

No. ICWA/551/01/2017
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi

July 31, 2018

**NOTICE INVITING TENDER FOR SUPPLY OF OUTSOURCED ASSISTANTS,
CLERKS AND MULTI-TASKING STAFF IN ICWA**

The Indian Council of World Affairs invites E-tenders from reputed, well established and financially sound Manpower Agencies registered as a Company in India for providing outsourced manpower to the Ministry, as per details given in the tender document uploaded on <https://eprocure.gov.in/eprocure/app>.

2. The offers, in the prescribed format, shall be submitted online at <https://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with Public Procurement <https://eprocure.gov.in/eprocure/app>. The tender document is also available on the Council's website: www.icwa.in. The bids, completed in all respects, will be accepted through CPP portal only.

(Rajesh Lal)
Under Secretary
Indian Council of World Affairs,
Sapru House, Barakhamba Road, New Delhi-110011
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TERMS & CONDITIONS OF THE TENDER

PART I. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

- i. The Indian Council of World Affairs, Sapru House, New Delhi requires the services of a reputed, well established and financially sound Manpower Agency registered as a Company in India for providing manpower to Ministry for selection of *Executive Assistants, Administrative Assistants, Clerks/Office Assistant and Multi-tasking Staff*. The duly authorised representatives of the company shall provide an undertaking that they will comply with all relevant statutory provisions like, but shall not be restricted to, Minimum Wages, Employee's Provident Fund, Employees State Insurance, Service Tax etc.
- ii. The service contract is likely to commence on 1st October, 2018 and would continue for a period of one year. The period of the contract, may be further extended by the Council, provided the requirement of the Council for manpower persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company or cessation of the requirement of work. The Ministry, reserves right to terminate this initial contract at any time after giving one months' notice to the selected Company.
- iii. As per present assessment, the estimated requirement of Outsourced personnel is as under:
 - a. Executive Assistant – One @ monthly wage of Rs.23,700
 - b. Administrative Assistant – One @ monthly wage of Rs.23,700
 - c. Clerks/Office Assistant – Five @ monthly wage of Rs.17,916
 - d. Multi-tasking staff – Two @ monthly wage of Rs.16,800

The Council reserves the right to increase/decrease the number of outsourced staff in above categories depending upon its functional requirement.

- iv. The Eligibility criteria for each position is as below:

Outsourced Executive Assistant

- Age: Between 21-40 years
- Educational Qualification: Graduation with minimum 50% marks, relaxed up to a maximum of 5% if the candidate has experience of working as an outsourced Assistant/Stenographer/Clerk in any Department of the Government of India for a period of at least 2 years.
- Fluency in written and spoken English with capability of drafting correspondence
- Good analytical and drafting skills
- Typewriting speed of 30 words per minute
- Proficiency in programs of MS Office Suite like Word and Excel, proficiency in PowerPoint and Access is desirable.
- Preferably should have Diploma in Computer Applications level Certificate Course of DOEACC or equivalent.
- In exceptional cases, retired Government Servants upto 65 years of age can also be considered, if found suitable.

Outsourced Administrative Assistant

- Age: Between 21-40 years.
- Educational Qualification: Graduation with minimum 50% marks relaxed up to a maximum of 5% if the candidate has experience of working as an Outsourced Assistant/Stenographer/Clerk in any Department of the Government of India for a period of at least 2 years.
- Fluency in written and spoken English with capability of drafting correspondence
- Typewriting speed of 30 words per minute and shorthand speed of 60 wpm
- Proficiency in programs of MS Office Suite like Word and Excel, proficiency in PowerPoint and Access is desirable.
- In exceptional cases, retired Government Servants upto 65 years of age can also be considered, if found suitable.

