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No. EI-D/P&A/4-7/2017

ERNET India

(An Autonomous Society under Department of Electronics & Information Technology,
Ministry of Electronics and Information Technology)
5th Floor, Block-1, A Wing, DMRC Building, IT Park
Shastri Park, Delhi-110 053

Date of dropping of bid in tender box : 8th June 2017 14.00 Hrs
Opening of Bids: 8th June 2017 15.00 Hrs

Subject : Provision of Manpower Services for Office Assistant/ Multitasking Staff (MTS) /Security Guards and Housekeeping personnel at Delhi/Bangalore/Chennai.

Sir,

ERNET India, an Autonomous Scientific Society under Ministry of Electronics & Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. ERNET India intends to engage Outsourcing Agency to provide above mentioned manpower for a period of one year , extendable for another period of one year on mutual consent.

3. Requirement may vary at any time

3.1 : Present requirement

S.No.	Manpower required	No.
1.	Office Assistant	06
2.	Multitasking Staff (MTS)	13
3.	Security Guard	06
4	House Keeping Staff	04

4. Therefore, **sealed tender in the prescribe format are invited in two parts i.e. Technical Bid and Commercial Bid (in separate sealed covers)**. First part of the bid (Technical Bid) should contain documents in support of qualifying conditions details **in para 5 below** duly filled and signed. The technical bid should also contain EMD as per requirement **in Para 7 of this tender document**.

Envelope 1 : Technical bid sealed and superscripted **"Technical Bid including EMD for providing (i) Office Assistant, (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv)Housekeeping Staff.**

Second part of the bid (Commercial Bid) i.e. cost details for provision of (i) Office Assistant (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv)Housekeeping Staff shall be quoted in Annexure-I duly filled and signed.

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Envelope 2 : Commercial bid sealed and superscripted " **Financial Bid for providing (i) Office Assistant, (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv) Housekeeping Staff.**

Envelope 3: Above two sealed envelopes should be placed in this envelope. It should be sealed and superscripted : **Tender for providing (i) Office Assistant, (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv) Housekeeping Staff due on 8th June 2017 14.00 Hrs. The Envelope should be addressed to:**

Registrar
ERNET Indi
(An Autonomous Society under
Ministry of Electronics and Information Technology)
5th Floor, Block-1, A Wing, DMRC Building, IT Park
Shastri Park, Delhi-110 053

5. Evaluation of bids will be done as per bill of material detailed in Annexure-I.

6. Qualifying Conditions for Bidders (Documents with Technical bid) :-

- i) The bidder should have minimum of five years experience in providing; (i) Office Assistant (ii) Multitasking Staff (MTS) (iii) Security Guards and (iv) House Keeping Services to Govt./PSU/autonomous bodies/reputed private concerns. **Documentary proof should be enclosed.**
- ii) The bidder should have deployed at least 25 Security Guard and 5 Housekeeping staff, Multitasking Staff & Office Assistant to Govt. Institution/PSUs/Autonomous Organisations during last one year. **Documentary proof should be enclosed.**
- iii) The bidder must confirm that if the bidder is selected, they will provide Office Assistant, Multitasking Staff, Security Guards and housekeeping staff having Graduate for Office Assistant & 10th class Minimum Education Qualification for Multitasking Staff (MTS), Security Staff & House Keeping Staff. (a letter of confirmation be enclosed)
- iv) Submit document of **valid Registration number of the Agency for Service Tax & PAN No. allotted by the concerned authorities.**
- v) Also submit the **copy of registration of Provident Fund Account No and ESI Registration no. issued by the concerned authorities.**
- vi) Copy of license issued by Delhi Government for Security Services.
- vii) Earnest Money Deposit (EMD) enclosed
- viii) Whether any legal/Arbitration/proceeding is instituted against the Agency or the Agency has lodged any claim in connection with the works carried out by them, If yes, provide detail.
- ix) A certificate that bidder has not been blacklisted from any Govt. Deptt./Autonomous bodies. (Attach certificate).

