcing Agents will be required to choose a unique username and assign a password for their accounts.
- 3) Outsourcing Agents are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the Outsourcing Agents will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by an Outsourcing Agent. Please note that the Outsourcing Agents are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Outsourcing Agent then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate Outsourcing Agents to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value etc. There is also an option of advanced search for tenders, wherein the Outsourcing Agents may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the Outsourcing Agents have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the Outsourcing Agents through SMS/e-mail in case there is any corrigendum issued to the tender document.
- 3) The Outsourcing Agent should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

- 1) Outsourcing Agent should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- 3) Outsourcing Agent, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR/DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Outsourcing Agents. Outsourcing Agents can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Outsourcing Agent should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Outsourcing Agent will be responsible for any delay due to other issues.
- 2) The Outsourcing Agent has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Outsourcing Agent has to select the payment option as “on-line” to pay the tender fee/EMD as applicable and enter details of the instrument. Whenever EMD/Tender fee is sought, Outsourcing Agents need to pay the tender fee and EMD separately on-line through RTGS (Refer to Schedule, Page No.2).
- 4) A standard BoQ format has been provided with the tender document to be filled by all the Outsourcing Agents. Outsourcing Agents are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Outsourcing Agents are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the Outsourcing Agent). No other cells should be changed. Once the details have been completed, the Outsourcing Agent should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Outsourcing Agent, the bid will be rejected.
OR
In some cases Financial Bids can be submitted in PDF format as well (in lieu of BOQ).
- 5) The server time (which is displayed on the Outsourcing Agents’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the Outsourcing Agents, opening of bids etc. The Outsourcing Agents should follow this time during bid submission.
- 6) All the documents being submitted by the Outsourcing Agents would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO OUTSOURCING AGENTS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

GENERAL INSTRUCTIONS TO THE OUTSOURCING AGENTS

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the Outsourcing Agents are required to upload all the documents in .pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

Establishment Section-II

NOTICE INVITING QUOTATIONS

Dated: 24/05/2018

Subject: Outsourcing of Staff in Indian Institute of Technology, Delhi

Invitation for Tender Offers

Indian Institute of Technology Delhi is in the process of appointing established and registered outsourced staff service providers having requisite experience of providing outsourced staff to various Government Departments, Public Sector Undertaking and Autonomous Organizations of Govt. of India for providing contract staff (number may vary depending upon the requirement) through outsourcing mode in various Departments/Centres/Units/Offices as per terms and conditions detailed in the following paragraphs for a period of **TWO Years (extendable upto THREE Years)** to be reviewed every year depending upon the performance of the service provider as per details as given as under.

Responsibilities of the Selected Agency

1. Deploy qualified, skilled and good conduct personnel.
2. The Outsourced staff required is to be engaged by the Selected Agency within three weeks of issue of the work order or as specified in the work order.
3. The Selected Agency will enter all details of Outsourced staff against each post in the Web based application ERP software of IIT Delhi.
4. Maintain a proper database of all employee department-wise along with the updation of all the details such as emoluments, EPF, ESI, absentee report etc.
5. The selected Agency must provide the smart Identity Card to all the engaged Outsourced staff.
6. It is the responsibility of Agency to ensure timely payment of outsourced staff (by the last working day of the month).
7. The selected agency shall comply with all the provisions of Indian Labour Laws in respect of the Outsourced staff employed thereof.
8. The selected agency shall also ensure compliance to the labour legislations applicable to Delhi like a) Minimum Wages Act, b) Employees Provident Fund Act, c) Employees State Insurance Act, d) Workmen's Compensation Act, e) ESI Act.
9. The Outsourcing Agent has to quote Administrative Service Charges only.

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 have a valid labour license from the Regional Labour commissioner for specific number required for the contract under contract Labour (Regulation & Abolition) Act, 1970.
- V. The Firm/ Agency must be registered for deployment of outsourced staff services under Companies Act, 1956.
- VI. The Firm/ Agency must have ESI No. in their name.
- VII. The firm should have an office in Delhi/NCR.
- VIII. The Company/ Firm should be in the business of providing outsourced staff service (at least 100 persons at a place of Institute/Organization) and in total 500 persons in a year for at least last three consecutive years(2015-2016, 2016-2017, 2017-2018). Performance Certificates issued by their existing reputed

- clients should be attached. The Annual turnover of the firm during last three consecutive financial years (2015-2016, 2016-2017, 2017-2018) should not be less than Rupees Ten Crores in each financial year.
- IX. The agency should not have been blacklisted by any Department/Ministry of the Government of India or any PSU/Central or State autonomous organization (a self-certification will be needed).
 - X. A service provider should not have any criminal case pending against them or any of its Directors or should not have been convicted on grounds of moral turpitude or for violation of laws in force (a self-certification will be needed).
 - XI. The agency should have a valid ISO9001-2015/2018 certification.

