

DITS, JHAJJAR

BIDDING DOCUMENT

Tender Name : Manpower for DITS Jhajjar Tender No : 1

DATED : 02-02-2018

TENDER DOCUMENT

Sealed tenders are invited from registered Companies/ Organizations/ Service Providers (whether private or public sector undertaking or Sole proprietor or Partnership or Cooperative society) having valid license from Labor / Home and other Government Departments with more than 3 years' experience for providing skilled manpower services for DITS Jhajjar.

**Deputy Commissioner-cum-
Chairman DITS, Jhajjar.**

DITS, JHAJJAR
Community Participation/Press Notice

No: 1

Dated : 02-02-2018

Online bids are hereby invited on behalf of Deputy Commissioner-cum-chairman DITS, Jhajjar from eligible contractors/ agencies/firms for the work mentioned below:-

Sr. No	Name of Work	Time Limit for work	Earnest Money (Rs.)	Tender Document Fee & eService Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Pre-Bid Meeting	Start & Expiry Date & Time of Bid Preparation & Submission
1.	Tender for "Manpower Services Agency" for DITS, Jhajjar.	One Year	40 Thousand	10000 +1000 = 11000	02/02/2018	08/02/2018	02/01/2018 9:00 AM to 22/02/2018 11:00 AM

1. The detail tender notice and Tender Document can be seen on website: www.jhajjar.nic.in and download online from the Portal: www.jhajjar.nic.in by the firms/individual registered on the Portal.
2. Possession of Digital Signature Certificate (DSC) and registration of the contractors on the portal i.e. <http://haryanaeprocurement.gov.in> is a prerequisite for e-tendering.
3. For any other queries please contact Accountant DITS, Jhajjar No. 9416759436.
4. As the Bids are to be submitted online and are required to be encrypted and digitally signed, the Bidders are advised to obtain Digital Signature Certificate (DSC) at the earliest. For Further details, the Bidders should follow "Instruction to the Bidder" , given in DNIT on the above said portal.

for: Deputy Commissioner-cum-Chairman DITS, Jhajjar.

DETAIL NOTICE INVITING TENDER

e-Tender is invited for purchase of below mentioned items in single stage two cover system i.e. Request for Pre-Qualification/Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope):-

Sr. No	Name of Work	Time Limit for work	Earnest Money (Rs.)	Tender Document Fee & eService Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Pre-Bid Meeting	Start & Expiry Date & Time of Bid Preparation & Submission
1.	Tender for "Manpower Services Agency" for DITS, Jhajjar	One Years	40 Thousand	10000 +1000 = 11000	02/02/2018	08/02/2018	02/02/2018 9:00 AM to 22/02/2018 11:00 AM

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

- The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
- Intending bidders will be mandatorily required to online sign-up (create user account) on the website <http://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender. **He/ She will be required to make online payment of (Rs. 40 Thousand/-) towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit his / her bids for the respective event / Tenders.**
- The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. **on or before (27-02-2018); and make payment via RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <http://haryanaeprocurement.gov.in>.**

The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Nonrefundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

Key Dates

Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Preparation/Submission	02-02-2018 09:00 AM	22-02-2018 upto 11:00 AM
2	Technical Bid Opening		22-02-2018 at 03:00 AM	
3	Financial Bid Opening		22-02-2018 at 04:00 PM	

Important Note:

- 1) The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
- 2) Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
- 3) Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
- 4) In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

The bids shall be submitted online in two separate envelopes:

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2: Commercial Bid

The bidders shall quote the prices in price bid format under Commercial Bid.

Section - I

Instructions to bidder on Electronic Tendering System

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. **Registration of bidders on e-Procurement Portal:-**

All the bidders intending to participate in the tenders process online are required to get registered on the centralized e - Procurement Portal i.e. <http://haryanaeprocurement.gov.in>
Please visit the website for more details.

2. **Obtaining a Digital Certificate:**

- 2.1** The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- 2.2** A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website – <https://haryanaeprocurement.gov.in>.
- 2.3** The bidders may obtain Class-IV or IVI digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.
- 2.4** The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.
- 2.5** Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).
- 2.6** In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information

Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

2.7 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

2.8 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

3 **Pre-requisites for online bidding:**

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website – <http://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

4 **Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal eProcurement system on the Home Page at . <http://haryanaeprocurement.gov.in>.

5 **Download of Tender Documents:**

The tender documents can be downloaded free of cost from the eProcurement portal . <http://haryanaeprocurement.gov.in>

6 **Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

7 **Online Payment of Tender Document Fee, eService fee , EMD fees & Bid Preparation & Submission (PQQ/ Technical & Commercial/Price Bid):**

i) **Online Payment of Tender Document Fee + e-Service fee:**

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee shall be made by bidders/ Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

ii) **PREPARATION & SUBMISSION Of online APPLICATIONS/BIDS:**

Detailed Tender documents may be downloaded from e-procurement website (<http://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ/ Technical Envelope: The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope.

FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and bidder shall deposit printed copy of all the documents along with tender document uploaded for tender in respective DITS, Jhajjar Office on or before next working day after closing date of bid/tender.

8. ASSISTANCE TO THE BIDDERS:-

In case of any query regarding process of e-tenders and for undertaking training purpose ,the intended bidder can also avail the following and can contact service provider as per below:

Office Timings of Help-desk support for Single eProcurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00am.to5:30pm) & Training work shop will be conducted one very 1st, 2ndFriday (from3:30pmupto6:00pm) and 4thSaturday (from11:30amupto3:00pm) of each month.

All queries would require to be registered at our official [email-chandigarh@nextenders.com](mailto:chandigarh@nextenders.com)for on- time support (Only those queries which are sent through email along with appropriate screen shots or error description will be considered as registered with the Help-desk)

Important Note:-

- (a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date &time of respective-Auction/Tender event.
- (b) For queries pertaining to e-Payment of EMD, please contact the help desk at least 2 business days prior to the closing date &time of e-Auction/Tender event.
- (c) Help-desk support will remain closed during lunch break i.e. from1:30 PM upto2:15 PM on each working day.

Schedule for Training:

<i>Training work shop will be held on 1st, 2ndFriday (from 3:30 pm up to 6:00 pm) and 4th Saturday (from11:30 am upto3:00 pm) of each month at following addresses:</i>		
Nextenders(India) Pvt. Ltd Municipal Corporation Faridabad , Near B.K. Chowk, Opp. B.K. Hospital , NIT, Faridabad Contact no. 8743042801/9310335475	Nextenders(India) Pvt. Ltd. PublicHealthDivisionNo.2 Hisar, Model Town Opp. N.D Gupta Hospital, Hisar Contact:9034357793	Nextenders(India)Pvt. Ltd., NirmanSadon(PWD B&R), Plot No.- 01, Basement, Dakshin Marg , Sec- 33A, Chandigarh-160020 For Support-1800-180-2097, 0172-2582008-009

For Support Call-1800-180-2097

Haryana eProcurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays

NOTE:-Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>. For help manual please refer to the 'Home Page' of the website at <https://haryanaeprocurement.gov.in>. and click on the available link 'How to...?' to download the file.

Guideline for Online Payments in e-tendering

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- A. Debit Card
 - B. Net Banking
 - C. RTGS/NEFT
- Operative Procedures for Bidder Payments
- A) Debit Card**

The procedure for paying through Debit Card will be as follows.

- I. Bidder selects Debit Card option in e-Procurement portal.
- II. The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- III. Bidder clicks on "Continue" button
- IV. The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- V. Bidder enters card credentials and confirms payment
- VI. The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- VII. The page is automatically routed back to e-Procurement portal
- VIII. The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- IX. The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

The procedure for paying through Net Banking will be as follows.

- I. Bidder selects Net Banking option in e-Procurement portal.
- II. The e-Procurement portal displays the amount to be paid by bidder.
- III. Bidder clicks on "Continue" button
- IV. The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- V. Bidder chooses his / her Bank
- VI. The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- VII. Bidder enters his account credentials and confirms payment
- VIII. The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- IX. The page is automatically routed back to e-Procurement portal.
- X. The status of the payment is displayed as "successful" in e-Procurement portal.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C) RTGS/ NEFT:-

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- I. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- II. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.
- III. Each challan shall therefore include the following details that will be pre-populated:
 - Beneficiary account no: (unique alphanumeric code for e-tendering)
 - Beneficiary IFSC Code:
 - Amount:
 - Beneficiary bank branch:
 - Beneficiary name:
- IV. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- V. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
- VI. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

D) Over-the-Counter (OTC):-

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash(if amount is \leq ₹ 49,999), Demand Draft or ICICI Bank Cheque.

The procedure for paying through OTC mode is as follows:

- (i) Bidder selects Over-the-Counter remittance option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.
- (iii) Bidder clicks on “Continue” button
- (iv) The e-Procurement portal displays the details of payment .Bidders clicks on “print challan” and prints the OTC challan.
- (v) Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with Cash / Demand Draft /ICICI Bank Cheque (Payment in cash is allowed upto Rs. 49,999/-)
- (vi) ICICI Bank verifies the URN (format to be discussed and decided) and Amount with e-Procurement portal prior to accepting the payment
- (vii) On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.
- (viii) ICICI Bank will commit the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.
- (ix) ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.
- (x) The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.
- (xi) The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal

- (xii) Bidder would be required to upload the scan copy of receipt as received from ICICI Bank as part of proof in Nextender portal before submitting the tender

Sr no.	Scenario	Do's / Don'ts
	<p>In the event of making Payment through NEFT/RTGS</p>	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: <ol style="list-style-type: none"> 1) Beneficiary account no: <client code> + <random number> 2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders) 3) Amount: As mentioned on the challan. It is specific for every tender/transaction 4) Beneficiary bank branch: ICICI Bank Ltd, CMS 5) Beneficiary name: As per the challan • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD • It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender • Bidder has to make only single payment against a challan as per the amount mentioned on the challan. • Bidder must do the payment before tender validity gets expired <p>Don'ts</p> <ul style="list-style-type: none"> • Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise: <ol style="list-style-type: none"> 1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account 2) Incorrect Beneficiary account number mentioned(<client code> + <random number>):- <ol style="list-style-type: none"> a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted. 3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as un reconciled transactions and will be auto-refunded directly to bidder's account. In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate. • Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination. • Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder. • Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder.

2	<p>In the event of making Payment through OTC</p>	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: <client code> + <random number> Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan • Bidder must do the payment before tender validity gets expired • Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in NextenderPortal before submitting the Tender <p>Don'ts</p> <ul style="list-style-type: none"> • If the bidding amount is greater than Rs 49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque • It is bidders' responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favoring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD
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for: Deputy Commissioner-cum-Chairman DITS, Jhajjar.

