

FN0.A-52011/1/2017-Estt(OS).

Government of India
Ministry of Minority Affairs
(Estt. Division)

11 Floor, Pt. Deendayal Antyodaya Bhawan.
C.G. O. Complex, Lodhi Road
New Delhi-110003.

NOTICE INVITING TENDERS/BIDS

The Ministry of Minority Affairs, Government of India invites Bids from reputed and duly registered Firms Agencies, Manpower Service Providers based in NCR Delhi for providing Manpower services to Ministry of Minority Affairs on outsourced basis to function as **(i)** Stenographers **(ii)** Data Entry Operators (DEOs) and **(iii)**. Peons. The tender documents may be downloaded from website www.minorityaffairs.gov.in The sealed Tender documents may be submitted by 15th February, 2018 till 3:00 PM i.e. within 15 days from the date of publication of advertisement on website of the Ministry and on CPPP Portal at the office of the Under Secretary (Admin.) on the above address. The Tender/Bids will be opened on the same day of the closing date of acceptance of the tender i.e. on 15th February, 2018 at 1500 hrs, in the presence of intending Tenderers or their Authorized Representatives who may like to be present at the time of opening of Tenders/Bids.



(Anurag Sharma)

Under Secretary to the Government of India

Tel.No. 011 - 24364316

Cost of Tender and Schedule of Submission of Tender Documents:

Sl.No	Tender No. A-52011/1/2017- Estt(OS) Tender cost :NIL	Dated: 31/01/2018
1	Published Date	31/01/2018
2	Bid Document Download Start Date	31 /01/2018
3	Clarification Start Date	01 /02/2018
4	Clarification End Date	05 /02/2018
5	Bid Submission Start Date (offline)	31/01/2018
6	Bid Submission End Date (Offline)	15/02/2018 till 3:00 PM
7	Date of Technical Bid Opening (offline)	15 /02/2018 at 4:00 PM

Annexure - I

Government of India
Ministry of Minority Affairs

11 Floor, Pt. Deendayal Antyodaya Bhawan.
C.G. O. Complex, Lodhi Road,
New Delhi-110003

Terms and Conditions for providing manpower Services

1. For carrying out day to day office work, the Ministry of Minority Affairs requires multi skilled and competent staff of requisite standard having sufficient work experience in the line of Government of India / State Government Organization/ Projects as per details given in Para 28 of the Terms and Conditions.
2. The Service Provider shall ensure deployment of suitable persons for future vacancy (ies) from proper background with requisite qualification and experience after investigation by the local police, collecting proof of identity; like, driving License. Bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found satisfactory by the office for any reason immediately on receipt of such a request.
3. The Agency should submit its PAN. GST Registration Numbers and other registration numbers. Bids of the firms who do not have PAN/GST Registration Number will NOT BE CONSIDERED.
4. The Service Provider will provide Ministry with service of personnel of requisite qualification, experience and standards for various office support functions at his own cost and the Ministry of Minority Affairs shall not make any payment whatsoever to the personnel deployed in the Ministry by way of compensation.

5. The personnel deployed by the Service Provider shall perform the task assigned to them with due diligence and shall follow the norms of conduct applicable and maintain discipline in the office.

6. Selected persons, who have worked for more than three months in a row in the Ministry, shall not be withdrawn by the agency arbitrarily and without consent of the Ministry.

7. The Service Provider shall be responsible and liable for due observance and implementation of the statutory provisions applicable to the personnel engaged by it under Various Labour and Establishment legislations including but not limited to the Provisions of Contract Labour (Regulation and Abolition) Act 1970, Payment of Wages Act 1936, Minimum Wages Act 1948. Minimum Wages (Central) Rules, 1950, PF Act. 1952 Workmen Compensation Act 1923. Bonus Act 1956. Employees State Insurance Act 1948 etc.

8. The service Provider shall ensure that the Wages paid to employees should not be less than the minimum wages as prescribed for different Categories of employees under the Minimum Wages Act 1948, by the Government of NCT of Delhi from time to time.