Outsourced Clerk/Office Assistant

- Age: Between 18-40 years.
- Educational Qualification: 10+2/Higher Secondary with minimum 50% marks relaxed up to a maximum of 5% if the candidate has experience of working as an outsourced Assistant/Stenographer/Clerk in any Department of the Government of India for a period of at least 2 years.
- Fluent in written and spoken English with capability in drafting letters and correspondence
- Good noting & drafting skill along with typing speed of 30 words per minute
- Proficiency in programs of MS Office Suite like Word and Excel, proficiency in PowerPoint and Access is desirable; preferably should have Diploma in Computer Applications level Certificate Course of DOEACC or equivalent
- In exceptional cases retired Government Servants upto 65 years of age can also be considered, if found suitable.

Multi-tasking staff

- Age: Between 18-40 years.
- Educational Qualification: 10th Grade with minimum 50% marks relaxed up to a maximum of 5% if the candidate has experience of working as an outsourced MTS in any Department of the Government of India for a period of at least 2 years.
- In exceptional cases retired Government Servants upto 65 years of age can also be considered, if found suitable.

- v. Apart from submitting the tender documents online, the interested Companies are also required to submit Earnest Money Deposit (EMD) of **Rs. 80,000/-** (Rupees **Eighty thousand** only) in favour of Indian Council of World Affairs, New Delhi in the office of Deputy Director General, ICWA, Sapru House, Barakhamba Road, New Delhi-110001 before 1700 hrs. of the closing date of 30.8.2018. Those companies which are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or the Ministry of Micro Small & Medium Scale Enterprises shall be exempt from the requirements of Earnest Money Deposit. The bidding companies are required to provide certified copy of their registration with any of these organizations to claim exemption of EMD.

vi The important dates relating to “**Tender for providing Outsourced Personnel to the Indian Council of World Affairs, New Delhi**” are as under:

a.	Date of advertisement/publication	31.7.2018
b.	Availability of tender document on CPP portal/ICWA website	31.7.2018
c.	Time for Clarification	Till 6.8.2018 by 1700 hrs.
d.	Bid submission start date	9.8.2018 by 1000 hrs.
e.	Bid submission end date	30.8.2018 by 1700 hrs.
f.	Date and time for opening of bids	5.9.2018 at 1030 hrs.
g.	Date and time of opening online financial bids for technically qualified bidders	To be intimated later.
h.	Validity of tender	One year

vii. **The tenders have been invited online under two-bid system i.e. Technical Bid and Financial Bid.** The interested Companies are advised to bid online at <https://eprocure.gov.in/eprocure/app>

vii. Conditional bids shall not be considered and will be summarily rejected.

viii. The Technical Bid shall be opened first on the scheduled date and time as at (vi) above in Indian Council of World Affairs, Sapru House, New Delhi-110001, in the presence of the representatives of the Company, if any, who wish to be present on the spot at that time. The Technical Bids shall be evaluated by a Technical Bid Evaluation Committee. Financial bids of technically qualified eligible bidders meeting criteria only shall be opened on the scheduled date and time as at (vi) above in Indian Council of World Affairs, Sapru House, New Delhi-110001 in presence of short-listed contractors or their authorized representatives. If there is any change in date, time or venue, the bidders will be notified in advance.

ix. The competent authority in the Indian Council of World Affairs, New Delhi reserves the right to annul any or all bids without assigning any reason.

x. The bidder shall quote the technical & financial bids as per the format enclosed at **Annexure I & II.**

PART II. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY

The tendering Service Provider Company should fulfil the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company should be located in the National Capital Territory of Delhi.
2. The Service Provider Company should be registered/incorporated as a company under Indian Companies Act.
3. Service Provider company should have at least five years experience in providing manpower to private and/or public sector Company/Banks and Government Departments etc., preferably in general administration.
4. Service Provider Company should have its own Bank Account.
5. Service Provider Company should be registered with Income Tax and Service Tax departments.
6. Service Provider Company should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts etc.