While submitting the tenders, the interested Outsourcing Agents shall have to furnish all the proofs/affidavits/undertaking as per requirement.

Test of skills of outsourced staff prior to engagement

In order to ensure that the Outsourced staff provided by the Selected Agency possess the required technical/academic qualifications and skills, it shall be open to the agency to take interview and/or written test. Those who will qualify in the written test or interview and possess the required qualification will be deployed at IIT Delhi by the agency. The agency may consider the candidature of the those outsourced employees who have already been working with IIT Delhi through the earlier agencies.

Type of Outsourced Staff required

The type of outsourced staff and monthly salary is mentioned in **Table-I**. The service provider shall be bound to provide quality manpower as required by IIT Delhi in each category.

Table-I. Details of Outsourced staff requirement (Approximate requirement of total outsourced staff (including all categories) is around 200, but it may vary depending upon the requirement of the Institute from time to time)

Srl	Category	Monthly Salary Package (Amount in Rupees)
1	Sr. Office Assistant	28,000/-
2	Jr. Office Assistant	25,000/-
3	Jr. Technical Assistant	25,000/-
4	Driver	22,000/-
5	Multi-Tasking Staff (MTS)	20,000/-
6	Other Staff i.e. Cooks, Bearers, Masalchi, Nursing Orderly, etc.	20,000/-

Above salary package is for 5 working days in a week with normal duty hours from 8:45 AM to 5:30 PM. However, 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/Branch Officers. No payment will be made to the staff if absent on duty days.

Annual Increment to the outsourced staff member

An annual increase @5% of the monthly salary may be considered depending on the performance of the incumbent (if recommended by the immediate Reporting Officer). The Institute may also require outsourced staff in areas other than mentioned at **Table-I** above from time to time, which the outsourcing agent has to supply at a mutually convenient rate.

The monthly salary package as mentioned at **Table-I** may vary as per the decision of the institute and the minimum daily wage rate as approved by Delhi Govt. OR Central Govt. (whichever is higher).

Quality of Outsourced staff

The benchmarks such as educational qualifications, professional qualifications, and experience have been mentioned in succeeding paragraphs in respect of the outsourced staff 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. The person/staff should not have any Police records/criminal cases against them.

Duties and Responsibilities

Duties and responsibilities of the outsourced staff deployed will be as per "Work Manual of IIT Delhi" or as defined by the Director, IIT Delhi (for emerging areas) which may be obtained in the Office of Assistant/Joint Registrar (E-II). Besides, any other relevant duties may be assigned to them by the Institute.

Payment

Payment will be made to the agency normally within 15 working days of the subsequent month, if the claim paper/ form is in order.

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. 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 outsourced staff. (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 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.

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 against each post:

Table-II. Position and Eligibility Criteria

Srl	Post(s)	Eligibility
1	Sr. Office Assistant	Educational Qualifications: Graduate with minimum 55% Marks from a recognized university and preferably with Diploma in Computer Applications/Office Management. Professional Qualifications: Should have good communication and noting/drafting skill.

		Experience: Five years relevant experience in an organization of repute.
2	Jr. Office Assistant	Educational Qualifications: Graduate with minimum 55% Marks from a recognized university. Preferably with Diploma in Computer Applications/Office Management/Secretarial Practice.
3	Junior Technical Assistant	Educational Qualifications: Science graduate (in relevant basic science/ technical field)/BCA/ 10+2 with Engineering Diploma (with minimum 55% Marks from a recognized university).
4	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.
5	Multi-Tasking Staff	Educational Qualifications: Matriculation/Secondary School with minimum 50% Marks from a recognized Board. Should have basic knowledge of computer, focussing mainly on MS Office.
Other Staff		
6	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 the person should have completed a cookery course.
7	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.
8	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: For fresh applicants: 21-30 years

The above age limit clause is not applicable for those outsourced staff members already working with IIT Delhi and subsequently selected by the Outsourced Agency.

