

Government of India
Ministry of Social Justice and Empowerment
(Dr. Ambedkar National Memorial)

Shastri Bhawan, New Delhi
Dated: 01st November, 2017

Tender Notice

Subject: Notice inviting tenders for hiring of manpower services for ticket sellers at Dr. Ambedkar National Memorial (DANM), 26 Alipur Road, New Delhi, on short term basis. –reg.

Sealed bids are invited from reputed Manpower Agencies having similar experience of two years with any government organizations, for outsourcing of the services of the following manpower to work at Dr. Ambedkar National Memorial, 26 Alipur Road, New Delhi. Both technical and financial bids shall be enclosed in two separate envelopes and both bids should be sealed with sealing wax properly dried and hardened in a single envelope.

Tender No.	17020/18/2017/SCD-VI/DANM	
Tender Forms Available at Website	www.socialjustice.nic.in http://eprocure.gov.in/eprocure/app	
Date and Time of Issue/Publishing	02.11.2017	14.30
Document Download/Sale Start Date & Time	03.11.2017	10.30
Bid Submission Start Date & Time	03.11.2017	14.30
Bid Submission Last Date & Time	23.11.2017	12.00
Date and Time of Opening of Technical bid	23.11.2017	14.00
Date of Opening of Financial bid	23.11.2017	17.00

2. General terms and conditions of the contract is given in **Annexure-I**.
3. The tender is in two bid system i.e. Technical Bid as in **Annexure-II** and Financial Bid as in **Annexure-III**.
4. Intending eligible bidders may download Bid Document from our website www.socialjustice.nic.in (for reference only). Bidders shall have to deposit Rs. 25,000/- (Rupees twenty five thousand only) as EMD unless exempted by any standing order, in the form of **Demand Draft, Account Payees or Bankers' Cheque from any Nationalised/Commercial Bank at Delhi in favour of Dr. Ambedkar National Memorial, M/o Social Justice & Empowerment, New Delhi** on or before bid submission closing date & time and may be dropped in the drop box placed at the facilitation centre i.e. Garage No.-8, Ground Floor, Near State Bank ATM, Shastri Bhawan, New Delhi.

5. The competent authority in the Department reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, therefore.



(Dr. Devender Singh)
Associate Professor,
Dr. Ambedkar International Centre

Copy to:-

1. All Ministries/Departments for circulation among their contract holders.
2. Director, NIC with the request to upload the above information on Ministry's web site as well as Central Public Procurement Portal for wide publicity.
3. Notice Board.
4. Director, Dr. Ambedkar International Centre (DAIC).
5. Director, Dr. Ambedkar Foundation, M/o SJ&E



(Dr. Devender Singh)
Associate Professor, DAIC

Copy for information to:

1. Reception Officer, Ministry of Social Justice & Empowerment, Shastri Bhawan, New Delhi.
2. Assistant Commandant, CISF, Shastri Bhawan, New Delhi.

INSTRUCTIONS TO THE BIDDERS

S. No.	Work descriptions	Educational Qualifications/Experience	Upper age limit	Approx. no of posts*
1.	Ticket Selling & Amount Collector	12 th class pass with knowledge of computer.	28 Years	02 Persons

*Figures are indicative only. Actual no. of posts required is subject to change. The indicative manpower is required for Dr. Ambedkar National Memorial at 26 Alipur Road, New Delhi. However for other manpower requirement not mentioned above, the manpower agency may be asked to meet other manpower requirements from time to time.

A. Earnest Money Deposit (EMD): Rs. 25,000/- (Rupees Twenty Five Thousand only).

- i. No request for transfer of any previous deposit of Earnest Money Deposit or Performance security Deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- ii. The bid security may be forfeited:
 - If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form: or
 - In case of successful bidder, if the bidder
 - a) Fails to sign the contract in accordance with the terms of the tender document:
 - b) Fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client: or
 - c) Fails or refuses to honour his own quoted prices for the services or part thereof.

B. Terms and Conditions:

1. Only those agencies, who fulfil the following minimum eligibility criteria, should submit their bids:
 - a. It should be registered with the Government Authorities concerned and a copy of the registration should be attached with the Technical bid.
 - b. It should have PAN, GST Registration Number, EPF and ESIC registration a photocopy of which should be attached along with the Technical bid.