7. The Service Provider Company should have an average annual financial turnover in providing manpower services of at least Rs. 8.10 lakh during the last three financial years ending March of the last financial year. Also, the Service Provider company should have completed/executed either i) three similar service contracts not less than Rs. 10.8 lakh per annum each or ii) two similar service contracts of value not less than Rs. 13.5 lakh per annum each or iii) one similar service contract of value not less than Rs. 21.6 lakh per annum in the last 5 financial years ending March of the last FY. 'Similar service contracts' here mean provision of manpower services in the form of outsourced Assistant/Stenographer/Clerk/MTS to various Ministries/ Departments of Government of India, Private Sector Companies/PSUs/Banks.
8. The Service Provider Company shall submit affidavit stating that the Company is not / has not been black listed by any Ministry/Department of Government of India, Private Sector Companies/PSUs/Banks etc.
9. The tendering Company is required to enclose photocopies of the following documents, duly attested by a Gazetted Officer, along with the Technical Bid, failing which their bids shall be summarily rejected and will not be considered any further:

Certificate of incorporation (Attach attested copy)
PAN/GIR No. (Attach attested copy)
GST Registration No. (Attach attested copy)
E.P.F. Registration No. (Attach attested copy)
E.S.I. Registration No. (Attach attested copy)
Documents showing successful completion/execution of at least three similar service contracts not less than Rs. 10.8 lakh per annum each <u>or</u> ii) two similar service contracts of value not less than Rs. 13.5 lakh per annum each <u>or</u> iii) one similar service contract of value not less than Rs. 21.6 lakh per annum related to providing manpower services (Attach attested copy). Similar services here mean provision of manpower services in the form of outsourced Assistant/Stenographer/Clerk/MTS to various Ministries/ Departments of Government of India, Private Sector Companies/PSUs/Banks.
Give details of the major similar contracts related to provision of manpower services handled by the tendering Company on behalf of PSUs and Government Departments during the last three years. (Attach attested copy)
Notarised affidavit under signatures of the owner/Chief Managing Director/Managing Director stating that the Company is / has not been black listed by Central/ State Government / PSU

Note: Non-compliance with any of the above conditions by the Service Provider Company will tantamount to non-eligibility for the services for which tender has been floated and its tender will be rejected summarily.

PART III. TERMS AND CONDITIONS

A. GENERAL

- i. The contract is likely to commence on or before **01.10.2018** and shall continue for a period of one year, unless it is curtailed or terminated by the Council owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.
- ii. The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual written consent of the Service Provider and the Council.
- iii. The contract may be extended, on the same terms and conditions or with minor modifications with mutual consent for a further period not exceeding one year.

- iv. The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to another Company without the prior written consent of the Council.
- v. The tenderer will be bound by the details furnished by it to the Council while submitting the tender or at subsequent stage. In case, any document furnished by the tenderer is found to be false at any stage, it would be deemed a breach of terms of contract making it liable for legal action besides termination of contract.
- vi. Financial bids of only those tenderers who are declared qualified technically shall be evaluated.
- vii. The **Indian Council of World Affairs, NEW DELHI** reserves right to terminate the contract during initial period also after giving one months' notice to the contracting Company.
- viii. The Service Provider shall ensure that the manpower deployed in the **Indian Council of World Affairs, NEW DELHI** conforms to the eligibility conditions prescribed in the Tender Document.
- ix. The manpower employed by the Service Provider shall be required to work normally as per the Council's working days, i.e. from Monday to Friday from 0900 to 1730 hrs. with a lunch break of ½ an hour from 1300 to 1330 hrs. In addition to the Gazetted Holidays, they will also be entitled 8 casual leaves per year restricted to one casual leave per month, the first leave being available after a complete calendar month of work. Absence beyond the gazetted holiday and casual leave will be dealt with as follows:
 - a. In case the period of absence does not contain gazetted holidays, Saturday(s) or Sunday (s), wages will be deducted @ 1/30th of the monthly wage for each day of absence.
 - b. In case the absence contains gazetted holidays, Saturday(s) or Sunday (s), wages will be deducted @ 1/30th of the monthly wage for each day of day of absence plus the intervening gazetted Saturday(s) or Sunday (s),.
- x. The Service Provider shall furnish before the commencement of work, the following documents in respect of the persons who are proposed to be deployed in this Ministry:
 - a) List of persons with full details i.e. Aadhar card details, date of birth, marital status, address, educational and professional qualification, experience etc.
 - b) Bio-data of the person with photograph affixed.
 - c) Character certificate from a Gazetted officer of the Central / State Government or last educational institution or police authorities.
 - d) Certificate of verification of antecedents of the persons by local police authority.
- xi. In case, the person employed by the successful Company commits any act of omission or commission that amounts to misconduct / indiscipline/ incompetence/ malfeasance/ security risk, the Service Provider will be liable to take immediate appropriate action against such persons, including registering a police case for the