The clause of 55% marks in the qualifying degree in respect of those outsourced staff members already working with IIT Delhi may not be insisted upon.

Method of Evaluation of Tender

Indian Institute of Technology Delhi has decided to evaluate the tenders submitted by the various Outsourcing Agents through the Quality Cost-Based Selection (QCBS) Method. Under QCBS, both the technical and financial proposals will be weighted proportionately to determine the winning Outsourcing Agent. The following weights will be assigned to the proposals:

- Weight assigned for technical evaluation (T) = 70%
- Weight assigned for financial evaluation (F) = 30%

(a) Technical Proposal (T)

The technical proposals will be evaluated first according to the parameters mentioned in the **Table-III** below. The Outsourcing Agent with the highest score will be granted 100 points. The technical scores of the other Outsourcing Agents will be calculated as a fraction of the highest scorer. i.e. If the highest Outsourcing Agent A gains the highest score of X points while another Outsourcing Agent B gets a lower score of Y, then the technical score of Outsourcing Agent B will be $T1 = 100*(Y/X)$.

Table-III. The technical parameters, considering a total score of 100, are bifurcated below:

#1 Srl	#2 Evaluation Parameter	#3 Max Marks	#4 Method of marks allocation	#5 Proof Required to be submitted
1	Presentation on Approach to manage outsourcing of staff	30	The following metrics will be considered: (i) Organization profile (ii) IT and Training infrastructure to support outsourced staff objectives (iii) Capability to meet outsourced staff requirements (iv) Plan of action in fulfilling of demand for each role (v) Understanding of IIT Delhi requirement (vi) Innovative approach to motivate staff members and also to perform skill development	The hard copy of the PPT be submitted after the presentation
2	Outsourced staff placement	15	Total Annual Outsourced staff on Outsourcing Agent's payroll for the last three consecutive years (2015-2016, 2016-2017, 2017-2018), as on Bid Submission Date (i) > 2000 (15 marks) (ii) Between 501-2000 (10	Relevant Support document be provided

			marks) (iii) Upto 500 (5 marks)	
3	Financial Capacity	15	Average Annual turnover for last three consecutive financial years (i.e. 2015-2016, 2016-2017, 2017-2018) (i) > INR 50 cr. (15 marks) (ii) Between INR 11-50 cr. (10 marks) (iii) Upto 10 cr. (5 marks)	Applicants must provide audited financial statements (Balance Sheet, P&L Statement etc.) for financial years (i.e. 2015-2016, 2016-2017, 2017-2018)
4	Experience with PSU/ Govt. clients/ Large MNC's/ Academic Institutes (The agency must have a physical presence (i.e. full-fledged office) located in NCR	20	No. of PSU/Govt. clients/ Large MNC's/ Academic Institutes outsourced staff outsourcing projects undertaken by the Outsourcing Agent in the past 3 years (i) >=5 (20 marks) (ii) Between 2-4 (10 marks) (iii) 1 (5 marks)	Outsourcing Agents must provide Performance Certificates issued by their existing/ previous clients [Annexure-V]
5	Years of operation	20	No. of years Outsourcing Agent is involved in providing outsourced staff services: (i) >=10 (20 marks) (ii) Between 4-9 (10 marks) (iii) Upto 3 (5 marks)	Relevant Support document be provided (year of inception in this business)

Note: The Company must have their corporate presence in NCR.

The maximum marks obtained above will be given a weight of 70%. i.e. T = 70% of T1.

Illustration

Let us consider the following scenario of various Outsourcing Agents:

1) Company ABC, with a registered office in Delhi, has an average annual turnover during the last 3 financial years of Rs. 10cr and a placement record of 3157 personnel in the same period. The company has been in the outsourcing staff placement business for the last 12 years serving Private companies during the initial 8 years, PSU's for the next one year and Academic Institutes for the recent 3 years. A score of 25 out of 30 is obtained in the presentation given before the Selection Committee.

2) Company PQR has an average annual turnover during the last 3 financial years of Rs. 30 cr and placed 10,040 personnel in the same period. The company has been providing outsourcing staff personnel to Government client's for 5 years, with their office registered in Delhi. It obtains a score of 10 in the presentation given before the Selection Committee.