- c. It should not have been blacklisted by any organization. Necessary declaration/undertaking to this effect should be attached with the Technical bid.
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for the category.
3. The bidders should be a Limited/Private Limited Company, registered under the Companies Act, 1956 or Limited Liability Partnership Firm/ Partnership Firm under LLP Act, 2008 or Indian Partnership Act, 1932.
4. The tentative requirement of the manpower may vary from time to time as per requirements. It is further clarified that the requirement of above manpower is only indicative and the same may increase or decrease as per the requirements.
5. The persons deployed by the Agency should not have any adverse Police records/criminal cases contemplated and/or pending against them.
6. The agency will also ensure that the personnel deployed are medically fit.
7. The agency shall withdraw such employees who are not found suitable by DANM for any reasons immediately on receipt of such a request from DANM.
8. The agency shall engage necessary persons as required by DANM from time to time. The said persons engaged by the agency shall be called the employees of the agency and it shall be the duty of the agency to pay their salary/wages within the time frame as prescribed by Labour laws though Transfer of Amount into their Account and provide a proof of doing so to DANM.
9. The agency's personnel shall not claim any benefit/compensation/absorption/regularization of services from/in DANM under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The personnel deployed will remain a daily wage staff deployed through a contractor/agency under applicable labour laws.
10. The agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of DANM.
11. The agency shall be responsible for any act of indiscipline on the part of persons deployed by the Agency.
12. Working hours would normally be 8 hours per day from 9.00 am to 5.30 pm during working days including lunch break of half an hour in between. However, during special occasions, they may be required to sit late and the personnel may be called for any works on gazetted holidays, if required. They may be paid OTA as per applicable under labour law of GNCT Delhi.
13. The agency shall disburse the salary of the workers before 7th of the succeeding month.

14. The agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, ESI Act, etc. and DANM shall not incur any liability of the agency for any expenditure whatsoever on the persons employed by the agency on account of any such statutory obligation. The agency will have to provide particulars of EPF, ESI of its employees engaged in DANM, along with bill submitted by them.
15. The agency will submit the bill, along-with copies of receipts towards PF/ESI/Service Tax deposition and copies of attendance register(s). The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force. DANM will release payment to agency after due submissions of all essentials documents; EPF, ESIC Challans, Form 36, Service tax etc.
16. Payments to the agency would be strictly on certification by the officer with whom the person deployed is attached that his services were satisfactory and his attendance certified as per the bill preferred by the service provider.
17. No wage/remuneration will be paid to any person for the days of absence from duty.
18. DANM will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates. Wages to daily staff shall be distributed in the presence of official/s of principal employer i.e. DANM.
19. The successful bidder will enter into an agreement with DANM for supply of suitable and qualified manpower as per requirement of DANM on these terms and conditions. The agreement will be valid for a period of twelve months from the date of contract and shall continue to be in force in the same manner, unless terminated in writing. If the work of the agency is found satisfactory, then the agreement may be extended for one more year on the same terms and conditions. The charges quoted by the agency shall be fixed for the specified period and no request for any change/modification shall be entertained before expiry of the specified period. However, in case the contract has been given at minimum wages, the minimum wages will be revised by the Government of India, the same will be payable from time to time.
20. The Agency shall be responsible for faithful compliance of the terms and conditions of this agreement. Any non-compliance shall result in termination of contract.
21. The bids should be submitted in sealed cover. The rates quoted by the agency should be for duty of 8 hours per day (excluding lunch of half an hour) per person for six days a week.
22. Service Charge shall be quoted minimum 5 percent of the estimated cost.

C. BID OPENING PROCEDURE:

- i. The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose.
- ii. A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.
- iii. Absence of bidder or their representative shall not impair the legality of the opening procedures.
- iv. After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.
- v. Bids shall be declared as valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD, by the Tender Opening Committee. However, detailed evaluation shall be done only in respect of valid Bid.
- vi. The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date and time remaining unaltered.

D. CLARIFICATIONS OF TECHNICAL BID EVALUATION:

- i. The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder, that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.
- ii. If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.
- iii. Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

E. TECHNICAL BID EVALUATION (SEGREGATED TYPE)

- i. The client shall follow two bid system where the technical bid and financial bid shall be evaluated separately.
- ii. **The evaluation of tenders shall be done on weightage with 70% to technical evaluation and 30% to financial evaluation.**
- iii. The Technical Bid evaluation shall be done based on the following criteria:
- iv. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

- | | |
|---|---------------|
| a. Number of years in Operation | Max. 25 Marks |
| a) 2 years | 5 Marks |
| b) 2-5 years | 10 Marks |
| c) 5-10 years | 15 Marks |
| d) 10-15 years | 20 Marks |
| e) More than 15 years | 25 Marks |
|
 | |
| b. Turnover (Last Financial Year) | Max. 25 Marks |
| a) Less than 2.0 crores | 05 Marks |
| b) 2-4 crores | 10 Marks |
| c) 4-8 crores | 15 Marks |
| d) 8-10 crores | 20 Marks |
| e) More than 10 crore | 25 Marks |
|
 | |
| c. Number of Manpower on roll | Max. 25 Marks |
| a) 100-250 | 05 Marks |
| b) 250-500 | 10 Marks |
| c) 500-1000 | 15 Marks |
| d) 1000-2000 | 20 Marks |
| e) More than 2000 | 25 Marks |
|
 | |
| d. Quality Related Marks | Max. 25 Marks |
| a) ISO (1-5 years) | 05 Marks |
| b) ISO (5-10 years) | 10 Marks |
| c) SA 8000 | 05 Marks |
| d) OHSAS 18001 | 05 Marks |
| e) Any other International Accreditation Certificate | 05 Marks |
|
 | |
| v. A Bidder should secure mandatorily a minimum of 55% marks (i.e 55 marks out of total 100 marks as per para 9.2.2) in technical evaluation in order to be a qualified bidder for being eligible for technical weightage and subsequently for opening of financial bids. | |
| vi. The total marks obtained by a Bidder in the Technical Bid (as per 9.2.2) shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding. | |
| vii. The Bidder shall be required to produce attested copies of the relevant documents in support of 9.2.2 in addition to the documentary evidences of para 2.1 for being considered during technical evaluation. | |
| viii. A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the procedures of para 9. The Technical Bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will not be opened online. | |

- a. The responsiveness of the bid, i.e; receipts of duly filled, signed and accepted bid documents in complete form, including Authorization letter.
- b. Receipt of valid EMD with requisite amount in acceptable format.
- c. Documents in support of proof of meeting the minimum eligibility criteria.
- d. Any other documents as required to support the responsiveness of the bidder, as per tender.

F. FINANCIAL BID OPENING PROCEDURE

- i. The Financial Bids of all the technically qualified bidders shall be opened online on the appointed date and time in the presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
- ii. All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their Companies and shall be asked to sign on Financial Bid.
- iii. Absence of bidders or their authorized representatives shall not impair the legality of the process.
- iv. The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
- v. Merely becoming the lowest bidder, prior to Financial Bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in para-11.

G. FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER.

- i. The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage.
- ii. For the purpose of deciding L1, L2, etc. in the financial bids, the total cost per month will be arrived by adding cost of manpower, material, equipment etc. as given in the Schedule (Financial Bid).
- iii. The Bidder with the Lowest Bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100).
- iv. The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

- v. The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process.
- vi. If there is a discrepancy between words and figures, the amount in words shall prevail.

H. NOTIFICATION OF AWARD BY ISSUANCE OF LETTER OF ACCEPTANCE:

- i. After determining the successful bidder after evaluation, the client shall issue a Letter of Acceptance in duplicate, which will return one copy to client duly acknowledged, accepted and signed by the authorized signatory, within three days of receipt of the same by the successful bidders.
- ii. The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be binding to the contractor.

I. RETURNING OF EARNEST MONEY DEPOSIT (EMD):

- i. The Earnest Money Deposit of the unsuccessful bidders in the Technical Bid evaluation stage shall be returned within seven days after opening of the eligible Financial Bids.
 - ii. The Earnest Money Deposit of the unsuccessful bidders in the Financial Bid evaluation stage shall be returned within seven days, on award of contract to the successful bidder.
 - iii. The Earnest Money Deposit (EMD) of all the bidders shall be returned, in case of cancellation of Tender after the opening of Technical Bids and prior to opening of financial bids.
23. To accept and reject any bid and / or imposing any condition in deployment of manpower is decision of Joint Secretary (SCD - A & BC) will be treated as final decision.
24. The sealed cover should be super scribed 'Tender for Hiring of Manpower Services' and addressed to Dr. Devender Singh, Associate Professor, Dr. Ambedkar International Center, Ministry of Social Justice and Empowerment, Room No. 253-A, A Wing, Shastri Bhawan, New Delhi-110001.
25. The Bids will be opened by the Tender Opening Committee on 23rd November, 2017 at 2.00 p.m. in the chamber of Associate Professor, Room Number 439, M/o Social Justice & Empowerment, A- Wing, Shastri Bhawan, New Delhi-01, in the presence of the participating bidders, who may like to be present.

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TECHNICAL INFORMATION AND UNDERTAKING:.