malfeasance/being security risk and their removal from site of work, within 1 day of being brought to their notice.

- xii. The service provider shall provide large identity cards to the personnel deployed in the Ministry carrying recent photograph of the personnel and personal information as to name, date of birth, designation and identification mark etc.
- xiii. The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/ organizational matters are not divulged or disclosed to any other person by its personnel deployed in the Ministry.
- xiv. The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, *paan*, smoking, loitering etc. The service provider will also ensure that the personnel adhere to the dress code commensurate with a government office.
- xv. The persons deployed shall be required to report for work at 0900 hrs. to the Divisions/ officers under whom they are deployed, which will be intimated separately and would leave at 1730 hrs. In case, a person deployed is absent on a particular day or comes late/ leaves early by more than 30 minutes but upto one hour on three occasions in a calendar month, one day wage shall be deducted. One-day wage will be deducted for late show up by an hour or more. In case of repetition of such instances, the outsourced staff may be reverted to the company and clause (xvii) below will be applicable.
- xvi. The Company shall depute a coordinator, who would be responsible for interaction with the Indian Council of World Affairs, NEW DELHI so that optimal services can be availed without any disruption.
- xvii. The selected Company shall ensure that the attrition rate of candidates will not exceed more than 5% in a year. The selected Company shall immediately provide a substitute in the event of any person leaving the job due to his/ her personal reasons. The delay by the Company in providing a substitute beyond three working days shall attract liquidated damages @ Rs. 100 per day (per such case) on the service providing Company, besides deduction in payment on pro-rata basis.
- xviii. It will be the responsibility of the service providing Company to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Company) in this Ministry and this Ministry will have no liabilities in this regard.
- xix. For all intents and purposes, the service providing Company shall be the "Employer" within the meaning of different Labour Legislations in respect of personnel so employed and deployed in this Ministry. The persons deployed by the Company in the Council shall not have claims of any Employer and Employee relationship nor have any principal and agent relationship with or against the Indian Council of World Affairs, NEW DELHI.

- xx. The service providing Company shall be solely responsible for the redressing grievances / resolution of disputes relating to persons deployed. This Ministry shall, in no way, be responsible for settlement of such issues whatsoever.
- xxi. The Council shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Company in the course of their performing the functions/ duties, or for payment towards any compensation.
- xxii. The persons deployed by the service providing Company shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/ confirmed employees of this Council during the currency or after expiry of the contract.
- xxiii. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing Company shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity.

B. FRAUD AND CORRUPT PRACTICES

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Council may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of the Council under Clause i hereinabove, if an Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender or RFQ (Request for Quotation) issued by the Council during a period of 2 (two) years from the date such Applicant is found by the Council to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. For the purposes of this Clause-i, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a) "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (ii) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

- b) "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;
- d) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

C. LEGAL

- i. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. and other provisions which may come into force, in respect of the persons deployed by it in the Council.
- ii. The Service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the Council to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- iii. The Service provider shall maintain all statutory registers under the applicable laws. The Company shall produce the same, on demand, to the concerned authority of the Council or any other authority under law.
- iv. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Company by this Ministry.
- v. In case, the tendering Company fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the Council is put to any loss, obligation, monetary or otherwise, the Council will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Company, to the extent of the loss or obligation in monetary terms.