3) Company XYZ has an established office in Delhi with an average annual turnover during the last 3 financial years of Rs. 95cr and a placement record of 547 personnel in the same period. The company has been in the outsourcing staff placement business for

the last 4 years serving several Private companies and Academic Institutes. It is able to secure 15 points out of 30 in the presentation offered before the Selection Committee.

The total scores obtained by the companies out of 100, as per criteria mentioned in the table above, will be as below:

#1	#2	#3	#4		
Sr. No	Evaluation Parameter	Max Marks	Marks Obtained by		
			Company ABC	Company PQR	Company XYZ
1	Presentation on Approach to manage outsourcing of staff	30	25	10	15
2	Outsourced staff placement	15	15	15	10
3	Financial Capacity	15	5	10	15
4	Experience with PSU/ Govt. clients/ Large MNC's/ Academic Institutes outside NCR	20	10	20	10
5	Years of operation	20	20	10	10
<i>Marks</i>		100	75	65	60
<i>Technical score compared to highest scorer(T1)</i>			100	$100 \times (65/75) = 86.67$	$100 \times (60/75) = 80$
<i>Technical score (T)</i>			70% of 100 = 70	70% of 86.67 = 60.67	70% of 80 = 56

(b) Financial Proposal (F)

The financial proposal will be evaluated after the technical proposal. The lowest-priced financial proposal (i.e. the Administrative Service Charges component) will be awarded the full weighted score.

For example – If A is the lowest Outsourcing Agent who has bid Rs. X as Administrative Service Charges per worker per month quote and B and C are other 2 Outsourcing Agents with corresponding quotes of Rs. Y and Rs. Z respectively, normalized score of A is taken as 100, B is taken as $(100 \times X/Y)$ and C is taken as $(100 \times X/Z)$.

Illustration

In order to illustrate this further, let's take an example of the same 3 Outsourcing Agents from companies ABC, PQR & XYZ with the respective quotes of Rs. 100, 50 & 80 thereby making company PQR as the lowest Outsourcing Agent. In this case, the financial evaluation (F), considering the weight assigned for financial evaluation to be 30%, will be calculated as below:

#1	#2	#3	#4	#5 = $(30/100) \times (\#4)$
Sr.No	Outsourcing Agent	Quoted Amount (in Rs.)	Weighted Score	Computed Financial Score (F)

1	ABC	100	$100 * (50/100) = 50$	$(30/100) * 50 = 15$
2	PQR	50	100	$(30/100) * 100 = 30$
3	XYZ	80	$100 * (50/80) = 62.50$	$(30/100) * 62.50 = 18.75$

Once the weighted technical scores (T) and weighted financial scores (F) are determined for each Outsourcing Agent, they are summed, to determine the final scores (i.e. T+F) and thereby the winning Outsourcing Agent.

Illustration

In the example of Outsourcing Agents ABC, PQR & XYZ, the final scores obtained will be calculated as below:

#1	#2	#3	#4	#5 = #3 + #4
Sr. No.	Outsourcing Agent	Technical score (T)	Financial Score (F)	Final Computed Score (C)
1	ABC	70	15	85
2	PQR	60.67	30	90.67
3	XYZ	56	18.75	74.75

Thus, in the illustration given above, the lowest Outsourcing Agent (L1) will be company PQR with the highest score of 90.67.

Terms and Conditions

- 1 The salary package as mentioned in **Table-I** above is for 5 working days a week with normal duty hours from 8:45 AM to 5:30 PM. However, the Head of the Deptt./Centre may allocate separate shifts of duty as per requirement.
- 2 The staff outsourced to IIT Delhi will be the employee of the service provider only and in no way shall be interpreted as an employee of IIT Delhi. The person deployed shall not claim any master and servant relationship against IIT Delhi, and shall not claim any benefits/compensation/absorption/regularization of services from/in IIT Delhi under the provision of Industrial Disputes Act 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
- 3 The Outsource Staff personnel may be granted Complementary leave for maximum six (6) days annually on a pro-rata basis, which cannot be carried forward to the next calendar year.
- 4 If, for any reason, the personnel deployed by the service provider absent himself/herself, he/she 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.
- 5 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.