DITS, Jhajjar

Dated: 02-02-2018

1. DITS, Jhajjar invites sealed tenders under **Two Bid System** i.e. Technical Bid and Financial Bid separately from reputed, experienced and financially sound Manpower Services Companies/Firms/Agencies (**henceforth called the Agency**) for providing services of following posts:

Sr. No.	Name of post	Qualification and Experience	No. of Posts
1	Junior Programmer	Graduate (55% marks) with PGDCA/PDCA/PGDIT/APGDCA OR BCA/B.SC./(Comp. Sc. /IT)/MCA/M.SC./(Comp. Sc./IT)/B.Tech (in any stream) (with 55% marks) OR Three Year Diploma in Comp. Application/IT from SBTE/ University, A/B/C Level course from DOE/NIELIT (with 55% marks)	2
2	Data Entry Operator	a) 10+2 (with 50% marks) or Graduation and 'O' level or one year Computer Course. OR Three years Diploma in any stream MCA/ BCA/B.Sc. (Comp. Sc./IT) OR Matric (50% marks) with Two years Diploma in Office Management and Computer Application. OR Post Matric one Year ITI course in stenography/ NCVT in stenography (with 60% marks) b) Data punching speed of 8000 key depressions per hour or 133 key depressions per minute.	52
3	Multi Tasking Staff	10+2 with one year diploma in Computer Typing Speed(minimum) :- Hindi – 20 wpm, English- 25 wpm	10
4	Driver	12 th + Driving License with 3 year experience	4
5	Peon	Matriculation	24
6	Sweeper-cum-Chowkidar	Matriculation	7

The contract shall be initially for a period of **one years** (from 1st march 2018) from the date of award of the contract, which may be further extended upon excellent performance, for another period of one year on the same terms & conditions or curtailed or terminated at any time before expiry of contract period depending upon performance of the Agency in supplying manpower staff of the required quality, proficiency, efficiency, discipline and ethics for deployment in DITS, JHAJJAR or based on the requirement of DITS, Jhajjar.

2. The complete tender documents can be downloaded from the website of Jhajjar www.jhajjar.nic.in and <https://haryanaeprocurement.gov.in>.
3. Interested Companies/Firms/Agencies may submit their bids online complete in all respects **on or before 22-02-2018 upto 11:00 AM**. As the bids are to be submitted online and are required to be encrypted and digitally signed, the bidder Agencies are advised to obtain Digital Signature Certificate (DSC) at the earliest. Possession of DSC and registration of the contractors on the portal i.e. <https://haryanaeprocurement.gov.in> is a prerequisite for e-tendering. **No bid shall be entertained after the due date and time under any circumstance whatsoever.**

4. Earnest Money Deposit (EMD) of Rs.40000/- (**Rupees Forty Thousand only**) has to be paid through NEFT/RTGS before the due date and time. Details of payment would also have to be provided online along with the bid submission. If the bidder Agencies fails to submit the Earnest Money before due date and time, then the bid offer will not be considered and will be treated as cancelled without any intimation.
5. The Technical Bids will be accessed at **22-02-2018 at 03:00 PM and placed in the public domain at the same time**. Financial Bids of only technically qualified bidder Agencies will be opened on a date to be notified later on, in the presence of authorized representative of the bidder Agencies who wish to be present.
6. DITS, Jhajar reserves the right to amend or withdraw any of the terms & conditions contained in the Tender Document or to reject any or all bids without giving any notice or without assigning any reason thereof. The decision of the DITS, Jhajar in this regard shall be final and binding on all the bidder Agencies.
7. For any query in relation to this tender the bidder Agencies may contact to CTM-cum-Secretary DITS, Jhajar, Mini Secretariat, 2nd Floor, DC Office, Jhajar.
8. For further details and e-tendering schedule, visit website www.jhajar.nic.in and <https://haryanaeprocurement.gov.in>.

DITS, JHAJJAR
NOTICE INVITING TENDER

e-Tender is invited from eligible, reputed, experienced and financially sound Manpower Services Companies/Firms/Agencies (**henceforth called the Agency**) and having all the legal requirements for the purpose under relevant laws for providing services of **following posts**:

Sr. No.	Name of post	Qualification and Experience	No. of Posts
1	Junior Programmer	Graduate (55% marks) with PGDCA/PDCA/PGDIT/APGDCA OR BCA/B.SC./(Comp. Sc. /IT)/MCA/M.SC./(Comp. Sc./IT)/B.Tech (in any stream) (with 55% marks) OR Three Year Diploma in Comp. Application/IT from SBTE/ University, A/B/C Level course from DOE/NIELIT (with 55% marks)	2
2	Data Entry Operator	a) 10+2 (with 50% marks) or Graduation and 'O' level or one year Computer Course. OR Three years Diploma in any stream MCA/ BCA/B.Sc. (Comp. Sc./IT) OR Matric (50% marks) with Two years Diploma in Office Management and Computer Application. OR Post Matric one Year ITI course in stenography/ NCVT in stenography (with 60% marks) b) Data punching speed of 8000 key depressions per hour or 133 key depressions per minute.	52
3	Multi Tasking Staff	10+2 with one year diploma in Computer Typing Speed(minimum) :- Hindi – 20 wpm, English- 25 wpm	10
4	Driver	12 th + Driving License with 3 year experience	4
5	Peon	Matriculation	24
6	Sweeper-cum-Chowkidar	Matriculation	7

2. The e-Tender shall be in single-stage two-cover system i.e. Technical Bid (online bid under PQQ/ Technical Envelope) and Financial Bid (comprising of price bid proposal online).
3. Tender documents can be seen on website: www.jhajjar.nic.in and downloaded online by the **Agencies registered on the Portal**.
4. The contract shall be initially for a period of one years (from 1st march 2018) from the date of award of the contract, which may be further extended upon excellent performance, for another period of one year on the same terms & conditions or curtailed or terminated at any time before expiry of contract period depending upon performance of the Agency in supplying manpower staff of the required quality, proficiency, efficiency, discipline and ethics for deployment in DITS, Jhajjar or based on the requirement of DITS, Jhajjar.
5. The actual requirement of services, and number of staff may increase or decrease during the duration of the contract. The selected Agency would have to provide a panel of sufficient number of requisite staff possessing the requisite qualification/experience out of which DITS, Jhajjar

would reserve the right to choose for deployment or return the same for further submission depending on their quality and proficiency.

6. Under this process, the online tender including the Technical Bid and the online Financial Bid shall be invited in a single stage under two covers i.e. PQQ/Technical Bid & Financial Bid. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (Technical Bid) with respect to eligibility and qualification criteria prescribed in this Tender document. The Financial Bid under the second cover of only those Applicants whose Technical Bid applications are responsive to eligibility and qualifications requirements set out as per this tender document shall be opened.
7. Intending bidder Agencies will be mandatorily required to sign-up and create an online user account on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender.
8. Interested bidder Agencies shall have to pay mandatorily e-Service fee (under document fee – Nonrefundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of the secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks. Bidder Agencies shall make the payment for e-Service fee online directly through Debit Card or Internet Banking.
9. Earnest Money Deposit (EMD) of Rs. 40000 /- (**Rupees Forty Thousand only**) has to be paid through NEFT/RTGS before the due date and time. Details of payment would also have to be provided online along with the bid submission. If the bidder Agencies fails to submit the Earnest Money before due date and time, then the bid offer will not be considered and will be treated as cancelled without any intimation. Please refer to ‘Online Payment Guideline’ available at the single e-Procurement portal of Government of Haryana and also mentioned under the Tender Document.
10. Interested bidder Agencies must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. **on or before date mentioned in table of section-1**; and make payment via RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The interested bidder Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the tender at <https://haryanaeprocurement.gov.in>.
11. As the bids are to be submitted online and are required to be encrypted and digitally signed, the bidder Agencies are advised to obtain Digital Signature Certificate (DSC) at the earliest. For obtaining Digital Certificate, the bidder Agencies should follow Section 1(Conditions of e-tendering).
12. Crucial and relevant Key Dates for the tender are as under:

Sr. No.	Milestones	Date and Time (if any)
(a)	Release of tender documents	02-02-2018
(b)	Pre-Bid Conference (First)	08-02-2018
(c)	Clarification on the Pre-Bid Conference (to be posted on www.jhajjar.nic.in)	08-02-2018
(d)	Last date and time for submission of Bids	22-02-2018 up to 11:00 AM
(e)	Date and time for opening Technical Bids and placing them in the public domain	22-02-2018 at 03:00 PM
(f)	Verification of EMD payments	22-02-2018 at 03:30 PM
(g)	Eligibility criteria evaluation	22-02-2018 at 03:30 PM
(h)	Date and time for opening of Financial Bids of qualified bidder Agencies	Within one week of eligibility criteria evaluation 22-02-2018 at 04:00 PM
(i)	Date of Presentation	27-02-2018

Important Notes:

1. Bidder Agencies have to complete 'Application/Bid Preparation & Submission' stage on scheduled time as mentioned above. If any bidder Agency fails to complete the aforesaid stage in the stipulated online time schedule for this stage, their bid application/bid status will be considered as 'Application/Bid not submitted'.
2. Bidder Agencies must confirm & check their bid application/bid status after completion of their all activities for e-bidding.
3. Bidder Agency can rework on their bid even after completion of 'Application/Bid Preparation & Submission stage', subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
4. In the first instance, the online payment details of e-Service, Earnest Money Deposit & PQQ/Technical Bid Envelope shall be opened. The Financial Bid quoted by the shortlisted bidder Agency shall be opened online in the presence of such bidder Agency who choose to be present either in present themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the Key Dates above.
5. The bids shall be submitted online in two separate envelopes:

Envelope 1- Technical Bid: The bidder Agency shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2-Financial Bid: The bidder Agency shall quote the prices in price bid format under Financial Bid.

SECTION-1
CONDITIONS OF E-TENDERING

- 1.1 The conditions in **Sections 1 to 7** shall have overriding effect notwithstanding anything to the contrary contained elsewhere in the documents, wherever relevant and applicable.
- 1.2 **Registration of bidders on e-Procurement Portal:-**All bidders intending to participate in the tender process online are required to register on the centralized e-Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. Bidders may visit the website for more details.
- 1.3 **Obtaining a Digital Signature Certificate:-**
- a) Bids submitted online should be encrypted and signed electronically with a Digital Signature Certificate to establish the identity of the bidder bidding online. The Digital Signature Certificates are issued by Certifying Authority approved by the Controller of Certifying Authorities under the Information Technology Act, 2000.
 - b) A Digital Signature Certificate is issued on receipt of mandatory identity (i.e. applicant's PAN Card), address proof and verification form duly attested by the Bank Manager/Post Master/Gazetted Officer. On the receipt of the required documents, a Digital Signature Certificate can be issued. For more details please visit the website – <https://haryanaeprocurement.gov.in>.
 - c) Bidders may obtain Class-II or III Digital Signature Certificate from any Certifying Authority or Sub-Certifying Authority authorized by the Controller of Certifying Authorities.
 - d) The Bidder must ensure compliance with the available important guidelines online at the portal <https://haryanaeprocurement.gov.in> for the Digital Signature Certificate including the e-Token carrying DSCs.
 - e) Bids must be submitted online using the Digital Signature Certificate for Encryption & Signing, which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of bidding, the user loses his Digital Signature Certificate, he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security for its use in case of emergencies.
 - f) In case of online tendering, if the Digital Signature Certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to lawful authorization to that user. The bidder Agency has to authorize a specific individual through an authorization certificate signed by the competent authority to use the Digital Signature Certificate as per the Information Technology Act, 2000. Unless the Digital Signature Certificate is revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the bidder Agency as per Information Technology Act, 2000. The use of Digital Signature Certificate by the authorized user shall be binding on the bidder Agency.
 - g) In case of any change in the authorization under the foregoing paragraph, it shall be the responsibility of the bidder Agency to inform the certifying authority about the change and to obtain the Digital Signature Certificate of the new person/user on behalf of the firm / company. The procedure for application of a Digital Signature Certificate will remain the same for the new user.
- 1.4 **Pre-requisites for online bidding:** In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website- <https://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering portal.
- 1.5 **Online Viewing of Detailed Notice Inviting Tenders:** Bidders can view the detailed Notice Inviting Tender and the time schedule (Key Dates) for the tenders floated through the e-Procurement system on the Home Page at <https://haryanaeprocurement.gov.in>.