D. FINANCIAL

- i. Before the end date of the submission of the Technical Bid, refundable Earnest Money Deposit (EMD) of **Rs. 80,000/- (Rupees Eighty thousand only)** in the form of Demand Draft/ Pay Order drawn in favour of "Indian Council of World Affairs, NEW DELHI" will have to be deposited, failing which, the tender shall be rejected summarily.
- ii. The EMD in respect of the Company which does not qualify the Technical Bid (First Stage) or Financial Bid (Second competitive stage) shall be returned within 15 days

of declaration of successful bidder. The EMD's shall not carry interest. Further, if the selected Company fails to deploy manpower against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

- iii. The outsourced personnel to be hired shall be paid a fixed wage as conveyed above at Part I(iii) plus obligatory payments towards EPF/ESI/GST/Cess, as applicable. If a company quotes 'Nil' charges, the bid shall be treated as unresponsive and will not be considered. The Administrative/Service Charges quoted should not be 'absurdly low'. The bidder may be asked to justify the charges in case the tendering committee finds the amount as 'absurdly low'. The decision of the tendering committee on quote for being 'absurdly low' would be final. These charges once fixed will remain fixed for the entire duration of the contract or for period of subsequent extension(s) and will not vary with the wage, minimum or otherwise.
- iv. The successful tenderer will have to deposit a Performance Security for a sum of **Rs. 1,62,000/- (Rupees One lakh sixty two thousand only)** at the time of signing of Agreement for providing services. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of Indian Council of World Affairs, NEW DELHI or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of "**Indian Council of World Affairs, New Delhi**". The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the parties.
- v. In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit of the Company will be liable to be forfeited by the Council besides annulment of the contract.
- vi. The Company shall raise the bill, in triplicate, along with attendance sheet of the outsourced employees to the Division under whom the outsourced personnel has been deployed in the first week of the succeeding month. The Division concerned will send the bills duly verified to Under Secretary, ICWA, New Delhi for passing and payment. As far as possible, the payment will be released by the second week of the succeeding month.
- vii. The Claims in bills regarding wages paid to the personnel deployed, Employees State Insurance, Provident Fund, and GST etc. should be necessarily accompanied with documentary proof, duly self-attested by the authorised representative of the company, (including copy of schedule of payment showing contribution towards ESI, PF etc. in respect of the outsourced personnel) pertaining to the concerned month's bill. A requisite portion of the bill/whole of the bill shall be held up till the proof is furnished, at the discretion of the Council.
- viii. Settlement of disputes will be as per ICADR Arbitration Rules, 1996 through a sole arbitrator to be appointed by ICADR. The venue of arbitration proceedings shall be Indian Council of World Affairs, NEW DELHI.

- ix. The Indian Council of World Affairs reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

E. EVALUATION CRITERIA

- a) The evaluation committee will be constituted by the Ministry to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet (Annexure-B). Each responsive proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical Proposal, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score indicated in the Data Sheet. All proposals having a technical score of 70 and above would be considered eligible for opening of their financial bid.
- b) Financial Proposals will remain unopened for those Agencies which fail to achieve the minimum technical scores indicated in the Data Sheet.
- c) The bidder with the lowest financial bid (total) will be awarded the contract, subject to fulfilment of all other terms and conditions.
- d) In the event of receiving same financial bids of two or more companies, the bidder having higher technical score would be L1 and can be considered for award of contract, subject to fulfilment of all other terms and conditions. In case of a tie both in the financial & technical scores, fresh tendering will have to be initiated.