Sl.No.	Details of the Firm/Bidder	Page No.
1.	Name of Agency	
2.	Nature of the concern (Limited Company or Private Limited Company registered or Limited Liability Partnership Firm/Partner Firm)	
3.	Full Address of Reg. Office, Telephone No., Fax No. & e-mail address	
4.	Full Address of Operating/Branch Office in Delhi, Telephone No., Fax No. & e-mail address	
5.	Permanent Account Number (PAN) (attach a copy)	
6.	GST Number (attach a copy)	
7.	Firm Registration (attach a copy)	
8.	ESIC Registration Certificate	
9.	EPFO Registration Certificate	
10.	Income Tax Return last three (03) years (attach copies)	
11.	Turnover Certificate issued by Firms CA	
12.	Number of Manpower on roll	
14.	ISO Certificate – Number of years	
15.	SA8000 Certificate	
16.	OHSAS 18001 Certificate	
17.	Any other International Accreditation certificate	
18.	Details of Experience Certificate	
19.	Copy of manpower wages roll and EPFO Challan in support of available manpower.	
20.	Turnover (Last Financial year)	
21.	EMD	

Note:

1. Page number/serial number may be given to each and every page of Tender Documents and photocopies of the documents attached. Mention page number, wherever the copy(ies) of the document(s) are kept.
2. In case of non-fulfilment of any of the above information/document(s), the Tender will be summarily rejected without giving any notice.

Signature with date:
Name & address and contract no. of the firm

UNDERTAKING-I

1. That I/We have carefully studied all the terms and conditions of Tender Notice and shall abide by it.
2. That I/We shall supply the items of requisite quality.
3. That I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.
4. That I/We undertake that sample of items will be kept ready for inspection by the Department. I/We shall be responsible for the cancellation of tender if samples are not up to the mark.

Signature with date:
Name & address and contract no. of the firm:

UNDERTAKING-II

1. The Agency's persons shall not claim any benefit/compensation /absorption/regularization of services from/in this Department under the provisions of the Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970, or any other Act, Rules, Regulations, etc. applicable to them from time to time. In this regard the Agency will give undertaking to this effect individually from the outsourced persons to be deployed in the Department of SJ&E.

Signature with date:

Name & address and contract no. of the firm:

Tender Number: No. 17020/18/2017/SDC-IV/DANM
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Ministry of Social Justice and Empowerment
Department of Social Justice and Empowerment

EVALUATION PARAMETERS

Bids should be evaluated on the basis of total tender value for 1 supervisor and required number of cleaning personnel as may be estimated.

Sl. No.	Particulars	Description	Housekeeping Personnel (Rates per person per month)	Supervisor (Rates per person per month)
a	b	c	d	e
1	Basic Pay + VDA	Minimum wages must be followed as per rules		
2.	Employees Provident Fund	12% of Basic plus VDA		
3.	Employees State Insurance Bonus	4.75% of Basic plus VDA		
4.	Bonus	Ceiling will be decided by the Vendor.		
5.	Total cost per employee	Sum of Sr No. 1 to 4		
6.	No. of employee	As per tender document		
7.	Total Cost	Sr. No. 5 x Sr. No. 6		
8.	Total Cost of 27 employee	Sr. No. 7 (d) and Sr. No. 7(e)		
9.	Service Charge in % (on Sr. No. 8 in %)			
10.	Sum Total	Sum of Sr. No. 8 & 9		
11.	Service Tax @.....%	On Sr. No. 10		
12.	Total Cost of Service per month	Sum of Sr. No. 10 & 11		
13.	Tender Value (One Year)	Sr. No. 12 x 12 months.		

Place:

Date:

Signature of tenderer / Authorized Signatory
Name of the tenderer _____
Seal of the tenderer _____

-13-

Tender Number: No. 17020/18/2017/SDC-IV/DANM
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Ministry of Social Justice and Empowerment
Department of Social Justice and Empowerment

For Letter of Authorization for attending Bid Opening Events
(To be typed preferably on letter head of the company)

Subject: Authorization for attending Bid opening

I/ We Mr. /Ms. have submitted our bid for the
tender no. in respect of
..... (Item of work) which is due
to open on (date) in the O/o
.....

We hereby authorize Mr. / Ms. & Mr. / Ms... ..
..... (alternative) whose signatures are attested below, to attend
the bid opening for the tender mentioned above on our behalf.

.....
Signature of the Representative

.....
Officer authorized to sign
Name of the Representative

Signature of Bidder/

on behalf of the Bidder

.....
Signature of the alternative Representative

.....
Name of the alternative Representative

Above Signatures Attested

- Note:1. Only one representative will be permitted to attend the Bid opening
2. Permission for entry to the hall where bids are opened may be refused in case
authorization as prescribed above is not received.