- 1.6 **Download of Tender Documents:** The tender documents can be downloaded free of cost from the e-Procurement portal <https://haryanaeprocurement.gov.in>.
- 1.7 **Key Dates:** Bidders are advised to strictly follow dates and times as indicated in the online Notice Inviting Tender. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tender.
- 1.8 **Online Payment of e-Service fee, Earnest Money Deposit& Bid Preparation & Submission (Technical & Financial Bid):**
- a) **Online Payment of e-Service fee& Earnest Money Deposit (EMD):** The online payment for e-Service Fee & EMD can be done using the secure electronic payment gateway. The payment for eService Fee shall be made by the bidder Agency online directly through Debit Card or Internet Banking Accounts. The Payment for EMD shall be made online directly through RTGS/NEFT/IMPS/OTC or any other acceptable online payment mechanism. The secure electronic payments gateway is an online interface between bidder Agency and online payment authorization networks.
- b) **Preparation and submission of online Bids:** Detailed Tender documents may be downloaded from the e-procurement portal: <https://haryanaeprocurement.gov.in> and bid has to be mandatorily submitted online. Scanned copies of Documents to be submitted/uploaded for Technical Bid under online PQQ/Technical Envelope shall be scanned in different file formats (PDF /JPEG/MS WORD format such that file size does not exceed more than 10 MB) and uploaded during the online submission of PQQ or Technical Envelope.Financial Bid shall be also being submitted mandatorily online under Commercial Envelope and original need not to be submitted manually.
- c) **Assistance to Bidders:** In case of any query regarding process of e-tender and for training purpose, the bidder Agency can also avail of the following facilities and can contact the service provider as provided below:
Office timings of Help-Desk support/ Technical Support Assistance for the e-Procurement Portal of Government of Haryana will be available over telephone Monday to Friday (10:00 am. to 5:00 pm) &training workshop will be conducted on every 1st and 2nd Friday (3:30 pm to 6:00pm) and 4th Saturday (11:30 am to 3:00pm)of each month. All queries would require to be registered at the official email of the service provider i.e. chandigarh@nextenders.comfor on-time support. Only queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk.
- 1.9 **Important Notes:**
- a) Any bidder Agency can contact the Help-Desk up to 4 hours before the scheduled closing date &time of the e-tender.
- b) For queries pertaining to e-Payment of EMD, the bidder Agency can contact the Help-Desk at least 2 business days prior to the closing date &time of e-tender.
- c) Help-Desk support will remain closed during lunch break i.e. from 1:30 pm upto2:15 pm on each working day.
- d) Haryana e-Procurement Help-Desk Office will remain closed on Saturday, Sunday and National Holidays.
- e) For the Help Manual, please refer to the Home Page of the e-Procurement portal at <https://haryanaeprocurement.gov.in> and click on the available link “How to.....?” to download the file.
- 1.10 Training Workshop will be held at the following locations:
DC Office, Mini Sectt., Gurgram Road Jhajjar.
- 1.11 Bidder Agencies participating in the online tenders shall check the validity of the Digital Signature Certificate before participating in the online tender at the portal <https://haryanaeprocurement.gov.in>.

- 1.12 **Guideline for Online Payments in e-tendering:** Post registration, bidder Agency shall proceed for bidding by using both his Digital Signature Certificates (one each for encryption and signing). Bidder Agency shall proceed to select the tender he is interested in for bidding. On the respective page in the e-tendering portal, the Bidder Agency would have following options to make payment for e-Service fee and EMD:A. Debit Card
B. Net Banking
C. RTGS/NEFT.
- 1.13 The following shall be operative Procedures for each of the online payment methods:
- a) **Debit Card:** The procedure for paying through Debit Card will be as follows:
- i Bidder selects Debit Card option in e-Procurement portal.
 - ii The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
 - iii Bidder clicks on “Continue” button.
 - iv The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
 - v Bidder enters card credentials and confirms payment
 - vi The payment gateway verifies the credentials and confirms with “successful” or “failure” message, which is confirmed back to e-Procurement portal.
 - vii The page is automatically routed back to e-Procurement portal
 - viii The status of the payment is displayed as “successful” in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
 - ix The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.
- b) **Net Banking:** The procedure for paying through Net Banking will be as follows:
- i Bidder selects Net Banking option in e-Procurement portal.
 - ii The e-Procurement portal displays the amount to be paid by bidder.
 - iii Bidder clicks on “Continue” button
 - iv The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
 - v Bidder chooses his/her Bank
 - vi The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
 - vii Bidder enters his account credentials and confirms payment
 - viii The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e-Procurement portal.
 - ix The page is automatically routed back to e-Procurement portal
 - x The status of the payment is displayed as “successful” in e-Procurement portal.
 - xi The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.
 - xii The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.
- c) **RTGS/NEFT:** The bidder Agency shall have the option to make the EMD payment via RTGS/NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.
- i Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
 - ii Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.
 - iii Each challan shall therefore include the following details that will be pre-populated:
 - Beneficiary account no: (unique alphanumeric code for e-tendering)
 - Beneficiary IFSC Code
 - Amount
 - Beneficiary bank branch
 - Beneficiary Name

- iv The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
 - v The Bidder would remit the funds **at least T+1 day (Transaction + One day)** in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mentioned in the challan.
 - vi Post making the payment, the Bidder would login to the e-tendering portal and go to the payment page. On clicking the RTGS/NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.
- d) **Over-the-Counter (OTC):** This mechanism shall allow the Bidder having account with ICICI Bank, to make the payment from any CMS-enabled branch of ICICI Bank in India. Bidders can make the payment via cash (if amount is less than or equal to Rupees 49,999), Demand Draft or ICICI Bank Cheque . The procedure for paying through OTC mode is as follows:
- i Bidder selects Over-the-Counter remittance option in e-Procurement portal.
 - ii Thee-Procurementportaldisplays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.
 - iii Bidder clicks on “Continue” button.
 - iv Thee-Procurement portal displays the details of payment. Bidder shall click on “print challan” and prints the OTC challan.
 - v BiddersubmitstheOTCchallan at the counter of any designated branch of ICICI Bank with Cash/Demand Draft/ICICI Bank Cheque (Payment in cash is allowed if it is less than or equal to Rupees 49,999).
 - vi ICICI Bank verifies the URN and Amount with e-Procurement portal prior to accepting the payment
 - vii On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.
 - viii ICICI Bank will commit the payment transaction (in case of successful verification from e- Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.
 - ix ICICIBankwillgeneratereceiptfor the payment transaction and issues the same to the Bidder.
 - x Thee-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.
 - xi The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal.
 - xii Bidder would be required to upload the scan copy of receipt as received from ICICI Bank as part of proof in Nextender portal before submitting the tender

1.15 Certain Do’s and Don’ts for Bidders for various scenarios is given below:

a) **Do’s in the event of making payment through NEFT/RTGS:**

- I. It is the Bidder’s responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan as follows:
 - Beneficiary account no: <client code> + <random number>.
 - Beneficiary IFSC Code as prescribed by ICICI Bank.
 - Amount as mentioned on the challan. It is specific for every tender.
 - Beneficiary Bank branch: ICICI Bank Ltd, CMS.
 - Beneficiary name as per the challan.
- ii. For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders’ EMD.
- iii. It is advised that all the bidders make payment via RTGS/NEFT at least one day before the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder, may not be able to submit the tender.
- iv. Bidder has to make only single payment against a challan as per the amount mentioned on the challan.
- v. Bidder must make the payment before tender validity expires.

b) Don'ts in the event of making payment through NEFT/RTGS:

- i. Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:
 - Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account.
 - Incorrect Beneficiary account number mentioned (<client code> + <random number>):- In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.
 - Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account. In the event of any discrepancy, payment would not be considered and bidder would not be allowed to participate in the bidding.
- ii. Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination.
- iii. Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded to the bidder.
- iv. Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked on account of incorrect payment made.

c) Do's in the event of making payment through OTC:

- i. It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are:
 - Beneficiary account no: <client code> + <random number>.
 - Amount as mentioned on the challan It is specific for every tender.
 - Beneficiary name: As per the challan
- ii. Bidder has to make only single payment against a challan as per the amount mentioned on the challan
- iii. Bidder must do the payment before tender validity expires.
- iv. Bidder needs to mandatorily upload the scanned copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender.

d) Don'ts in the event of making payment through OTC:

- i. If the bidding amount is **greater than Rs 49,999, then Bidder should not make payment in cash.** In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque.
- ii. It is Bidder's responsibility to ensure that Demand Draft should be valid and should not have discrepancies such as signature not found, stale Demand Draft, mutilated, material alteration, favoring third party etc., Inthe event of return of the Demand Draft by the Bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank.
- iii. Details in the challan are different and specific to that tender only.
- iv. Bidder should not make use of a challan for making payment for another tender's EMD.

SECTION-2
DEFINITIONS

- 2.1 “**DITS**” means District Information Technology Society.
- 2.2 “**Work**” means the complete scope of work to be performed by the Agency pursuant to the contract.
- 2.3 “**Agency**” means any eligible entity which submits a Proposal and which upon selection, would provide Manpower services to DITS, JHAJJAR under the contract.
- 2.4 “**Contract**” means the contract signed by and between DITS, JHAJJAR and the Agency and all its attached documents.
- 2.5 “**Day**” means calendar day.
- 2.6 “**Staff**” means manpower provided by the Agency for deployment in DITS, Jhajjar and assigned to perform services as may be required by DITS, JHAJJAR for the duration of the contract period only.
- 2.7 “**Proposal**” means the Technical Bid, the Financial Bid and the Earnest Money Deposit, considered together.
- 2.8 “**Last three years**” means financial year 2014-15, 2015-16 and 2016-17.

SECTION-3
SCOPE OF WORK

- 3.1 DITS, Jhajjar requires the services of reputed, experienced and financially sound Manpower Services Agency and having all the legal requirements for the purpose under relevant laws for providing manpower services of posts as specified in Annexure - I.
- 3.2 DITS, Jhajjar has a tentative (initial) requirement of the number of staff categorized into specific designation groups as given in the annexure I:
- 3.3 The quoted rates shall not be less than DC Rate / Rate fixed by Deputy Commissioner-cum-Chairman DITS, Jhajjar as applicable from time to time for Jhajjar District plus ESI + EPF + GST and all other statutory liabilities plus more than 2.00% service charge. Rate of any bid found to be less than the above rate shall be summarily rejected. In case two or more bidders have quoted same rate then the successful bidder shall be selected based on higher points in technical bid.
- 3.4 The contract shall be initially for a period of one year (from 1st march 2018) from the date of award of the contract, which may be further extended upon excellent performance, for another period of one year on the same terms & conditions or curtailed or terminated at any time before expiry of contract period depending upon performance of the Agency in supplying manpower staff of the required quality, proficiency, efficiency, discipline and ethics for deployment in DITS, Jhajjar or based on the requirement of DITS, Jhajjar.

SECTION 4
ELIGIBILITY CRITERIA

- 4.1 The bidder Agency shall be a professional manpower services agency **registered with competent authority** of State or Central government and incorporated as a legal entity under any law applicable for such entity.
- 4.2 The bidder Agency shall have been in existence for a **minimum period of 5 years**. The Agency shall **submit documentary evidence** regarding their incorporation/existence.
- 4.3 Only those bidder Agencies with a minimum annual turnover of Rs. 10 crore in each of the last 3 years from provision of manpower services shall be eligible to participate in the bidding process. The **work orders** testifying to the turnover, payment details for each work order and certificate from a Chartered Accountant in this regard shall be submitted with the Technical Bid. The bidder Agency shall also submit **Income Tax Returns** filed by the Agency over the last 5 years.
- 4.4 The bidder Agency should have a **valid license** from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and rules made there under.
- 4.5 The bidder Agencies should have the following experience of completion of similar works in Departments, statutory entities, autonomous institutions, public sector undertakings (PSUs) of the Government of India or a State Government or any reputed private company whose turnover is not less than Rs 50 crores as given below:-

- a) At least three similar completed works costing not less than Rs 6.0 crore each in the last 3 years. The number of manpower supplied in each work order in last 3 years should be at least 70% of tentative (initial) manpower required by DITS, Jhajjar (**Annexure I**). The work orders submitted as proof by the bidding Agency should be accompanied with a Satisfaction Certificate in the format enclosed in **Annexure II** duly signed and attested by an authorized officer of the contracting Department, statutory entity, autonomous institution, public sector undertaking, or the reputed private company.

OR

- b) At least two similar completed works costing not less than Rs 10.0 crore each in the last 3 years. The number of manpower supplied in each work order in last 3 years should be at least 80% of tentative (initial) manpower required by DITS, Jhajjar (**Annexure I**). The work orders submitted as proof by the bidding Agency should be accompanied with a Satisfaction Certificate in the format enclosed in **Annexure II** duly signed and attested by an authorized officer of the contracting Department, statutory entity, autonomous institution, public sector undertaking, or the reputed private company.

OR

- c) At least one similar completed works costing not less than Rs 20 crore each in last 3 years. The number of manpower supplied in each work order in last 3 years should be at least equal to tentative (initial) manpower required by DITS, Jhajjar (**Annexure I**). The work orders submitted as proof by the bidding Agency should be accompanied with a Satisfaction Certificate in the format enclosed in **Annexure II** duly signed and attested by an authorized officer of the contracting Department, statutory entity, autonomous institution, public sector undertaking, or the reputed private company.

- 4.6 Satisfaction Certificate for the period as mentioned above must be submitted with the Technical Bid. The tender will be rejected straightway if the documents are not uploaded at time of filling tenders.

- 4.7 The bidder Agency has to **register** in Government of National Career Service (refer <https://www.ncs.gov.in>). The demand for manpower raised from time to time by DITS, Jhajjar has to be intimated / informed to the National Career Service by selected Agency.
- 4.8 The bidder Agency must be registered with **ESI, EPF** and under the **Shops & Establishments Act. Copy of registration papers** along with respective registration numbers issued to the bidder Agency must be provided with Technical Bid.
- 4.9 The bidder Agency must have GST number. **Copy of registration number** issued to the bidder Agency must be provided with Technical Bid.
- 4.10 The bidder Agency must have valid PAN No. issued by the Income Tax Department. Self-attested documentary evidence of the PAN issued to the bidder Agency must be provided with Technical Bid.
- 4.11 The bidder Agency must **submit Balance Sheet, Statement of Income and Expenditure and Income Tax returns** for the last three financial years duly attested from Chartered Accountant with technical bid.
- 4.12 The bidder Agency should have facilities (infrastructure, qualified and expert manpower) for testing/screening of personnel to ensure that they conform and surpass the required standards of knowledge, skill and experience before deployment. **Documentary evidence** in this regard should be submitted along with the Technical Bid. This may be subject to evaluation and verification by DITS, Jhajjar at any stage and would also be given weight age during evaluation. The information provided by the bidder Agency in this regard is also likely to be placed in the public domain for scrutiny.
- 4.13 The bidder Agency should have facilities for providing training and skill upgradation of the staff and persons deployed by the bidding Agency. The bidding agency may have a tie-up with the State Government or State Government approved training and skill development institutions instead of itself possessing the facilities. **Documentary evidence** in this regard may be submitted along with the Technical Bid. This may be subject to evaluation and verification by DITS, Jhajjar at any stage and would also be given weight age during evaluation. The information provided by the bidder Agency in this regard is also likely to be placed in the public domain for scrutiny.
- 4.14 The bidder Agencies should not have been debarred, blacklisted or charged with any malpractice blacklisted by any Department, statutory entity, autonomous institution or public sector undertaking (PSUs), whether of the Government of India or any State Government, or a Municipal Corporation. The bidder Agencies shall **submit an affidavit** testifying to this respect. The information provided by the bidder Agency in this regard is also likely to be placed in the public domain for scrutiny.
- 4.15 Non-compliance with any of the above conditions by the bidding Agency will be considered as ineligible and the tender will be summarily rejected.
- 4.16 Conditional tenders and tenders with deviations shall be summarily rejected.
- 4.17 Tender shall be in the prescribed form. No tender will be considered which is not as per the form and manner indicated in the tender and does not bear the bidder Agency's signature and seal at the bottom of every page of the tender document.
- 4.18 Deputy Commissioner-cum-chairman DITS, Jhajjar reserves the right to accept or reject any tender in part or full without assigning any reason whatsoever.

SECTION 5

BID EVALUATION

- 5.1 The right to reject all bids rests with the Deputy Commissioner-cum-chairman DITS, Jhajjar without assigning any reason. If a specific bid were rejected, then reasons for rejection of the bid would be indicated.
- 5.2 The bidder Agency and their employees or agents shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained in this document, DITS, Jhajjar may reject a tender without being liable in any manner whatsoever to the bidder Agency, if it determines that the bidder Agency has, directly or indirectly or through an agent, engaged in corrupt, fraudulent, coercive, undesirable or restrictive practice during the bidding process.
- 5.3 Without prejudice to the rights of the DITS, Jhajjar under clause 3 hereinabove, if a tendered is found by the DITS, Jhajjar to have directly or indirectly or through an agent, engaged or indulged in any corrupt, fraudulent, coercive, undesirable or restrictive practice during the bidding process, such bidder Agency shall not be eligible to participate in any tender floated by DITS, Jhajjar.
- 5.4 DITS, Jhajjar will constitute a Tender Evaluation Committee (TEC) for evaluation of bids received. A minimum of **65% score** will be necessary for qualifying in the evaluation of the Technical Bid evaluation. Financial Bids of only those bidder Agencies would be opened who attain or exceed the minimum score in technical evaluation.
- 5.5 The Tender Evaluation Committee will carry out a detailed evaluation of the bids in order to determine whether the applicant bidder Agencies are qualified and eligible and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents.
- 5.6 The offer not accompanied with proof of payment of Earnest Money Deposit paid into the account of DITS, Jhajjar at the time of submission of bid will be rejected straight way.
- 5.7 Final selection of the Manpower Services Agency shall be based on the Quality & Cost Based Selection (QCBS) criteria and not on L-1 basis in Financial Bid. **65% weightage** shall be given to the Technical Bid and **35% weightage shall be given to the Financial Bid**. In order to reach such a determination, the Tender Evaluation Committee will examine the information supplied by the Bidder Agencies and other requirements in the bidding documents, taking into account the criteria mentioned for bid evaluation.
- 5.8 The marking for evaluation of Technical Bids shall be as follows:

Sl. No	Evaluation Criteria	Maximum Marks
(a)	Annual turnover of bidder Agency	10 marks
(b)	Experience of providing manpower services to Departments, statutory entities, autonomous institutions, public sector undertakings (PSUs) of the Government of India or a State Government or a Municipal Corporation or any reputed private company whose turnover is not less than Rs 100 crores	15 marks
(c)	Average annual manpower deployed by bidder Agency in last 3 years	15 marks
(d)	Size of work orders executed in last three years	20 marks
(e)	Client satisfaction of manpower services provided by bidder Agency	20 marks
(f)	Average annual Income Tax paid in last 3 years	10 marks

(g)	Evaluation of facilities (infrastructure, qualified and expert manpower) for testing/screening of personnel for providing panel of staff.	5 marks
(h)	Methodology and Presentation	5 marks
Total		100 marks

5.9 The points table for the marking system in order to evaluate the Technical Bid shall be as follows:

Sl. No.	Evaluation Criteria	Evaluation Parameter	Marks
1.	Annual turnover of bidder Agency	Less than Rs. 4 crore	Ineligible
		Rs.4-6 crores	2 marks
		Rs. 6-8 crores	5 marks
		More than Rs.8 crores	10 marks
2.	Number of years for which manpower services rendered to Departments, statutory entities, autonomous institutions, public sector undertakings (PSUs) of the Government of India or a State Government or a Municipal Corporation or any reputed private company whose turnover is not less than Rs 100 crores	Less than 3 years	Ineligible
		3-5 years	2 marks
		5-7 years	5 marks
		7-10 years	10 marks
		More than 10 years	15 marks
3.	Average annual manpower deployed by bidder Agency in last 3 years	Less than 150 manpower	5 marks
		150-200 manpower	10 marks
		More than 200 manpower	15 marks
4.	Total quantum of work orders executed in last three years (Rupees)	Upto 4 crores	2 marks
		4-6 crores	6 marks
		6-8 crores	12 marks
		8-10 crores	15 marks
		Above 10 crores	20 marks
5.	Client satisfaction of manpower services provided by bidder Agency in the last year	4-7 orders of Rs 50-75 Lakhs each	2 marks
		8-11 orders of Rs 50-75 Lakhs each	6 marks
		12 or more orders of Rs 50-75 Lakhs each	12 marks
		3-4 orders of Rs 75 lakh to 1 crore each	5 marks
		5-7 orders of Rs 75 lakh to 1 crore each	10 marks
		8 or more orders of Rs 75 lakh to 1 crore each	16 marks
		2-3 orders of more than Rs 1.25 – 1.50 crores each	7 marks
		3-5 orders of more than Rs 1.25 – 1.50 crores each	13 marks
		6 or more orders of more than Rs 1.50 crores each	20 marks
6.	Average annual Income Tax paid in last 3 years	Less than Rs 2 lakhs	0 marks
		Rs 2-5 lakhs	2 marks
		Rs 5-10 lakhs	4 marks
		Rs 10-20 lakhs	8 marks

		More than Rs 20 lakhs	10 marks
7.	Evaluation of facilities (infrastructure, qualified and expert manpower) for testing/screening of personnel for providing panel of staff.	Assessment by Tender Evaluation Committee	Maximum 5 marks
8.	Methodology and Presentation	Assessment by Tender Evaluation Committee	Maximum 5 marks
	TOTAL		100 marks

- 5.10 The Tender Evaluation Committee shall evaluate the Technical Bids on the basis of their documents submitted in response to the eligibility criteria set forth in the tender document and by applying the evaluation criteria and points table specified above. Whenever necessary, TEC may seek clarifications from the bidder Agency on technical aspects of the bid. Evaluation of the Technical Bids will be undertaken and at this stage the Financial Bids (proposals) will remain unopened.
- 5.11 The bidder Agencies who obtain a minimum score of 65% marks or more as per the points criteria will be declared as technical qualified and be considered for evaluation of Financial Bid. Other bidder Agencies scoring less than 65 marks will not be considered further for evaluation.