DATA SHEET**Criteria, Sub-criteria, and point system for the evaluation of Full Technical Proposals are:**

Parameters		Maximum points
1 No. of years since inception	5 to less than 6 years	20 points
	6 to less than 7 years	21 points
	7 to less than 8 years	22 points
	8 to less than 9 years	23 points
	9 to less than 10 years	24 points
	More than 10 years	25 points
2 Number of similar service contracts (Private and or Public Sector Company/Banks and Government Departments etc.)	5	20 points
	6	21 points
	7-10	23 points
	More than 10	25 points
3 Experience in provision of manpower services (in years)	5	15 points
	6 to less than 8 years	18 points
	8 to less than 10 years	21 points
	10 years and above	25 points
4 Average turnover of the company in the last three years in provision of manpower services (in crores)	8.10 lakhs to less than 30 lakhs	15 points
	30 lakhs to less than 50 lakhs	18 points
	50 lakhs to less than 1 crore	22 points
	1 crore and above	25 points
Qualifying/Minimum Score		70 points
Maximum Score		100 points

**The minimum Technical Score (St) required to qualify at Technical Bid stage is 70
Points out of 100**

(-----)
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ANNEXURE-I
TECHNICAL BID

For Providing manpower to perform jobs assigned to
Outsourced Personnel for the Indian Council of World Affairs,
Sapru House, Barakhamba Road, New Delhi

1.	Name of Tendering Company & date of inception (Attach certificates of registration with a brief profile of the company)						
1A.	Years since inception (Please tick)	5 to less than 6 years	6 to less than 7 years	7 to less than 8 years	8 to less than 9 years	9 to less than 10 years	More than 10 years
2.	Name of Proprietor/Director of Company						
3.	Full address of Registered Office with Telephone No., FAX and E-Mail						
4.	Full address of operating/ Branch Office with Telephone no., FAX and E-Mail.						
5.	Banker of Company with full address (Attach certified copy of statement of A/C for the last three years)						
6.	PAN/GIR No. (Attach attested copy)						
7.	GST Registration No. (Attach attested copy)						
8.	E.P.F. Registration No. (Attach attested copy)						
9.	E.S.I. Registration No. (Attach attested copy)						
10.	<p>Documents showing successful completion/execution in the last 5 financial years ending March last year, of at least either i) three similar service contracts not less than Rs. 10.8 lakh per annum each or ii) two similar service contracts of value not less than Rs. 13.5 lakh per annum each or iii) one similar service contract of value not less than Rs. 21.6 lakh per annum. related to providing manpower services in a single contract.</p> <p>The similar service contracts here mean provision of manpower services in the form of outsourced Assistant/Stenographer/Clerk/MTS to various Ministries/Departments of Government of India, Private Sector Companies/PSUs/Banks.</p> <p>Documents showing average annual financial turnover in providing manpower services during the last three financial years ending March of the last financial year of at least Rs. 8.10 lakh. The document must be certified by a Chartered Accountant.</p>						
11.	Give details of the all similar contracts related to provision of manpower services handled by						

	the tendering Company on behalf of PSUs and Government Departments during the last three financial years (Attested copies of work orders may also be attached). If a contract extends for a period longer than one year, then the <i>number of similar contract</i> would be counted as one for each year or part thereof.				
11A.	Number of similar contracts (private and/or public sector company/Banks and Govt. Departments etc.) – ‘ <i>similar service contracts</i> ’ defined as above.				
	Number of contracts of one year term	See explanation (a)			
	Number of contracts of less than one year term				
	Total number of contracts [See explanation (b)]: Explanation: (a) Suppose a contract is of value Rs. 1 lakh per month with a tenure of 18 months. Then it would be considered equivalent to Rs. 12 lakh contract of one year term and Rs. 6 lakh contract of 6 months term. (b) The company should have supplied manpower for at least six months in a year to any organization for the contract to be considered as a single contract in a year in ‘Total number of contracts’.				
11B.	Experience in providing manpower services in financial years ending March last year. (Please tick)	5 to less than 6 years	6 to less than 8 years	8 to less than 10 years	More than 10 years
12.	Affidavit stating that the company is / has not been black listed by Central/State Government / PSU (Attach copy)				
13.	Objective Testing and Assessment of Professional Skills of Candidates / Manpower: Please detail company’s process of scrutinising candidates before providing to the Ministry; number and type of tests/ examinations proposed/conducted by the Company to ensure that suitable candidates/manpower is provided to the Ministry (Attach details)				
14.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document – Annexure-III)				
15.	List of other clients				
16.	Average turnover of the company in the last three financial years ending March last year in provision of manpower services (in lakhs) (Please tick)	8.10 lakhs to less than 30 lakhs	30 lakhs to less than 50 lakhs	50 lakhs to less than 1 crore	1 crore and above