- 6 The successful Outsourcing Agent 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.
- 7 IIT Delhi has all the rights to reject/accept any or all the tender(s) without assigning any reason whatsoever.
- 8 Tender application without complete documents and/or insufficient/inadequate information shall not be considered. Conditional Tenders will not be accepted under any circumstances.
- 9 IIT Delhi shall enter into a contract with the successful Outsourcing Agent on the terms & conditions on Rs. 100/- non-judicial stamp paper. The said stamp paper will be arranged by the Outsourcing Agent for execution of agreement.
- 10 Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result in 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.
- 11 The Firm/Agency shall comply with all labour laws, rules and Acts in relation to its employees and keep IIT Delhi informed about any amendment in the laws from time to time. Contribution towards ESI, EPF and other statutory obligations will be paid by the Institute as per rules to the service provider. The Firm/ Agency claims in bills regarding ESI, EPF, and 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.
- 12 The payment of wages by the contractor to its employees shall be made by on-line mode on every first working day of the next month. The payment will be released by the service provider to its employees before the submission of claim to IIT Delhi.
- 13 The Firm/ Agency 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 along with 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.
- 14 The Firm/ Agency has to provide laminated photo Identity Cards to the persons employed by him/her for carrying out the work. The Medical and other statutory requirements in respect of each personnel of the service provider shall be responsibility of the agency.
- 15 The agency will be required to provide particulars of EPF & ESI of its employees engaged in IIT Delhi.

- 16 The rates specified in **Table-I** do not include any tax. However these rates include the employee/employer's PF Contribution ESI etc.
- 17 The tax, if any, 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 tax authorities, of the preceding month along with succeeding month's bill to the Institute.
- 18 The Outsourcing Agent in the financial bid (Annexure-VIII) will only mention the required Administrative Service Charges expressed as a percentage of the monthly salary given to the outsourced staff.
- 19 The Firm/Agency shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, Paan, Smoking and loitering without work. In case of such offence, institute may impose financial penalty to the Agency. (Ref. to clause No.- 4)
- 20 **The Firm/ Agency will not demand any type of deposit (in any form) from the selected candidate. If found at any point of time appropriate action will be taken against selected Firm/ Agency.**
- 21 The Firm/ Agency shall be contactable at all times and messages sent by phone/email/fax/special messenger from IIT Delhi shall be acknowledged immediately on receipt on the same day. The Firm/ Agency shall strictly observe the instructions issued by the office in fulfilment of the contract from time to time.
- 22 IIT Delhi shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
- 23 If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the Firm/ Agency shall be liable to reimburse to this office for the same. The agency shall keep IIT Delhi fully **indemnified** against the damage by any staff engaged by the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with the Agency and IIT Delhi will in no way be responsible for it or any other clause mentioned above.
- 24 The agreement can be terminated by either party by giving three months' notice in advance. If the Firm/ Agency fails to give three months' notice in writing for termination of the Agreement then one month's wages etc. and any amount due to the Firm/ Agency from IIT Delhi shall be forfeited.
- 25 That on the expiry of the agreement from the Firm/Agency, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
- 26 Any dispute arising out of the contract shall be settled within the jurisdiction of Delhi.

- 27 The Outsourcing Agents shall have to obtain the required license from the licensing authority of respective Department/Circles/Division/Other units before deployment of personnel in IIT Delhi.
- 28 If any amount is found payable by the Outsourcing Agents towards wages, allowances and statutory dues in respect of personnel or any loss to IIT Delhi property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
- 29 **Complementary service by any service provider is not acceptable. If any service provider quotes the Administrative Service Charges which is unjustified, it shall not be treated as a valid quote and shall result in summarily dismissal of the financial bid even though the service provider is otherwise technically qualified.**
- 30 The Administrative Service Charges per worker per month quoted by the service provider in the financial bid shall be commensurate with the administrative and supervisory efforts required for executing the contract.
- 31 The Administrative Service Charges quoted by the vendor will remain fixed for the entire validity period of contract and no request shall be entertained before expiry of the contract period.
- 32 Institute shall correct (increase or decrease) the rates of statutory payments if there is a variation in the rates quoted by the Outsourcing Agent and those notified by the Govt.
- 33 Earnest Money will be forfeited if the contractor fails to commence the work as per the award letter for the work.
- 34 Bank Guarantee: A bank guarantee of 10% of the total order value should be furnished by the successful Outsourcing Agent from any scheduled bank. The bank Guarantee shall be kept with Registrar, IIT Delhi for a period of three years and two months and shall be released after the successful completion of the contract.
- 35 If the contractor violates any of the terms and conditions of this agreement or commits any fault or the service is not to the entire satisfaction of officer authorized by the Director, IIT Delhi, a penalty leading to a deduction up to a maximum of 10% of the total amount of bill for a particular month will be imposed.
- 36 IIT Delhi will not reimburse any amount towards Provident fund, Employees Insurance or Bonus. These issues must be settled between the outsourced agency and the Outsourced staff supplied by them from time to time as per the government rules and regulations.

Amendment of Bid Documents

- A 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 Outsourcing Agent, modify the bid documents by amendments.

- B The amendments shall be notified on the NIC portal at <https://eprocure.gov.in/eprocure/app> and these amendments will be binding on the Outsourcing Agents.
- C In order to allow prospective Outsourcing Agents 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.

NOTE:

- The Outsourcing Agent 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 (digitally).
- Annexures will also have to be signed and stamped by the Service provider through its authorized signatory.

A complete set of tender documents may be Download by prospective Outsourcing Agent free of cost from the website <http://eprocure.gov.in/eprocure/app>. Outsourcing Agent has to make payment of requisite fees (i.e. Tender fees (if any) and EMD) online through RTGS/NEFT only.

COMPLIANCE SHEET

Srl	Eligibility Criteria	Compliance (Y/N)
1	We fulfill the eligibility criteria for this Tender of supplying qualified, skilled and good conduct personnel Manpower to IIT Delhi as per this Tender.	
2	We will be in a position to engage required manpower within three weeks of issue of the work order.	
3	We will manage the outsourced employees through our own ERP and IIT Delhi will be given MIS access to the ERP so that relevant information about the outsourced employee (like personal details, EPF, ESI payment status etc.) can be fetched systematically.	
4	We will provide smart Identity Card to all the engaged Outsourced staff.	
5	We will ensure timely payment of outsourced staff (by the last working day of the month). IIT Delhi will not reimburse any amount towards Provident fund, Employees Insurance or Bonus to the employees deployed by us. Any issue arising will be settled between us and the staff supplied by us from time to time as per the government rules and regulations.	
6	We will comply with all the provisions of Indian Labour Laws in respect of the staff deployed by us at IIT Delhi.	
7	We will also ensure compliance to the labour legislations applicable to Delhi like a) Minimum Wages Act, b) Employees Provident Fund Act, c) Employees State Insurance Act, d) Workmen's Compensation Act, e) ESI Act etc.	
8	We have a valid labour license from the Regional Labour commissioner for specific number required for the contract under contract Labour (Regulation & Abolition) Act, 1970.	
9	We are registered for deployment of outsourced staff services under Companies Act, 1956.	
10	We have a fully functional office in Delhi/ NCR.	
11	We have a valid ESI number.	
12	We have deployed at least 100 persons at a place of Institute/Organization and in total 500 persons in a year for at least last three consecutive years (i.e. 2015-2016, 2016-2017, 2017-2018). (refer Annexure-III)	
13	The Annual turnover during last three consecutive financial years (i.e. 2015-2016, 2016-2017, 2017-2018) with more than Rupees ten crores in each financial year have been attached.	
14	Performance Certificates issued by their existing reputed clients have been attached. (refer Annexure-V)	
15	We have not been blacklisted by any Department/Ministry of the Government of India or any PSU/Central or State autonomous organization. (refer Annexure-VI)	
16	We do not have any criminal case pending against us nor any of our Directors have been convicted on grounds of moral turpitude or for violation of laws in force. (refer Annexure-VI)	
17	We will not demand any type of deposit (in any form) from the selected candidate.	
18	We have a valid ISO 9001-2015/2018 certification in our own name.	

(Signature of Authorized Person)

Place: _____

Name: _____

Date: _____

Designation: _____

Business Address: _____

Seal _____

COMPANY PROFORMA

Subject: Providing Outsourced staff Services on Purely Contract Basis.

The undersigned, having read and examined in detail the tender document in respect of providing outsourced staff services on purely contract basis in IIT Delhi, do hereby express our interest to provide such services. Attach a separate sheet where ever necessary.