EVALUATION OF FINANCIAL BIDS

- 5.12 The Financial Bid shall be submitted as Composite Agency Charges. The Composite Agency Charges of the bidder Agency should be quoted in percentage (%) terms only on total monthly remuneration to be paid for manpower deployed by the bidder Agency and deployed in DITS, JHAJJAR that month. The amount so quoted should include all costs and liabilities of the bidder Agency, but shall not include service tax and related cesses levied on service tax. The tentative remuneration expected to be payable to each designation of manpower is indicated in **clause 3.2**. The bidder Agency has to submitted “above 2.00%” Service Charges over and above the remuneration payable to the manpower, if the same not quoted the bid shall be treated as unresponsive and will not be considered.
- 5.13 100 marks will be awarded to the Agency who has quoted lowest ‘Composite Agency Charges’ in their Financial Bid (L-1) and pro-rata marks will be awarded to the other agencies accordingly. The formula for calculation of the marks awarded for the Financial Bid of a bidder Agency shall be as follows: **Marks awarded to Financial Bid (Fn) = (Composite Agency Charges Quoted by L-1 bidder Agencies divided by Composite Service Charges quoted by the bidder Agency) X 100.**
- 5.14 Proposals will finally be ranked according to their combined scores of Technical (Tn) and Financial (Fn) as below: **Final Score of Qualified Bidder Agencies (Hn) = (0.35 X Tn) + (0.65 X Fn).**
- 5.15 The selection of successful bidder Agency shall be based upon highest score obtained by them as has been shown above (i.e. H-1, bidder Agency who is having the highest combined score in Technical and Financial Bid).
- 5.16 DITS, Jhajjar shall draw a panel of up to three selected bidder Agencies based on highest combined scores obtained by them in Technical and Financial Bids. The highest scorer will be shortlisted for award of work. In case H-1 defaults for whatsoever reason or the contract is terminated in exercise of the powers available to DITS, Jhajjar under the contract, DITS, Jhajjar reserves the right to award the work to next highest bidder Agencies till H-3, (i.e. H-2, H-3 in that order), provided the bidder Agency agrees to match the ‘Composite Agency Charges’ quoted by H-1, if the quoted ‘Composite Agency Charges’ of such bidder Agency (H-2 to H-3 as the case may be) are higher.

SECTION 6
TERMS & CONDITIONS

GENERAL TERMS & CONDITIONS

- 6.1 The validity of the bid shall remain in force for 90 days from the date of opening of Financial Bids.
- 6.2 The Agency shall not be allowed to sublet, transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of DITS, Jhajjar. Subletting, transfer, assignment or sub-contracting of the contract, directly or indirectly, shall result in premature termination of contract and imposition of any penalty as may be decided by the Deputy Commissioner-cum-chairman of DITS, Jhajjar including **forfeiture of entire security and revocation of Bank Guarantee**.
- 6.3 The actual requirement of services of manpower, and in turn the number of such staff, may increase or decrease during the duration of the contract. The Agency would have to provide a panel of sufficient numbers of manpower posts as per annexure 1 possessing the requisite qualifications, proficiency and experience out of which DITS, Jhajjar would reserve the right to choose or return the same for further submission depending on their suitability and proficiency.
- 6.4 The Agency shall submit Performance Security Deposit of Rs.20 Lakh to DITS, Jhajjar within a period of one month from the award of the letter of intent for the contract. The Performance Security Deposit shall be refundable on successful completion of the contract at the end of the contract period.
- 6.5 EMD Rs. 40000/- (Rs. Forty Thousand only) required shall be submitted within one month from award of letter of intent. Chapter 6 & 7 on Terms & Conditions and Performance & Penalties, as amended during the bidding process, should be mentioned on the Bank Guarantee submitted by the Agency. The Bank Guarantee should be valid for two years. 10% Interest should be charged from the bidder on submission of bank guarantee beyond the stipulated time of award of letter of intent. Payment of the service charges would not be released without submission of bank guarantee and performance security.
- 6.6 On submission of the Performance Security Deposit and the Bank Guarantee, the bidder Agency shall be required to sign, within a period of 7 days, an agreement with Secretary DITS, Jhajjar, an agreement containing all clauses of Chapter 6 & 7 on Terms & Conditions and Performance & Penalties, as amended during the bidding process.
- 6.7 The Agency shall be bound by the details furnished and information provided in the bid documents or at any subsequent stage. In case, any document furnished or information provided by the Agency is found to be false or untrue at any stage, it would be deemed to be breach of terms and conditions of the contract making the Agency liable for legal including criminal action, besides termination of contract, forfeiture of the Performance Security Deposit and revocation of the Bank Guarantee.
- 6.8 The Agency has to provide a panel of manpower as per designation with the required qualifications, experience and proficiency to DITS, Jhajjar. The choice of manpower to be deployed in DITS, Jhajjar shall be made from amongst the panel submitted by the Agency. DITS, Jhajjar reserves the right to conduct its own assessment or test or other proficiency checks as may be required. The Agency has to provide a panel of 2 times of the number of staff required and demanded by DITS, Jhajjar for each designation. **If the entire panel of names is found unsuitable for deployment in DITS, Jhajjar, penalty of Rs 10,000 will be imposed on the Agency for each panel found unsuitable due to non-performance of the Agency in identification of the right manpower with the required proficiency, skill and knowledge required under the contract.** The purpose is that the Agency understands the specific requirement of DITS, Jhajjar

for each designation, takes appropriate measures and exercises due diligence while conducting proper screening before forwarding the panel of names to DITS, Jhajjar.

- 6.9 The Agency shall not delay in providing the manpower requisitioned by DITS, Jhajjar and shall do so within 5 working days of the demand being raised by DITS, Jhajjar. The Agency shall not change the manpower deployed except in exceptional circumstances and for reasons to be indicated to DITS, Jhajjar.
- 6.10 The Agency shall furnish the following documents in respect of the manpower deployed in DITS, Jhajjar before the commencement of work.
- a) List of persons deployed with their designation;
 - b) Bio-data of the person in electronic form;
 - c) Attested scanned copy of the certificates and documents showing age, educational qualifications and experience in electronic form;
 - d) Character certificate verification submitted by Agency;
 - e) Scanned copy of certificate of verification of antecedents of persons by local Police;
 - f) Aadhar number of the manpower deployed with copy of the Aadhar Card.
- 6.11 The Agency before selecting the manpower will satisfy himself about the character and integrity of the persons proposed for deployment in DITS, JHAJJAR. The Agency shall provide a character certificate after due diligence and verification of character, physical fit and antecedents before deployment. The persons deployed by the Agency should not have any Police record or criminal cases against them and they should be deployed after police verification. The character and antecedent verification of the manpower deployed in DITS, Jhajjar are the sole responsibility of bidder Agency.
- 6.12 The Agency shall deploy 2 managers, who are employees of the Agency, having minimum qualification of MBA with atleast 5 years' experience for the coordination and management, deployment, providing substitute for absentee manpower, submission and completion of records regarding statutory liabilities i.e. deposit of taxes, ESI, EPF etc. The manager shall exclusively coordinate with DITS, Jhajjar with regard to the manpower deployed by the Agency. No extra remuneration shall be paid to the Agency for these managers by DITS, Jhajjar.
- 6.13 The Agency should arrange to issue magnetic chip ID Card for access control to each of the manpower deployed at DITS, Jhajjar (as per design and specifications approved by DITS, Jhajjar), containing the photograph of the deployed manpower along with other details such as Name, Date of Birth, designation, residential address, validity period, name of the Employer Agency, place of deployment, blood group etc. The cost of the magnetic chip ID card shall be paid by DITS, Jhajjar in respect of deployments of manpower done in the first six months at a rate to be determined by DITS, Jhajjar. The cost of the magnetic chip ID Card shall be met by the Agency in case of any changes in deployment for whatsoever reason within a period of six months or for any staff deployed at any time after six months.
- 6.14 The performance, proficiency, discipline and integrity of the manpower supplied by the Agency and deployed in DITS, Jhajjar will be assessed by either the immediate reporting officer in DITS, Jhajjar or the head of the unit in which the manpower is deployed or an officer of the DITS, Jhajjar directed by the Deputy Commissioner-cum-Chairmen DITS, Jhajjar. The assessment report will be prepared monthly and marked with any of the following grades- A, B or C – arrived at on the basis of a set of parameters fixed by DITS, Jhajjar from time to time. The assessment report of each manpower deployed in DITS, Jhajjar will be shared with the Agency. The purpose and motive is to ensure efficient and productive deployment of manpower so as to enable DITS, Jhajjar to function effectively to discharge its statutory duties and obligations.
- a) If in any month, the number of manpower provided by the Agency has an assessment grading of C to the extent of more than 5% of total manpower deployed in DITS, Jhajjar by the Agency, the Agency will face a deduction of 5% of the total payment due to the Agency that month. The deduction will be carried out by DITS, Jhajjar in the payment due to the Agency in the immediate next month.