Signature of authorized person

Name:

Seal:

Date:

Place:

DECLARATION

I, _____ Son /
Daughter / Wife of Shri _____
Proprietor/Director, authorized signatory of the Company, mentioned above, is
competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender
and undertake to abide to them;

3. The information / documents furnished along with the above application are
true and authentic to the best of my knowledge and belief. I / we, am/ are well aware
of the fact that furnishing of any false information/ fabricated document would lead to
rejection of my tender at any stage besides prosecution under existing laws.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

FINANCIAL BID

**For providing manpower to perform jobs assigned to Outsourced
Personnel in the Indian Council of World Affairs, Sapru House, Barakhamba
Road, New Delhi**

1. Name of tendering Service Provider Company:
2. Details of Earnest Money Deposit
Amount :
D.D. / P.O & Date :
Drawn on Bank :
3. Rates are to be quoted in accordance with the Terms and Conditions of the Tender Bid and other by-laws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.)

	Component of Rate for one outsourced employee	-Outsourced Executive Assistant	Outsourced Administrative Assistants	Outsourced Clerks/ Office Assistants	MTS
1	Monthly Wage of outsourced employee	23,700	23,700	17,500	16,800
2	Employees Provident Fund @ 13.36% of 1 above				
3	Employees State Insurance @ 4.75% of 1 above				
4	Administrative/ Service Charges to be quoted <i>in rupee terms</i> (not as % of wages)				
5	Applicable GST i.r.o_____. (@ __%) of 1-4 above				
6	Grand Total (Col. 1 to 5)				

4. In case, Govt. of NCT of Delhi fixes the minimum wages at a rate higher than the above quoted wages for the concerned category, the wages would be revised accordingly. Subsequently, the mandatory contributions would also stand revised but the Administrative/Service charges would remain fixed in Rupee terms as quoted in the bid and would not be revised as percentage of the minimum wages.

5. **Employer's contributions towards ESI, EPF, etc. shall be paid as per the minimum mandatory requirements that need to be fulfilled by the employer under respective Statutes. GST shall be paid at applicable rates. According to the notifications issued by Govt of NCT of Delhi for fixing of minimum wages, outsourced staff hired by the Council would be categorised as under:**

<i>Clerical and supervisory staff</i>		
1.	Executive Assistant	Graduate and above
2.	Administrative Assistant	
3.	Clerks/Office Assistant	Matriculate but not Graduate
4.	MTS	Non Matriculate

6. The manpower employed by the Company shall be required to work normally as per the Ministry's working days, i.e. from Monday to Friday from 0900 hrs. to 1730 hrs. with a lunch break of ½ an hour from 1300 to 1330 hrs. The manpower may also be called upon to perform duties on Saturdays, Sundays and other Holidays, if required.

Date:

Signature of authorized person

Place:

Full Name:

Seal:

Notes:

1. The rates quoted by the tendering Company should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.

2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

- a) we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and

- b) we have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors / managers / employees.

Date:

Place:

Signature: Name & Designation with
office Seal

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
Deputy Director General
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi-110001

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: **No. ICWA/551/01/2017**

Name of Tender / Work: - **NOTICE INVITING TENDER FOR SUPPLY OF OUTSOURCED ASSISTANTS, CLERKS AND MULTI-TASKING STAFF IN CWA**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Instructions for Online Bid Submission:

The bidders 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 bidders 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: <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link **“Online bidder Enrollment”** on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders 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 bidders 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 / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders 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 bidders 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 bidders 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 bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder 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) Bidder 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. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, 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/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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 bidders. Bidders can use “My Space” or “Other Important Documents” 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) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders 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 bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders 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. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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 (ie after Clicking "Freeze Bid Submission" in the portal), 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) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 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.