1	Name of the Company Registration Number Date of incorporation of the Company The agency must have been registered under deployment of outsourced staff services under Companies Act, 1956.	
2	Address of the Company	
3	Website Address	
4	Telephone (with STD Code)	
5	Mobile phone No. of the contact person	
6	E-mail of the contact person	
7	Number of Employees deployed by the company as on May 31, 2019	
8	Employees' Provident Fund (EPF) Registration No. with latest ECR	
9	Employee' State Insurance Corporation (ESIC) Registration No. with latest ECR	
10	Quality Certificate Registration No. (ISO).The agency should have a valid ISO 9001-2015/2018 certification	
11	Satisfactory Service Certificate/Performance Certificates from existing user organizations (Scanned copy be attached) (Refer to Annexure-V)	
12	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	
13	Copies of Work Orders issued by Outsourcing Agent's Clients (Scanned copies be attached)	
14	Name of the Contact person to whom all references shall be made regarding this tender	
15	Designation and address of the person to whom all references shall be made regarding this tender	
16	PAN, TAN and Service Tax details GST Number Latest GST return	

	(Enclose Attested copy of valid service tax registration certificate & copy of PAN, TAN)	
17	Annual Turnover from providing outsourced staff (for the last three years, duly signed by Chartered Accountant)	
18	Name of the Banker with Account Number (Enclose attested copy)	
19	Name of the authorized person to sign this document	

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

(Signature of Authorized Person)

Place: _____

Name: _____

Date: _____

Designation: _____

Business Address: _____

Seal _____

Witnesses with signature

1) **Name & Address** _____

2) **Name & Address** _____

PRIOR EXPERIENCE (in last three years)

Srl	Name of the Organization(s) And its contact address with Telephone, email, mobile number. (Refer to Annexure-V)	Category of Outsourced staff provided	No. of Outsourced staff	Validity of the Contract : From _____ To _____

(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 along with Technical bid.

- (i) We are in the outsourced staff supplying business for last _____ (years) and are engaged in supplying outsourced staff to different Central Government/State Government/Universities/Institutes of repute.
- (ii) 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.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/Govt. Department/Public Sector Undertaking in the last three years.	NAME & ADDRESS OF THE AGENT
(For on-line payment of EMD) UTR No. (For EMD)	
Kindly provide bank details of the Outsourcing Agent in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful Outsourcing Agent	

Declaration

I hereby certify that the information furnished above is true and correct to the best of our knowledge. We understand that in case of any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with IIT Delhi in future apart from forfeiting the earnest money.

Signature of the Tenderer

Name:

Seal of the Company

Performance Certificate

This is to certify that M/s _____ located at _____, have been supplying total _____ (in numbers) qualified outsourced staff to our organization for last _____ years (from _____ to _____). We are satisfied with the performance and quality of the outsourced staff supplied and the agency is professionally managed and competent to supply the same to other organizations of repute.

(Signature of Authorized Person)

Name: _____

Designation: _____

Business Address: _____

Seal _____

DECLARATION FOR NOT BLACKLISTED

To Dated: ___/___/_____
The Director, IIT Delhi

In response to the Tender Ref. No. _____ dated _____, I/we, as an owner/partner/Director of _____, hereby declare that presently our Company/Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/Central government/PSU.

We do not have any criminal case pending against us nor any of our Directors have been convicted on grounds of moral turpitude or for violation of laws in force.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender, if any, to the extent accepted may be cancelled.

(Signature of Authorized Person)

Name: _____

Designation: _____

Business Address: _____

Seal _____

TECHNICAL EVALUATION

Sl. No	Parameter	Comments/ Remarks
1	Organization profile	
2	IT and Training infrastructure to support outsourced staff objectives	
3	Total Annual Outsourced staff on Outsourcing Agent's payroll for the last three consecutive years (2015-2016, 2016-2017, 2017-2018), as on Bid Submission Date	
4	No. of PSU/Govt. clients/ Large MNC's/ Academic Institutes outsourced staff outsourcing projects undertaken by the Outsourcing Agent in the past 3 years	
5	No. of years Outsourcing Agent is involved in providing outsourced staff services	

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online in **Two** Envelopes as explained below:-

Envelope – 1 (Following documents to be provided as single PDF file)			
Sl.	Documents	Content	File Types
1	Technical Bid	Compliance Sheet as per Annexure-I	.PDF
2		Company Performa as per Annexure-II	.PDF
3		Prior Experience (in last three years) as per Annexure-III	.PDF
4		Declaration as per Annexure-IV	.PDF
5		Performance Certificate as per Annexure-V	.PDF
6		Declaration for not Blacklisted as per Annexure-VI	.PDF
7		Technical Evaluation as per Annexure VII	.PDF
Envelope – 2			
Sl. No	Types	Content	
1	Financial Bid	Price bid should be submitted in XLS format.	EXCEL