- b) If in any month, the number of manpower provided by the Agency has an assessment grading of B to the extent of more than 10% of total manpower deployed in DITS, Jhajjar by the Agency, the Agency will face a deduction of 2.5% of the total payment due to the Agency that month. The deduction will be carried out by DITS, Jhajjar in the payment due to the Agency in the immediate next month.
 - c) If in any month, the number of manpower provided by the Agency has an assessment grading combined of B and C to the extent of more than 15% of total manpower deployed in DITS, Jhajjar by the Agency, the Agency will face a deduction of 10% of the total payment due to the Agency that month. The deduction will be carried out by DITS, Jhajjar in the payment due to the Agency in the immediate next month.
- 6.15 The Agency has to provide training and skill up-gradation to the specific manpower assessed and graded as B and C in 30 days. Reassessment report of only that manpower will be sought again in the month after the skill up-gradation has been provided. If there is no improvement in grades on re-assessment then the Agency has to withdraw the specific manpower and provide an alternate panel of manpower within the next 7 days. Failure in replacement within the specified period will be considered as a breach of performance of contract for imposition of penalty. Skill up-gradation training will not be given in office hours. In specific cases where higher order skills are required to be imparted (e.g. accountants, planning assistants etc.), the period of 30 days for skill up-gradation may be increased by DITS, Jhajjar to a maximum of 60 days if a specific request in this regard is made by the Agency.
- 6.16 The Agency shall immediately provide substitute manpower in the event of any person absenting for duty, leaving the job or is changed or required to be changed for whatsoever reason. The delay by the Agency in providing a substitute beyond three working days shall attract liquidated damages @2 times the pro-rata remuneration per day of the manpower recoverable from the Agency.
- 6.17 The Agency shall provide additional number of manpower as desired by DITS, Jhajjar from time to time during the period of the contract under this agreement at the rates already agreed to in the contract.
- 6.18 For all intents and purposes, the Agency shall be the “Employer” within the meaning of different legislations in respect of manpower deployed in DITS, Jhajjar. The manpower deployed engaged by the Agency and deployed in DITS, Jhajjar shall not have any claims of Master and Servant relationship nor have any Principal and Agent relationship with or against the DITS, Jhajjar. They shall in no case be entitled for claiming regularization or employment in the DITS, Jhajjar, on the basis of having rendered services through the Agency.
- 6.19 The Agency shall be solely responsible for the redressal of grievances and resolution of disputes relating to manpower deployed in DITS, Jhajjar. The DITS, Jhajjar shall, in no way be responsible for settlement of such issues whatsoever.
- 6.20 DITS, Jhajjar shall not be responsible for any damages, losses, claims, financial or injury to any other person on account of manpower engaged by the Agency in the course of their performing the functions or duties, or for payment towards any compensation due to acts done by such staff.
- 6.21 Every dispute, difference or question which may at any time arise between the parties hereto, or the subject matter thereof, shall be referred to the sole arbitration of Deputy Commissioner any officer authorized by him and whose decision shall be final and binding on the parties. DITS, Jhajjar or the Agency shall not challenge the award of the arbitrator before any court of law.

PAYMENT OF REMUNERATION TO THE DEPLOYED STAFF IN DITS, JHAJJAR

- 6.22 The Agency will open pay a separate bank account for each deployed manpower engaged by the Agency and deployed in DITS, Jhajjar into which the Agency shall deposit the monthly remuneration before the 10th of every month.
- 6.23 A comprehensive bill for payment of remuneration after deduction for absenteeism, changes, if any, etc. in respect of the roll of manpower deployed by the Agency shall be submitted to DITS, Jhajjar by the 2nd of every month or the immediate next working day in case 2nd of the month happens to be a holiday, to DITS, Jhajjar indicating the bank account of each deployed staff, the total amount of remuneration and statutory liabilities such as EPF, ESI and other such statutory payments as per the Performa issued by the State Government vide letter dated 12.01.2011. DITS, Jhajjar, on its part, after initial verification of the details and such deductions as may be required on initial verification as per the record, release the monthly remuneration, within a period of four working days after the submission the comprehensive bill. In case any discrepancy is noticed by DITS, Jhajjar later on verification or audit, the amount of discrepancy shall be recoverable from the Agency at any stage within the duration of the contract.
- 6.24 The Agency shall on the same day or the day after payment of monthly remuneration is issued by DITS, Jhajjar and in any case by 10th of every month release the monthly remuneration to each deployed staff by depositing the remuneration into the bank account of the deployed staff through NEFT/RTGS/UPI/IMPS/Payments Bank or any other electronic means of payment.
- 6.25 Provident Fund, unless amended by Government, is to be deducted @12% and the employer's contribution is @13.15%. Similarly, ESI deduction from wages, unless amended by Government, is @1.75% and employer's contribution is @4.75%. In case any amendment is made to the above figures for deductions and employer's contribution, the amended figures would be deducted or contributed by the Agency, as the case may be.
- 6.26 In case of statutory payments due to the manpower payable by the Agency (EPF, ESI etc.), the Agency shall deposit the payment of the deductions made as per **clause 6.25** or as per statutory requirements into the respective account in the name of the deployed staff which is maintained by the concerned statutory Government organization within the due date. In case the Agency fails to make the deposit of the deductions or employer's contribution, it would be considered as a serious breach of terms and conditions liable for imposition of penalties, forfeiture of Performance Security Deposit and revocation of Bank Guarantee or termination of the contract or all of the above.
- 6.27 All taxes payable or deductible including Income Tax will be deducted at source in accordance with the applicable law. Tax Deducted at Source (TDS) in respect of the manpower engaged by the Agency and deployed in DITS, Jhajjar shall be deducted as per the provisions of the Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the agency by DITS, Jhajjar.

OTHER LIABILITIES OF AGENCY IN RESPECT OF MANPOWER DEPLOYED

- 6.29) The Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Service Tax, Provident Fund and Employees State Insurance etc., if applicable in respect of the manpower deployed by it in DITS, Jhajjar.
- 6.30) The Agency shall be liable for depositing any taxes, levies, cess etc. on account of services rendered by it to DITS, Jhajjar to the concerned collection authorities from time to time as per extant law, rules and regulations on the matter.
- 6.31) In case, the Agency fails to comply with any statutory or taxation liability under appropriate law, and as a result thereof the DITS, Jhajjar is put to any loss or obligation, monetary or otherwise, DITS, Jhajjar will be entitled to recover the money out of the outstanding bills or the Performance Security Deposit or by revocation of the Bank Guarantee, to the extent of the loss or obligation.
- 6.32) The Agency shall maintain all statutory registers under the applicable law and produce the same, on demand to the concerned officer of DITS, Jhajjar or any other authority under law. A compliance certificate in this regard will be submitted along with the bills every month.
- 6.33) DITS, Jhajjar may ask for documentary evidence in respect of payment of statutory liabilities as and when required. DITS, Jhajjar shall verify the actual payment of statutory payments periodically, and if not satisfied, shall withhold the payments due to the Agency or seek additional Performance Security Deposit or revoke the Bank Guarantee as the case may be, in addition to other legal action.
- 6.34) The Agency shall ensure that all the manpower deployed in DITS, Jhajjar are covered under the requisite ESI scheme under applicable law and in case of any accident to manpower while working in DITS, Jhajjar, it shall be the sole responsibility of the Agency on this account whatsoever.
- 6.35) The Agency will issue monthly pay slip to each manpower staff engaged by it and deployed in DITS, Jhajjar giving details of the remuneration and deductions including deductions on account of EPF, ESI and other statutory deductions.
- 6.36) The Agency shall obtain workman's compensation insurance policy of 10 Lakhs from an approved insurance company to cover the risk of injury or death of the manpower engaged by him in compliance of the directions issued by the Hon'ble Court and the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013. The Agency has to give a compensation of **Rs. 10 lakhs** on the death of a person deputed by him in the DITS, Jhajjar.
- 6.37) DITS, Jhajjar shall not bear any other expenses payable to the manpower deployed by the Agency such as any provident fund contributions, transport charges to and fro residence, medical expenses etc.
- 6.38) The Agency shall comply with the provisions of all welfare legislations and more particularly the Contract Labour (Regulation and Abolition) Act, 1970, while carrying out the obligations of the Agency under the contract. The Agency shall further observe and comply with all laws, rules, orders and notifications concerning employment of staff engaged by the Agency and shall duly pay all sums of money to such engaged staff as may be required to be paid under such laws. It is expressly understood that the Agency is fully responsible to ascertain and understand the applicability of various legislations, and take necessary action to comply with the requirement of law.
- 6.39) The Agency shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and deployed in DITS, Jhajjar and DITS, Jhajjar shall not be a party to any dispute arising out of such deployment by the contractor.

- 6.40) The Agency shall be responsible for all acts of commission and omission on the part of the manpower engaged by the Agency and deployed in DITS, Jhajjar. DITS, Jhajjar shall not be responsible in any manner, whatsoever, in matters of injury, death, ill health etc. of the Agency's manpower deployed and performing duties in DITS, Jhajjar under the contract.
- 6.41) The Agency shall compensate in full the loss sustained by DITS, Jhajjar on account of any damage caused to the property of DITS, Jhajjar due to negligence or lapse of, or pilferage, theft or breakage caused by the manpower engaged by the Agency and deployed in DITS, Jhajjar. The amount of compensation shall be deducted from the payment due to Agency or recovered by any other legal means as the DITS, Jhajjar deems fit.
- 6.42) The Agency shall all the times indemnify DITS, Jhajjar and keep DITS, Jhajjar indemnified against any claim by any third party for any injury, damage to any person or person of any third party or for any other claims whatsoever for any act of commission or omission of the manpower engaged by the Agency and deployed in DITS, Jhajjar during the performance of their manpower assignments.

GENERAL EXPECTATIONS OF MANPOWER DEPLOYED IN DITS, Jhajjar:-

- 6.43) No manpower engaged by the Agency and deployed in DITS, JHAJJAR shall have or exercise any financial or administrative powers, whatsoever. Their duties shall be to assist and carry out duties as may be assigned by his/her Controlling Officer and under their supervision. The manpower so deployed shall comply with such instructions as may be issued by DITS, JHAJJAR or by the Controlling Officer from time to time.
- 6.44) All records, drawings, documents, data, specifications, standards, manuals etc., issued or made available to manpower deployed in DITS, JHAJJAR shall be used exclusively towards discharging his/her duties in DITS, JHAJJAR and shall be returned to the concerned authority in DITS, JHAJJAR without retaining any copies thereof. The manpower shall not carry any of the records, drawings, documents, data, specifications, standards, manuals etc., outside office premises except with the specific permission of the head of the unit.
- 6.45) The Agency shall ensure that:-
- a) The manpower deployed in DITS, JHAJJAR maintains complete confidentiality about their work assignments in DITS, JHAJJAR.
 - b) The manpower deployed in DITS, JHAJJAR shall ensure safe custody of all records, data, information specific to any project or work of DITS, JHAJJAR and shall maintain confidentiality in not divulging or disclosing the same to any third party, under any circumstances.
 - c) The manpower deployed in DITS, JHAJJAR shall avoid use of any official information concerning DITS, JHAJJAR for any non-official purpose;
 - d) The ownership and copyright of all records, data, drawings, reports and other documents, prepared by the manpower deployed in DITS, JHAJJAR during the discharge of his/her duties in DITS, JHAJJAR shall rest exclusively with DITS, JHAJJAR;
- For the purpose of this clause "confidential information" or "confidentiality" shall mean any knowhow, as well as any other knowledge, record, data or information of any technical, commercial or financial nature which is furnished to or obtained by manpower deployed in DITS, JHAJJAR directly or indirectly, during performance of their duties in DITS, JHAJJAR.
- 6.46) DITS, JHAJJAR respects the security and safety of women at the workplace. All manpower deployed in DITS, JHAJJAR shall show gender sensitivity and behave in a proper manner with women. Any complaint in this regard will be viewed seriously and action has to be taken by the Agency for withdrawal of the manpower against whom the complaint is made.