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7. **Terms and Conditions :**

- i) The validity of the agreement shall be for a period of one year which may be extended for a further period of one year subject to mutual consent of both the parties or curtailed at the discretion of Director General, ERNET India.
- ii) The agreement shall be effective when executed by or on behalf of both the parties.
- iii) The empanelled agency will strictly adhere to all the labour laws while providing services to ERNET India.
- iv) The empanelled agency will be responsible for the police verification of the personnel deployed and would also ensure that the personnel deployed on duty is medically fit. The agency will have to submit copies of police verification, character certificate by Gazetted Officer and medical certificate at the time of deployment of manpower.
- v) The agency cannot change the manpower without the previous consent of the ERNET India.
- vi) Any extra expenditure incurred for getting the work done from open market due to failure of the agency to provide support with the scheduled time as mentioned in the order will be recovered from the agency.
- vii) The payment to the manpower by the selected agency will be made timely in the presence of authorized Officer of ERNET India on or before 7th of every month.
- viii) The empanelled agency shall hold ERNET India harmless for any slackness or any loss of the staff deputed at Society & will indemnify society all legal obligations to its staff deputed to provide support.
- ix) Any work or any part or portion hereof shall neither be assigned nor sublicensed or otherwise transferred by the agency to any one without ERNET India's prior written permission.
- x) The ERNET India reserves the right to deduct amount from the bill/s as may be considered reasonable for unsatisfactory work. The decision of the ERNET India will final in this regard.
- xi) The rate quoted in any column of Annexure I as zero and less than the current Minimum Wages Act of Govt of NCT Delhi or any other prevailing rules will not be considered and bid should be straight way rejected summarily.
- xii) If the situation warrants, the agreement can be terminated by the either party with a notice period of two months and without any liability to the other party.
- xiii) Medical or any other allowances to the staff deployed will not be borne by the ERNET India. ERNET India liability in respect of deployed manpower shall be restricted to payment details provided in Annexure-I only.
- xiv) The contractor shall provide House Keeping personnel from 8 A.M to 4:30 P.M on all working days (including Saturdays) and or as decided by

ERNET India from time to time. ERNET India reserve the right to change the working timing of deployed manpower. Man power will be required to work 6 (six) days or as decided by ERNET India from time to time.

xv) Proper uniform must be provided to the certain category of personnel deployed by the selected bidder.

xvi) Requirement of manpower may be increased/decreased as per requirement.

8. **Earnest Money Deposit:**

a) The Bid must be accompanied by Earnest Money Deposit of Rs.2,00,000/- (Rupees Two Lakhs Only) and shall be in the form of valid Demand Draft/Bank Guarantee drawn on any Indian Nationalised Bank/scheduled bank in favour of ERNET India, New Delhi. Bank Guarantee should be valid minimum for a period of 180 days from the due date (original) of the Bid. Bid received without Earnest Money deposit are liable to be rejected.

b) The earnest money of all the unsuccessful bidders will be returned after placement of order on the selected bidder. No interest will be payable by ERNET India on the Earnest Money Deposit.

c) EMD of successful bidder will only be returned on receipt of security of Rs. 2,00,000/- in shape of bank guarantee of nationalized Bank valid for contract period + additional one year.

9. **Performance Security.**

In case of non-compliance of the terms & conditions of this tender and other statutory compliance by the selected bidder, the performance security will be forfeited.

a) The selected vendor has to submit a performance security in the form of Demand Draft/ Bank Guarantee amounting to Rs 5,00,000/-. The Bank Guarantee should be valid for empanelment + additional one year from the date of Purchase Order and to be submitted within two weeks of issue of Purchase order, failing which the PO shall be cancelled and EMD will be forfeited.

10. **Payment Terms :** Payment would be made within one month from the date of receipt of bills in triplicate complete in all respect, enclosing proof of payment made for the previous month to the employees and a copy of chalan of EPF & ESI deposits (employee's contribution and ERNET India's contribution at the specified rates of the Govt. of India) duly signed and stamped, and copies of Electronic Challan cum return (ECRs), salary sheets carrying ESI and PF No. ERNET India shall reserve right to demand any other document from the agency/contractor to satisfy that all statutory levies /dues have been paid by him. However payment of bills will not be linked with payment of manpower provided to ERNET India.