9. In case any personnel of the Service provider cause loss or damage to property or premises of Ministry of Minority Affairs, the Service Provider shall be liable to compensate the Ministry of Minority Affairs fully for the losses of damages

10. The persons deployed by the Service Provider shall be required to work normally as per this office's working days ie from Monday to Friday from 9:00 hrs to 17:30 hrs with lunch break of half an hour (13:00 hrs to 13:30 hrs), The personnel would be asked to attend official duties even after office hours in public interest, as and when urgency arises. The deployed personnel may also be called upon to perform duties on Sunday, Saturday and Gazetted holidays, if required without any extra payment. The person, if deputed for any official work outside the office within Delhi/ New Delhi area, shall not be entitled for any other payments

except actual ordinary Bus fare/ Metro fare incurred for the purpose.

11. **Payment Conditions/ Terms:**

i)	Pay payment to the Service provider will be made as per the agreement on submission of bills by the Service Provider, for providing the services during the month. Ministry of Minority Affairs would be liable to make payments only for the period that the requisite services were actually performed. In case of absence on any working day, other than holidays, the monthly remuneration will be reduced on a pro-rata basis. If Saturdays and Sundays or any other Gazetted holiday is sandwiched between the days of absence from duty, the employee would be treated as absent of such Saturdays, Sundays and holidays. It is compulsory for all the outsourced employees to register their name in Biometric Attendance System (BAS) and monthly attendance of an employee will be determined on the basis of BAS for payment of remuneration/wage.
ii)	Break-up of monthly payment details of each category of outsourced staff along with Service Providers Agency's charges will be submitted along with the bills latest by 10 th of the next month to MoMA. The monthly payment to the employees may be made by the Agency by 7 th of the next month.
iii)	Statutory deductions including TDS shall be made wherever applicable
iv)	The above payments will include all expenses incurred by the Service Provider in performing the services.
v)	The Service Provider will ensure compliance with various Acts and rules in regard to the deductions. Employer's contributions of ESI, PF etc. and remittance to the concerned authorities.

12. Service Register would be maintained on the M/o Minority Affairs premises and daily record of actual services provided shall

be kept. All matters relating to deficiencies in the availability and standards of service shall be entered in the register and the Service Provider shall forthwith remove any deficiencies pointed out and record compliance in the Register.

13. In the event of the personnel being provided by the Service Provider not performing duties as per expected Standards in whatsoever manner or in case the personnel behave in an unacceptable manner, the Service Provider shall on request of the M/o Minority Affairs, remove the said personnel the same day and arrange for immediate substitute personnel of equivalent qualifications and experience within 7 days failing which the Ministry of Minority Affairs may get the services performed by other means at the risk and cost of the service provider for which the Service Provider shall be liable to bear the extra cost, if any.

14. **Performance Security Deposit:** The Service Provider Agency selected for awarding the job will be required to deposit an interest free Performance security equal to the amount of **5%** of tender value in the form of a Demand Draft or bank guarantee in favour of Ministry of Minority Affairs, New Delhi with the M/o Minority Affairs office as a security which can be forfeited in the event of termination of contract on account of violation of any terms and conditions of the contract. The Security Deposit shall be returned (after making deductions applicable), 60 days after the termination of the Agreement. The service provider Agency will be required to deposit Earnest Money of Rs.7,50,000/- in the form of demand Draft or bank guarantee in favour of Ministry of Minority Affairs, New Delhi which will be returned on finalization of the award of the Contract.

15. Ministry of Minority Affairs will be entitled to deduct up to 3% of the value of Service for deficiency in the Services, or any inconvenience caused to M/o Minority Affairs on account of non-provision of services or provision of deficient services, as compensation.

16. The duration of the service Agreement is initially for a period of one year, to be commenced with effect from the date of award of contract as per agreement entered into with service Provider.
17. **Tax:** CGST/SGST or any other tax levied subsequent to signing of the Agreement by the State/Central Government will be reimbursed on actual basis by Ministry of Minority Affairs. However variation in any of the existing taxes, notified subsequent to signing of the Agreement, will be dealt with accordingly through payment/recovery.
18. **TDS:** Income Tax shall be deducted at source as per the relevant provisions of Income Tax Act.
19. There should be no over writing/ cutting in the Bids. Cutting, if any, are to be duly attested by the authorized officer of the Agency. Otherwise, the Bid is liable to be rejected.
20. The award of the contract will be subject to the fulfillment of the conditions laid down in Rule 157, 158 and 160 of GFR, 2005 as amended from time to time. M/o Minority Affairs shall have the right to reject all or any Tender(s) and will not be bound to accept the lowest Tender without assigning any reason(s).
21. The L-1 status will be determined on the basis of the lowest amount of wages and reasonable service charge (exclusive of CGST/SGST) quoted for supply of man-power of various positions in the Ministry of Minority Affairs on outsourcing basis in the format prescribed for Financial Bids **(Annexure-IV)**.
22. The successful bidder will enter into an agreement with the M/o of Minority Affairs for supply of suitable and qualified manpower as per requirement of Ministry of Minority Affairs and on these/other terms and conditions. The agreement will be valid for a period of one year and shall continue to be in force, unless terminated in writing.
23. Monthly Contributions towards ESI, EPF (both the employee and employer's shares) shall be as per statutory provisions contained in the relevant Act. The Service Provider will be

reimbursed the amount of monthly remuneration paid to the employees, employer's share towards ESI and EPF contributions and agreed amount of Service Charges.

24. The requirement of manpower as mentioned in Para 28 may increase or decrease at the sole discretion of the Competent Authority of the Ministry.

25. This contract may be terminated forthwith by either party by giving written notice of one month to other if:

(i) The other party is in material breach of its obligations under the Agreement and/or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or

(ii) The contract may be terminated forthwith by the Ministry by giving one month written Notice to the Contractor;

(iii) In case of breach of any of terms and conditions of the contract by the Contractor the Competent Authority of the M/o Minority Affairs shall have the option to cancel the contract without assigning any reason thereof, and nothing will be payable by the Client and in that event the security deposit in the form of performance Bank Guarantee shall be forfeited and encased.

27. The sealed Tender documents may be submitted by 15th February, 2018 till 3:00 PM i.e. within 15 days from the date of publication of Notification Inviting Tender/Bid (NIT) in website of this Ministry and on CPPP Portal at the Office of the Under Secretary (Admin), Ministry of Minority Affairs, 11th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi - 110003 up to 1500 Hrs. Thereafter, no Bid/Tender will be accepted. Tender/Bid will be opened on 15.02.2018 at 1600 Hrs in the presence of intending Tender or their authorized Representatives who may like to present at the time of opening the Tender/Bids. Date of opening of financial Bid will be notified separately.

28. The number of persons required at present in each category, Educational Qualifications, Experience, Skills and nature of job required for the FIVE categories Are as under:-

III. STENOGRAPHER: (Present requirement: 08 Stenographers)

a) Essential Qualifications:

Graduate in any discipline having sufficient knowledge of working in English and Hindi. The persons should have undergone training as stenographer from recognized and registered institute of repute with the proficiency skill of 80 w.p.m. of shorthand in English and dictation at the above speed for ten minutes should be transcribed in 65 minutes and 80 w.p.m. of shorthand in Hindi and dictation at the above speed for ten minutes should be transcribed in 75 minutes.

b) They should have computer skills and be conversant with MS-office (Word, Excel, Power point presentation), internet surfing and e-mail and minimum typing speed 40 words per minute in English. The person having knowledge of both English and Hindi Typing will be given priority in selection. The person must have taken basic training of Computer from any reputed Institute and he/she will need to submit proof in this regard at the time of joining.

IV. DATA ENTRY OPERATOR (DEO):- (Present requirement: 45 DEOs) { HSC(10+2) - 33 and Graduate - 12 }

a) (i) Essential Qualifications:

Based on Educational qualification, there shall be two types of DEOs as per details given below:-

- (i) DEO having minimum qualification HSC (10+2) or above with English and Hindi as subjects.
- (ii) DEO having minimum qualification Graduate level in any discipline or above with English and Hindi as subjects.

b) Should have experience of preparing notes and drafting of official letters. Office Memorandum, Circulars, D.O. letters etc.

c) Should have computer skills and be conversant with MS-office (Word, Excel, Power-point presentation). Internet surfing and e-mail, minimum typing speed of 30 per minute in English. The

person having knowledge of both English with Hindi Typing will be preferred. The person should have taken basic computer training from a reputed computer institute and will be required to submit proof at the time of joining.

d) Any other work relating to the Ministry that may be assigned.

V. MTS/PEON (Present requirement: 17 MTS/Peons)

The Minimum qualification should be Non Matriculate and should have working experience of at least two years in the reputed organization.

A. Supporting documents in respect of the following:-

(i) Documents in support of the Agency profile, management, organizational strength etc., if any in the main proposals.

(ii) A copy of Memorandum of Association of the Service Provider/Agency.

(iii) Copies of registration of the Service Provider/Agency with all statutory bodies.

(iv) Annual Turnover of the Service Provider/Agency should not be less than Rs. **3.00 crore** duly certified by Chartered Accountant, supported with Profit and Loss Account, Audited Balance Sheet and IT Returns for the last three years.

(v) Past Work Experience of the service Provider / Agency of Providing skill manpower of similar nature, in other PSUs / Ministries/Departments of Government of India. Copies of job orders' particulars of contact officer in the concerned Ministry/ Govt. Department/PSU (for the purpose of verification)

(vi) List of Key Executives and their qualification.

(vii) Earnest Money Deposit (EMD) of Rs. 7,50,000/- (Rupees seven lakh fifty thousand)should be Submitted in the form of a Demand draft or bank guarantee drawn in favour of Ministry of Minority Affairs, New Delhi failing which financial bid will not be Considered

(The bidder shall enclose all the documents as mentioned in **Annexure III**)

B. Undertaking /Acceptance for the following:-

(i) All the statutory/legal liabilities will be handled by service provider/agency and Ministry of Minority Affairs will not be liable for the same in any circumstance.

(ii) Break-up of monthly payment details to each category of outsourced staff along With the Service Provider/Agency's Service charges will be submitted along with the bills by first week every month to the Ministry of Minority Affairs.

(iii) The service Provider/Agency will supply manpower of the specified Standards only (in terms of qualification and skill requirements), for each category of manpower.

(iv) The Service Provider/Agency selected for awarding the job will be required to deposit an interest free Performance security deposit of **5%** of tender value in the form of a Demand Draft or bank guarantee in favour of Ministry of Minority Affairs, New Delhi with the Ministry of Minority Affairs which can be forfeited in the event of termination of contract on account of violation of any of the terms and Conditions

(v) Replacements of manpower as and when Sought by the Ministry of Minority Affairs will have to be provided by the Agency in accordance with the quality norms mentioned above.

(vi) Any violations of these terms and conditions will lead to termination of the job contract with the Service Provider/Agency, forfeiture of the Security amount and blacklisting of the agency for future jobs.

(vii) Any legal disputes arising out of the job contract will be settled in Delhi Courts only.

(viii) The Agency must disburse the salary to the Staff on or before 7th of the following month and submit its bill to the M/o Minority Affairs along with the proof the requisite documents in Support of claim.

(ix). The Agency shall be responsible for timely compliance of the obligations under Various laws and Acts, namely EPF Acts, ESI Acts, Bonus Act, Gratuity Act, Workman Compensation Act etc or under any other statutory requirements as applicable to the National Capital Territory, Delhi and amended from time to time in

respect of the man-power deployed and also to present the documents as and when required or asked for by the M/o Minority Affairs. The contractor shall be the principal employer of the staff to be deployed in the M/o Minority Affairs and in no case there shall be a relationship of Employer and Employee between the M/o Minority Affairs and the Said Staff

(x) The service provider's person shall not claim any benefit/compensation absorption/regularization of services with the Ministry of Minority Affairs under the provision of Industrial Disputers Act. 1947 of Contract Labour. Regulation & Abolition Act, 1970 or any other Acts Law. An Undertaking from the persons to this effect will be required to be submitted by the service provider to Ministry of Minority Affairs.

(xi) There will be no relaxation in the educational and skill qualifications. Monthly Contribution towards ES, EPP (both Employee and Employer's shares) shall be as per statutory provisions contained in the relevant Act.

(xii) The service charges agreed shall be fixed and no request for any change/modification shall be entertained during the currency of the contract.

Signature of Tenderer/Bidder

Address _____

Signature of Witness

Address

Date

Annexure-III

S. No.	Particulars	
1	Name of the Tendering Agency	
2	Details of EMD	
	i)Amount	
	ii)Draft No.	
	iii)Date	
	iv)Issuing Bank	
3	Date of the establishment of the agency (along with proof of inception of the Agency)	
4	Name of proprietor/Director of Agency and Detailed office Address of the Agency with Office Telephone Number, Fax Number. Name and mobile number of contact person	
5	EPF Registration No. and ES Registration No. (Self attested copies of all Certificates of registration to be attached)	
6	PAN/TAN No. (Self attested copies to be enclosed)	
7	Copies of income Tax Return of last 3 Financial Years (2016-17 , 2015-16 & 2014-15)	
8	Service Tax (CGST/SGST) Registration No. (Copy to be enclosed)	
9	Registration/License No. under Contract Labour (Regulation & Abolition)Act, 1970	
10	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/ partner anywhere in India (If no, undertaking to this effect is to be attached)	
11	Experience in dealing with Govt. Departments (indicate the name of the Departments and year of dealing with those Departments and attach at least two copies of contracts orders placed on the agency)	
12	Whether a copy of the undertaking (Part B of Annexure-11), duly signed, in token of acceptance of the terms and Conditions has been attached.	
13	Whether agency profile is attached	
14	List of other clients to whom the Service provider has provided manpower	
15	Certificate of Annual turnover from Chartered Accountant for the last 3 years (2016-17 , 2015-16 & 2014-15). Copies of Balance sheet and Profit & Loss Accounts need not be enclosed.	

Signature of the authorized Person

Full Name

Office Seal

Financial Bid

1. Name of the tendering Company/Firm/Agency _____
2. Details of the Earnest Deposit (As shown in Annexure-III)
 Amount/DD NO. & Date
 Name of Bank & Branch
3. Rates per person per month (8-1/2 hours excluding 1/2 hour lunch per day)

S. No.	Component of rate	Amount of Rupees for		
		Steno.	DEO	Peon
1	Wages per month/per person (Rates quoted should not be less than the minimum wages prescribed under Minimum Wages Act, 1948 as applicable in the NCT of Delhi)			
2	Employees Provident Fund as per applicable rates	*	*	*
3	Employees State Insurance as per applicable rates	*	*	*
4	Service Charges of the Agency			
5	Any other Statutory or legal liability			
Total (Column 1 to 5 above)				

Note:

*(1) EPF contributions, ESI Contributions and Service Tax will be governed as per instructions/orders issued by the Govt. or the organizations concerned from time to time and payable accordingly.

(2) All the above Columns are mandatory. Hence no column should be left blank failing which Financial Bid is liable to be rejected. Besides a copy of the extant notifications of Govt. of NCT of Delhi should be attached.

Signature of authorized person

Full Name.....

Office seal.....

Date:

Place