- 6.47) Each of the manpower deployed in DITS, JHAJJAR must maintain highest standards of honesty, integrity and ethics. DITS, JHAJJAR may demand the replacement of any manpower that fails to maintain these standards of honesty, integrity and ethics.
- 6.48) The Agency shall ensure that the manpower deployed in DITS, JHAJJAR is physically fit, competent to discharge the duties assigned with the post and have requisite experience and qualifications.
- 6.49) The manpower deployed shall work as per the office timings of the office in which they are deployed. The manpower deployed may be required to attend the office on holidays or attend office before or after office working hours based on the exigencies of work for which no additional payment shall be payable, however, compensatory off in lieu of the same may be availed at subsequent date within a period of 30 days.
- 6.50) The manpower deployed in DITS, JHAJJAR shall be required to report for work at the designated hour of reporting to the competent authority at DITS, JHAJJAR daily and shall not leave office during the duty hours without specific permission of the Controlling Officer. Attendance shall be monitored by the Aadhar Enabled Biometric Attendance System and all manpower deployed shall be required to follow work timings. In case, manpower deployed in DITS, JHAJJAR is absent on a particular day or comes late or leaves early on more than two occasions in a month, pro-rata remuneration for each day shall be deducted or any other action as deemed fit by DITS, JHAJJAR may be taken in respect of the deployed staff.
- 6.51) Every deployed manpower shall be entitled to one day leave (in addition to public holidays) for each completed calendar month that can be accumulated up to the end of the calendar year, beyond which such leave cannot be carried forward. The leave must be availed of with the prior approval of his/her Controlling Officer and unutilized leave shall not be eligible for encashment. Medical leave up to 10 days in a calendar year may be permitted at the sole discretion of the controlling officer on production of satisfactory proof of illness.
- 6.52) Complaints regarding marking of wrong attendance shall be viewed seriously and will not be tolerated.
- 6.53) In case the manpower deployed in DITS, JHAJJAR by the successful Agency commits any act of omission or commission which amounts to misconduct, indiscipline, incompetence, the Agency will be liable to take appropriate legal action against such manpower deployed, including their removal from office premises or site of work, when required by DITS, JHAJJAR.
- 6.54) The Agency shall replace immediately any of its manpower deployed in DITS, JHAJJAR who are found unacceptable to the DITS, JHAJJAR because of security risks, incompetence, conflict of interest, improper conduct, and misbehavior with women etc. when so required by DITS, JHAJJAR.
- 6.55) For all intents and purposes, the Agency shall be the “Employer” within the meaning of different legislations in respect of manpower deployed in DITS, JHAJJAR. The manpower deployed engaged by the Agency and deployed in DITS, JHAJJAR shall not have any claims of Master and Servant relationship nor have any Principal and Agent relationship with or against the DITS, JHAJJAR. They shall in no case be entitled for claiming regularization or employment in the DITS, JHAJJAR, on the basis of having rendered services through the Agency.
- 6.56) The Agency shall be solely responsible for the redressal of grievances and resolution of disputes relating to manpower deployed in DITS, JHAJJAR. DITS, JHAJJAR shall, in no way be responsible for settlement of such issues whatsoever.
- 6.57) DITS, JHAJJAR shall not be responsible for any damages, losses, claims, financial or injury to any other person on account of manpower engaged by the Agency in the course of their performing the functions or duties, or for payment towards any compensation due to acts done by such staff.

- 6.58) The manpower engaged by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to employees of DITS, JHAJJAR during the duration or after expiry of the contract.
- 6.59) In case of termination of this contract on its expiry or otherwise, the manpower engaged by the Agency shall not be entitled to and will have no claim or any further engagement or absorption nor any relaxation for absorption in DITS, JHAJJAR.
- 6.60) The manpower engaged by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to employees of DITS, JHAJJAR during the duration or after expiry of the contract.
- 6.61) In case of termination of this contract on its expiry or otherwise, the manpower engaged by the Agency shall not be entitled to and will have no claim or any further engagement or absorption nor any relaxation for absorption in DITS, JHAJJAR.

SECTION 7

PERFORMANCE, INCENTIVE & PENALTY

- 7.1 The performance of the contract depends to a substantial extent on the capability of the Agency to provide manpower services of the desired quality, proficiency, efficiency, discipline and ethics as required by DITS, JHAJJAR and in a timely manner. Failure to do so in any of these respects shall invite action for non-performance leading to the levy of penalty or liquidated damages, as the case may be.
- 7.2 If the Agency fails to discharge the obligations of the contract, including terms and conditions, in part or in full, or on the grounds of proficiency or quality of manpower deployed, DITS, JHAJJAR has the right to terminate the contract and to place the order on any other Agency. DITS, JHAJJAR shall have the right to forfeit the Performance Security Deposit or revoke the Bank Guarantee or take any legal action including blacklisting and debarring the Agency or its promoters from any contracts in DITS, JHAJJAR. DITS, JHAJJAR shall also inform the State Government and all public organizations, autonomous institutions, public sector undertakings and other agencies about the decision of DITS, JHAJJAR
- 7.2 Deputy Commissioner-cum-chairman DITS, JHAJJAR or any officer of DITS, JHAJJAR to whom the powers of the Deputy Commissioner has been delegated for the management of the contract, may take action for unilateral termination of the contract, include forfeiture of Performance Security Deposit and revocation of Bank Guarantee, if the Agency:
- a) Is in breach of any of the terms and conditions of the contract which, in the opinion of the Deputy Commissioner-cum-Chairman of DITS, JHAJJAR, amounts to a material violation or breach of the terms and conditions of the contract;
 - b) Sublets, transfers, assigns, pledges or sub-contracts its rights and liabilities under this contract to any other agency without the prior written consent of DITS, JHAJJAR;
 - c) furnishes false or untrue information in the bid documents or at any stage before or after the award of the contract;
 - d) Fails to fulfill statutory obligations or liabilities by or under any law for the time being in force in respect of the manpower engaged by it and deployed in DITS, JHAJJAR;
 - e) Fails to maintain records required to be statutorily maintained by or under any law for the time being in force in respect of the manpower engaged by it and deployed in DITS, JHAJJAR or in respect of services provided by it to DITS, JHAJJAR.
 - f) Deploys manpower of poor quality, skill, proficiency or discipline or in a delayed manner that has the possibility of affecting the efficient or responsive functioning of the DITS, JHAJJAR.
- 7.3 Deputy Commissioner-cum-chairman of DITS, JHAJJAR or Nodal officer of DITS, JHAJJAR to whom the powers of the Deputy Commissioner has been delegated for the management of the contract, shall consider imposition penalty of such amount not exceeding 25% of the monthly Composite Agency charges as may be necessary and appropriate for the purpose, if the Agency:
- a) Fails to deploy the manpower required by DITS, JHAJJAR within the stipulated time in the requisition of DITS, JHAJJAR for manpower of a particular designation under **clause 6.17**;
 - b) Fails to deploy the managers under **clause 6.12** or if the managers fail to attend to the duties required by them under **clause 6.12** to the satisfaction of the DITS, JHAJJAR;
 - c) Fails to provide magnetic chip ID cards for access control as per the design and specifications of DITS, JHAJJAR required under **clause 6.13** within a period of 5 working days from the date of deployment of manpower in DITS, JHAJJAR;
 - d) Fails to provide substitute manpower beyond 3 working days in case of deployed manpower absenting from duty, leaving or required to be changed for whatsoever reason, required under **clause 6.18**;
 - e) Fails to make payment of remuneration to the deployed manpower before the 10th of every month;

- f) Fails to deposit the deductions or employer's contributions in the name of the deployed manpower before the end of the month in which the deductions have been made;
 - g) Fails to provide training and skill upgradation to the manpower deployed in DITS, JHAJJAR in accordance with requirements of **clause 6.15**;
 - h) Fails to provide the compliance certificate required under **clause 6.32** or produce documentary evidence required under **clause 6.33**;
 - i) Fails to provide the uniform to manpower deployed in DITS, JHAJJAR under **clause 6.28**.
- 7.4 The performance, proficiency, discipline and integrity of the manpower supplied by the Agency and deployed in DITS, JHAJJAR will be assessed monthly by either the immediate reporting officer in DITS, JHAJJAR or the head of the unit in which the manpower is deployed or Nodal officer of the DITS, JHAJJAR so directed by the Deputy Commissioner-cum-chairman of DITS, JHAJJAR. Penalty in accordance with the provisions of **clause 6.13** may be imposed depending on the monthly assessment reports.
- 7.5 The bidder Agency should not have been debarred, blacklisted or charged with any malpractice by any Department, statutory entity, autonomous institution or public sector undertaking (PSUs), whether of the Government of India or any State Government, or a Municipal Corporation. The bidder Agency shall **submit an affidavit** testifying to this respect. In case this fact is established after allotment of the contract and the affidavit submitted is untrue or false, then the contract will be terminated after due inquiry without any notice and in such an eventuality the Performance Security Deposit and Bank Guarantee will stand forfeited. The above condition of being debarred, blacklisted or charged with any malpractice shall also apply to associate concern/partners of the bidder Agency.
- 7.6 DITS, JHAJJAR reserves the right to terminate the contract, without assigning any reason, during the initial period of three months after giving thirty days' notice to the Agency.
- 7.7 In case of fraud or financial loss or physical damage due to the willful or negligent action of the manpower deployed by the Agency, the Agency may be asked to pay compensation of such amount as may be decided by the Deputy Commissioner.
- 7.8 The contract can be terminated by Deputy Commissioner-cum-chairman, DITS, JHAJJAR, at any time by giving 30days notice if circumstances arise which in the opinion of the Deputy Commissioner and for reasons to be recorded warrant the termination of the contract.
- 7.9 If the performance of all the manpower deployed by the Agency is graded as Grade A in a month through the process described in **clause 6.14**, with respect to **all the conditions defined in clause 6.xx**; then Agency is eligible to receive an incentive amount equal to 20% of the Composite Agency Charges payable for that month.

APPLICATION
TECHNICAL BID

For selection of Manpower Services Agency to provide manpower services to DITS, Jhajjar

Sl. No.	Description	Response
1.	Name of Bidder Company/Firm/Agency <i>(Attach certificate of registration)</i>	
2.	Name of Proprietor(s)/Director(s) of Company/Firm/Agency	
3.	Full Address of Registered Office <i>(including telephone no., fax no. & e-mail address)</i>	Telephone No.: FAX No.: E- Mail Address:
4.	Full Address of Operating Branch <i>(including telephone no., fax no. & e-mail address)</i>	Telephone No.: FAX No.: E- Mail Address:
5.	Banker of Company/Firm/Agency	
6.	Full Address of Banker <i>(Attach certified copy of statement of bank account for the last three years)</i>	Telephone No.: FAX No.:
7.	Authorization in favour of the signatory issued by the competent authority of the Bidder Company/Firm/Agency <i>(Attach authorization note)</i>	
8.	Details of payment of Earnest Money Deposit <i>(Give No. and date of deposit)</i>	Paid into Account No. xxxxxx, Bank Name: _____ IFSC: Date of payment: _____ No. of UTR/Challan: _____ Originating Bank: _____ IFSC:
9.	PAN/GIR No. <i>(Attach attested copy of PAN/GIR)</i>	
10.	Service Tax/GST Registration No. <i>(Attach attested copy of registration)</i>	
11.	E.P.F Registration No. <i>(Attach attested copy of registration)</i>	
12.	E.S.I Registration No. <i>(Attach attested copy of registration)</i>	
13.	Registration No. of Labour License for providing manpower	

	(Attach attested copy of registration)	
14.	Registration No. under Shops and Establishment Act (Attach attested copy of registration)	
15.	Certificate from Bidder Company/Firm/ Agency for deposit of EPF upto date i.e. 30.09.2017. (Attach certificate of chartered accountant)	
16.	Certificate from Bidder Company/Firm/ Agency for deposit of Service Tax upto date i.e. 30.09.2017. (Attach certificate of chartered accountant)	

Financial turnover of the Bidder Company/Firm/Agency for the last five financial years with **documentary proof and certificate of the Chartered Accountant** thereof.

Financial Year	Amount (Rs. In Lakhs)
2012-13	
2013-14	
2014-15	
2015-16	
2016-17	

17. Give details of the major clients served/presently being served by Bidder Company/ Firm/ Agency in the following format:

Sl. No.	Client Name ¹	Full Address of Client with telephone numbers	No. of manpower provided ²	Contract Amount		Duration		Copy of work order
				(Rs. lakhs)	in	From	To	
1								
2								
3								
4								
5								
....								
....								

NOTE: 1. It should also be mentioned whether the client is a Govt. Department, Statutory or autonomous institution, university, Central PSU, State PSU or a private company (with annual turnover if it is a private company).

2. Details of manpower supplied designation-wise to be attached in separate sheet.

19. Copy of client satisfaction for completion of works of similar nature (providing Management Manpower) valued not less than 50 lakhs each, during the last 7 (seven) years.

Sr. No.	Client Name and Full Address of Client with telephone numbers ¹	No. of manpower provided ²	Contract Amount		Copy of work order	Satisfaction Grading by Client ³		
			(Rs. lakhs)	in		Excellent	Good	Poor
1								
2								

3							
4							
5							
....							
....							

NOTE: 1. It should also be mentioned whether the client is a Govt. Department, Statutory or autonomous institution, university, Central PSU, State PSU or a private company (with annual turnover if it is a private company)
 2. Details of manpower supplied designation-wise to be attached in separate sheet
 3. Satisfaction Grading should be signed by an officer of Client mentioning date not earlier than 30.09.2017. The satisfaction grading may be verified by DITS, JHAJJAR.

20. Length of experience of providing manpower services i.e. providing manpower to reputed Private Companies/ Public Sector Companies and Government Department etc.

21. Details of available infrastructure in terms of systems for recruitment and placement of professional Management resources, both in terms of physical infrastructure, available experts and online resources.

Details of physical infrastructure:

Details of experts available:

Details of online resources:

22. Detailed write up on the methodology and plan of Bidder to provide manpower for deployment (How does the Bidder expects to recruit, test for proficiency, evaluate discipline and ethics etc.)

Details:

23. Details of skill upgradation and training facilities and details of tie-up with skill development and training institutions.

Details:

23. Additional information, if any
(Attach separate sheet, if required)

Signature of authorized person(s)

Date:

Name(s):

Place:

Seal:

DECLARATION

1. I, Son/ Daughter/ Wife of Shri....., resident of
....., Aadhar Number:
....., authorized signatory of the Bidder Company/Firm/Agency
....., is duly authorized and competent to sign
this declaration.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:
3. I indemnify DITS, JHAJJAR against any loss incurred by DITS, JHAJJAR due to any act of omission or commission by the manpower recruited and engaged by my Company/Firm/Agency and deployed in DITS, JHAJJAR.
4. I solemnly declare that my Company/Firm/Agency has not been blacklisted/ debarred from participating in any tender of any Ministry/Department/University/Statutory or Autonomous Institution/CPSU/State PSU in the last five years.
5. 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 liabilities towards prosecution under appropriate law.
6. I, on behalf of my Company/Firm/Agency, declare that I/We have read the entire tender document and all the terms and conditions of tender and declare that I/We have clearly understood and unequivocally agree to all the terms and conditions and will abide by the terms and conditions.

Signature of authorized person(s)

Date:

Name(s):

Place:

Seal:

APPLICATION
FINANCIAL BID

For selection of Manpower Services Agency to provide manpower services to DITS, Jhajjar

Note: Financial Bid shall be opened only after eligibility in terms of the submissions made in the Technical Bid is decided.

Sr. No.	Description	Response
1.	Name of Bidder Company/Firm/Agency <i>(Attach certificate of registration)</i>	
2.	Full Address of Registered Office <i>(including telephone no., fax no. & e-mail address)</i>	Telephone No.: FAX No.: E- Mail Address:
3.	Name and details of Nodal Officer of Bidder Company/Firm/Agency <i>(including telephone no., fax no. & e-mail address)</i>	Telephone No.: FAX No.: E- Mail Address:
4.	Reference number of Technical Bid	

3. The remuneration payable to the manpower tied to the qualification and relevant experience of the manpower shall be as per the DC rates / Rate fixed by Deputy Commissioner-cum-Chairman DITS, Jhajjar applicable and the Bidder Company/Firm/Agency shall ensure that the deployed manpower has the requisite qualifications and experience. The Agency will have to a compliance certificate that has complied with all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities thereon.
4. All statutory payments such as ESI, EPF, Service tax/GST etc. are not be quoted by the bidders, only the Service Charges to be charged by the Bidder Company/Firm/Agency is to be quoted in column no. (c) below:

Sr. No.	Component of Rate	Amount in Rs. per person/per month
(a)	Remuneration per person	As per the applicable DC rates / Rate fixed by Deputy Commissioner-cum-Chairman DITS, Jhajjar.
(b)	Service Tax/GST& related cesses	Not to be quoted by the bidder. It shall be paid as per relevant rules applicable from time to time.
(c)	Service Charges (please indicate)	To be quoted in % of the amount payable as percentage of (a) above _____% In words: _____% (Service Charge Should be more than 2.00%)
(d)		Of the Service charges indicated in (c);

5. The Agency shall be required to provide uniform of the approved color at the time of deployment of manpower, and at **the cost of the Agency** to all manpower engaged by it and deployed in DITS, JHAJJAR **every year**, failing which the same will be provided by DITS, JHAJJAR and cost of the same shall be recovered from the agency from their bill(s), as per the details below:-

Summer Uniform	Cloth for Shirt and Trouser (good quality of Terri cot) of approved color, including stitching	Two Sets
Winter Uniform	Cloth for Shirt and Trouser (good quality of Terri cot) of approved color, including stitching	One set
	Pullover full Sleeves	One
	Pullover (Sleeve Less)	One

Full justification for the cost of uniform including stitching shall be provided by the Agency in the Financial Bid. In case the additional manpower required by DITS, JHAJJAR during the contract period exceeds 25% of the initial requirement indicated, then DITS, JHAJJAR shall provide the cost of uniform indicated in the Financial Bid for such excess manpower beyond the 25% limit. The limit of 25% shall not include the manpower changed by the Agency for whatsoever reason.

Signature of authorized person(s)

Date:

Name(s):

Place:

Seal:

ANNEXURE-I

TENTATIVE MANPOWER REQUIREMENT, QUALIFICATIONS, REQUIRED EXPERIENCE

Sr. No.	Name of post	Qualification and Experience	No. of Posts
1	Junior Programmer	Graduate (55% marks) with PGDCA/PDCA/PGDIT/APGDCA OR BCA/B.SC./(Comp. Sc. /IT)/MCA/M.SC./(Comp. Sc./IT)/B.Tech (in any stream) (with 55% marks) OR Three Year Diploma in Comp. Application/IT from SBTE/ University, A/B/C Level course from DOE/NIELIT (with 55% marks)	2
2	Data Entry Operator	a) 10+2 (with 50% marks) or Graduation and 'O' level or one year Computer Course. OR Three years Diploma in any stream MCA/ BCA/B.Sc. (Comp. Sc./IT) OR Matric (50% marks) with Two years Diploma in Office Management and Computer Application. OR Post Matric one Year ITI course in stenography/ NCVT in stenography (with 60% marks) b) Data punching speed of 8000 key depressions per hour or 133 key depressions per minute.	52
3	Multi Tasking Staff	10+2 with one year diploma in Computer Typing Speed(minimum) :- Hindi – 20 wpm, English- 25 wpm	10
4	Driver	12 th + Driving License with 3 year experience	4
5	Peon	Matriculation	24
6	Sweeper-cum-Chowkidar	Matriculation	7

ANNEXURE-II

(Satisfaction Certificate by Client)

1) **Client:** _____
(May mention name along with whether client is a Govt. Department, Statutory or autonomous institution, university, Central PSU, State PSU or a private company.)

2) **Address:** _____

3) **Name of Agency engaged for providing Manpower services:**

4) **Period for which Agency was engaged:** _____

5) **No. of manpower engaged:** _____
(Details designation-wise be provided in an attached sheet)

6) **Copy of work order:** _____

7) **Nature of work for which manpower was engaged:**

8) **Contract amount (annually):** _____

9) **Client's comments on quality of manpower services provided:**

10)

Overall rating by Client of Manpower services: _____
(Choose any one: Excellent, Good, Average, Poor)

Signature of authorized person(s)

Place & Date:
Contact Details:

(Mail Address & mobile number)

Name:
Seal:

Note: Satisfaction Grading should be signed by an officer of Client mentioning date not earlier than 30.09.2017. The satisfaction grading may be verified by DITS, JHAJJAR.

ANNEXURE III
CHECKLIST OF ESSENTIAL DOCUMENTS

Sr. No.	Document	Yes/No
1.	The bidder Agency shall have been in existence for a minimum period of 5 years. The Agency shall submit documentary evidence regarding their incorporation/existence.	
2.	The bidder Agency shall also submit Income Tax Returns filed by the Agency over the last 5 years	
3.	The bidder Agency should have a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and rules made there under.	
4.	Satisfaction Certificate – ANNEXURE II	
5.	The bidder Agency has to register in Government of India's employment exchange (refer http://www.employmentservice.nic.in)	
6.	Copy of registration number issued to the bidder Agency must be provided with Technical Bid.	
7.	Balance Sheet, Statement of Income and Expenditure and Income Tax returns for the last three financial years duly attested from Chartered Accountant with technical bid.	
8.	The bidder Agency should have facilities (infrastructure, qualified and expert manpower) for testing/screening of personnel to ensure that they conform and surpass the required standards of knowledge, skill and experience before deployment. Documentary evidence	
9.	The bidder Agency should have facilities for providing training and skill upgradation of the staff and persons deployed by the bidding Agency. The bidding agency may have a tie-up with the State Government or State Government approved training and skill development institutions instead of itself possessing the facilities. Documentary evidence	
10	The bidder Agencies should not have been debarred, blacklisted or charged with any malpractice. AFFIDAVIT	
11	Experience certificates of providing manpower services to Departments, statutory entities, autonomous institutions, public sector undertakings (PSUs) of the Government of India or a State Government or a Municipal Corporation or any reputed private company whose turnover is not less than Rs 100 crores.	
12	Performance Security Deposit of Rs 20 lacs.	
13	EMD	
14	Signed Technical and financial Bid	
15	Signed Declaration	