11 **Validity of the rates:**

The rates quoted by the bidder should be as per current minimum wages rates of Govt. of NCT of Delhi and in concern State i.e. Karnataka and Madras. These minimum wages will be revised subject to revision of minimum wages by Delhi Govt/Govt. Of NCT of Delhi, Govt. Of Karnataka and Govt of Madras.

12. The Bids must drop in tender Box of ERNET India HQ on or before **8th June 2017**, **14.00 Hrs.** Bids received after the due date & time is liable to be rejected. In the

event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.

13. **The validity of bids shall be minimum of 180 days.**
14. ERNET India reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.
15. The persons deputed shall not be below the age of 21 years.
16. There should be no Over-Writing. Otherwise, the Bid is liable to be rejected.
17. Rates quoted by the Bidder shall be final and no negotiation will be held.
18. Incomplete and conditioned bids would be summarily rejected .
19. No. Interim correspondence-mail/Telephones will be entertained.
20. Only one representative of the bidder may be allowed for attending the opening of Tender.

Yours faithfully,


(Bhupal Singh)

Registrar & Director

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Annexure-I

PRICE SCHEDULE FOR PROVIDING OF (i) Office Assistant, (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv) Housekeeping Staff

To,

The Registrar & Director,
ERNET India
5th Floor, Block-1,
A Wing, DMRC Building,
IT Park Shastri Park,
Delhi-110 053

Date & Time of Opening of Tender 8th June 2017 03.00 Hrs

We hereby offer the following cost for Providing of (i) Office Assistant, (ii) Multitasking Staff (MTS) (iii) Security Guard and (iv) Housekeeping Staff :-

(I) Security Guard requirement round the clock(24x7x365) at 5th Floor, Block-1, A Wing, DMRC Building, IT Park Shastri Park, Delhi-110 053, & Bangalore Karnataka.

Sl. No.	Particulars	Details of Wages (In Rs.)
01.	Minimum Wages	
02.	ESI (Employer Share)	
03.	EPF (Employer Share)	
04.	Total	
05.	Agency Service Charge(including uniform)	
06.	Total per Person per Month	

(II) Housekeeping Staff required from 8 AM to 4:30 PM. on all working days (including Saturdays) at Delhi

Sl. No.	Particulars	Details of Wages (In Rs.)
01.	Minimum Wages	
02.	ESI (Employer Share)	
03.	EPF (Employer Share)	
04.	Total	
05.	Agency Service Charge(including uniform)	
06.	Total per Person per Month	

III) Office Assistant from 9 AM to 5.30 PM on all working days including Saturday At Delhi

Sl. No.	Particulars	Details of Wages (In Rs.)
01.	Minimum Wages	
02.	ESI (Employer Share)	
03.	EPF (Employer Share)	
04.	Total	
05.	Agency Service Charge	
06.	Total per Person per Month	

IV) Multitasking Staff (MTS) (from 9 AM to 5.30 PM) on all working days including Saturday at Delhi Chennai Madras.

Sl. No.	Particulars	Details of Wages (In Rs.)
01.	Minimum Wages	
02.	ESI (Employer Share)	
03.	EPF (Employer Share)	
04.	Total	
05.	Agency Service Charge(including uniform)	
06.	Total per Person per Month	

V ESI/EPF/Service tax/any other Govt. levies/taxes shall be as per prevailing Govt. rates.

VI Total 1+II+III+IV = Rs.

VII (Total cost of Column 06(Six) of each category of Annexure I i.e. 1+II+III+IV will be taken to decide L1 Bidder

VIII L1 bidder has to match the lowest rates quoted of column 06 of each category of the financial bid (Annexure I) by any of the responding agency, failing which tender will be scrapped and EMD of L1 bidder will be forfeited .

(Stamped & Signature of the Bidder)

Place :

Date: