



Indian Institute of Information Technology Vadodara

Block No. 9, C/o Government Engineering College Campus, Sector 28,
Gandhinagar – 382 028, Gujarat.

Phone No.: 079 - 23977 508 | Webpage: www.iiitvadodara.ac.in

No.: IIITV/PUR/OUTSOURCED SERVICES/20-21/01

Dated: 20 January 2021

NOTICE INVITING TENDER

Dear Bidder,

The Institute invites sealed tender for '**Hiring of agency for providing Outsourced Services on rate contract for a period of One year which is extendable by two more years on yearly basis at same terms & conditions**'.

(a)	Earnest Money Deposit (EMD)	Rs. 1,00,000.00 (Rupees One Lakh Only) must be enclosed with Technical bid in the form of demand draft in favour of ' Indian Institute of Information Technology Vadodara ' payable at Gandhinagar, Gujarat .
(b)	Security Deposit	Rs. 5,00,000.00 (Rupees Five Lakh Only) in the form of demand draft in favour of ' Indian Institute of Information Technology Vadodara ' payable at Gandhinagar, Gujarat .
(c)	Pre-Bid Meeting	27 January 2021 at 1530 hrs. at the Institute's Gandhinagar Campus.
(d)	Last Date & Time for seeking Clarification	03 February 2021; 1700 hrs. by an email to the Registrar on < registrar@iiitvadodara.ac.in > OR an ink signed copy at the Institute.
(e)	Closing Date & Time of Bid Submission	10 February 2021; 1500 hrs.
(f)	Technical Bid Opening Date & Time	10 February 2021; 1530 hrs.
(g)	Date & Time of Technical Presentation	Date & Time for Technical presentation would be informed by Email/Phone to the bidder(s).
(h)	Financial Bid Opening Date & Time	Bidder(s) would be informed by Email/Phone
(j)	Bid Validity	120 days from the date of bid opening
(k)	Correspondence address	The Registrar, Indian Institute of Information Technology Vadodara Block No. 9, C/o Government Engineering College Campus, Sector 28, Gandhinagar - 382 028, Gujarat.



Table 1

A. Instructions to Bidder:

1. The tender document shall be available on the Institute's website <www.iiitvadodara.ac.in>.
2. Bidder should download the tender document from the Institute's website and ensure to submit duly endorsed tender document along Earnest Money Deposit (EMD). All Corrigendum(s)/Amendment(s)/Correction(s) if any to this tender enquiry will be published only on the Institute's website.
3. The parties may seek detailed clarifications on Technical & Financial issues (if any) on the Conditions of bidding document as mentioned in Table 1 on Page 1.
4. The Institute expects the bidders to comply with the tender specifications/conditions, which shall be frozen after due date. The bids not complying with the terms and conditions of the bidding document and offers indicating any exception/deviation shall be liable to be rejected.
5. Tender must be dropped in the Tender Box kept at the Office of Registrar of the Institute, Gandhinagar, Gujarat as per the timings mentioned in Table 1 on Page 1.
6. The Institute reserves its right to accept/reject any/all the bids and cancel the tender at its sole discretion without assigning any reason thereof.
7. Bidders intending to send their offers by post may send the same under registered cover/courier or by hand delivery so as to reach the designated place well before closing time & date. However, the Institute accepts no responsibility for offers received after the due time & date. Also, all envelope should be marked in bold '**TENDER FOR OUTSOURCED SERVICES**'.
8. Fax & Email quotation are not acceptable and will be rejected.
9. The bidder is expected to examine all instructions, forms, terms & specifications in the bidding documents. Failure to furnish all information required by the bidding documents will be at the bidder's risk. Tender not complying with tender conditions and not conforming to tender specifications will result in rejection of its bid without seeking any clarifications.
10. The tender document are to be in two parts as Technical Offer and Financial Offer.
11. Only those financial offer(s) will be opened whose technical offer(s) is/are found suitable by the evaluation committee.
12. The bidder(s) or their authorised representative may also be present during the opening of the bids, if they desire so, at their own expenses.
13. The bidder shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the earnest money deposit amount will be forfeited.
14. Applicable taxes shall be deducted from the amount payable to the agency. The TDS certificate will be issued by the Institute.



B. General Terms & Conditions:

1. Notwithstanding the above, the Institute reserves the right to accept or reject any bids and to cancel the bidding process and reject all the bids at any time prior to the award of contract.
2. The bidder whose bid is accepted will be notified for the award of the contract by the Institute prior to the expiration of the bid validity period. The terms of the accepted offer shall be incorporated in the contract.
3. Within 15 days of the receipt of the notification of the award of the contract from the Institute, the successful bidder shall furnish security deposit as mentioned in the Table - 1 above. Failure of which to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of Earnest Money Deposit (EMD).
4. In the event of any dispute or difference between the Institute and the bidder arising out of non-supply of service or supplies not found according to the Institute's terms & conditions or any other cause whatsoever relating to the supply or rate contract before or after the supply has been executed, shall be referred to the Director of the Institute whose decision shall be final and binding on both the parties.
5. The place of arbitration will be Gandhinagar and the language to be used is English only.
6. All disputes shall be subject to Gandhinagar Jurisdiction only.
7. No separate information shall be given to individual bidders. In incomparable situation, the committee may commercially negotiate with the qualified bidder before awarding the offer.
8. The EMD of the successful bidder will be returned to them without any interest after deployment of service and upon receipt of security deposit. The earnest money of unsuccessful bidder(s) will be returned to them without any interest within thirty 30 days after awarding the contract. The security deposit amount will be returned without any interest after completion of contract/agreement period.
9. The bid will not be considered without earnest money deposit amount (EMD).
10. A conditional bid or incomplete bid shall be rejected out rightly.
11. On the agency observing all the terms and condition as stated hereinabove faithfully, the Institute agrees not to revoke or terminate the signed agreement at any time prior to expiry of the period of One year. In case the agency fails to perform or observe any covenant or condition of the signed agreement on or before the said date, then at any time the signed agreement shall be terminated by the Institute. The notice terminating the signed agreement shall be deemed to have been duly served if delivered personally or by post to the agency or if pasted on the outer door of the said premises. The agency on his part may terminate the contract agreement by giving two months' notice in writing to the Institute.
12. If the successful bidder fails to provide services within the stipulated period, the Institute reserves the right to hire another agency from alternative sources at the bidder's risk, responsibility and cost. Any extra cost incurred in hiring of agency from alternative source will be recovered from the security deposit/ balance payment due and if the value of the hiring under risk purchase exceeds, the amount of security deposit and/balance payment due, the same may be recovered if necessary by due legal process.



Laweang

13. The agency will not suo moto claim any increase in the wages or any other charges during the contract period unless it has been duly notified by the Government. The agency will be solely responsible in regard to legal obligations on outsourced services rendered by it to the Institute.

14. The wages shall be on 8 hrs. duty shifts basis, inclusive of holidays, weekly offs and leaves of all types.

15. Verification of character and antecedents of the manpower outsourced through Police and submission of report to the Institute shall be the responsibility of the agency.

16. The Institute shall not provide any transport, canteen, medical or accommodation facilities to the manpower outsourced.

17. Uniform of manpower outsourced shall be provided by the agency only at its own expense. All manpower outsourced should have to wear or display their respective identity cards on the uniform for identification while on duty and that they are courteous, polite and prompt while rendering efficient service in their respective areas. The agency shall give necessary briefings, guidance and directions to its staff on regular basis for effectively carrying out the jobs assigned to them by the agency at the Institute.

18. The successful bidder shall provide the complete profile of all manpower outsourced deployed by them with the Institute with his proof of educational qualification, date of birth, latest passport size photograph, permanent address. This should be provided to the Institute for record within one month of the issue of the contract.

19. The agency will pay rates and wages and observe hours of work and conditions of employment as per existing rules under Central Minimum Wages Act notified by Govt. of India. It shall be his responsibility to ensure that he pays the deployed manpower outsourced wages which are not lower than the minimum wages as prescribed from time to time by the Government or as per the applicable guidelines.

20. The agency shall pay the statutory payments such as PF, ESIC, Bonus etc. as applicable from time to time for the persons deployed at the Institute. The monthly payment made to the personnel shall be reimbursed to the agency through submission of proper invoice along with the copies of challans of EPF and ESIC with name & number wise details against the person engaged by the Institute. A reimbursement of bonus component will be made once in a year as decided by the Institute.

21. Deployment of any fresh staff in replacement should be only with the prior permission of the Institute. The agency shall deploy only those whose antecedents have been verified by the Police authorities.

22. The agency shall be solely responsible for all the claims of his employees and the employees of the agency shall not make any claim whatsoever against the Institute.

23. The agency shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The agency shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing EPF & ESIC contributions with the authorities concerned and providing a proof of the same to the Institute.

24. The manpower outsourced shall not use the premises allotted to him/her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute.



25. The agency or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract only.
26. The agency or his field officer shall ensure his presence at a short notice whenever required by the Institute.
27. The agency shall provide weekly off / holidays to his deployed personnel as per rules but it will be his responsibility to ensure uninterrupted services.
28. Canvassing in any form by any bidder will lead to outright rejection of the concerned tender.
29. Any additional information required by the Institute over any Technical bid should be provided by the bidder within 03 days of the receipt of its email/letter, failing which the offer will not be entertained.
30. The agency shall not assign or transfer the contract or part thereof to anyone.
31. Any loss/damage to goods or property of the Institute due to negligence on the part of the deployed personnel of the agency shall be made good by the agency within 15 days of the date of its communication to him. In case of non-compliance of the same, the loss in part or in full shall be recovered from the security deposit or may invite termination of the contract agreement.
32. The agency should quote reasonable service charge in % (percentage) on the basic amount (excludes PF and ESIC components) per month. If, the service charges are found unreasonable the tender will be rejected without assigning any reasons.
33. The Institute shall have the right to adopt any measures/set-up a system for ensuring proper performance of personnel deployed by the agency. The number of personnel can be increased or decreased depending upon the workload to be assessed by the Institute and intimated to the agency.
34. It shall be the duty of the agency to withdraw all the personnel deployed by him at the Institute, on termination of contract for whatsoever reason and ensure that no such personnel creates any disruption/hindrance/problem of any nature to the Institute.
35. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except where resolution has been specifically provided under the agreement) the same shall be referred to an Arbitrator. The Arbitrator shall be appointed by the Director of the Institute. The award of the arbitrator shall be final and binding on both the parties.
36. Any disputes arising out of or in any way connected with this contract shall be deemed to have arisen in Gandhinagar and Gujarat High Court shall have jurisdiction to determine the same.
37. The supervisor deployed by the agency is supposed to be present in the Institute premises during working hours. He will give daily progress report to the designated Officer of the Institute.

Kawear



C. Eligibility Criteria:

A Sole Proprietor/Partnership Firm/Company/Limited Company (here after called agency) engaged in the business of providing outsourced services apply with self-attested copies of document as per the following:

1. Complete details of agency indicating the owner name, staff, correspondence address, and telephone number etc. of the bidder.
2. Legal status of the agency along with statutory details PAN, GST No. and other related documents issued by the government authorities.
3. The agency should have valid registration to run outsourcing services from Govt. Authorities.
4. The agency must have at least three years of experience in providing outsourced services in Govt. Educational Institutions/PSU/Nationalised Banks/Organisations of repute etc.
5. The bidder's average annual financial turnover in providing outsourced services during the last three financial years i.e. 2017-18, 2018-19, and 2019-20 duly audited by CA should not be less than 50 lakhs OR at least 30 Lakh in each two years out of last three years.
6. List of previous/current clients indicating the value of the contract and duration of the contract along with the performance certificate.
7. The copies of filled Income Tax Returns (ITR) for the last three financial years i.e. 2017-18, 2018-19, and 2019-20.
8. The bidder should have a solvency of Rs. 5, 00,000/- (Rupees Five Lakh Only). A certificate to this effect may be enclosed from the banker.
9. The agency should have PF and ESIC registration.
10. The agency should fully comply with the provisions of the Private Security Agencies (Regulation) Act, 2005 of the Govt. of India and the Gujarat Private Security Agencies Rules 2007 of the Govt. of Gujarat. The agency is required to furnish valid PSARA license with the Technical bid.

D. Evaluation Procedure:

The technical bid will be scrutinised on the basis of eligibility criteria. Thereafter, the shortlisted bidders would be required to make Technical presentation before a technical committee constituted for the purpose. The presentation will broadly cover the following:

Max. Marks

- | | |
|--|-------------------------|
| 1. Details of previous work executed during the last three years in Govt. Educational Institutions/Organisations of repute/ PSU/Nationalised Banks etc.
(05 marks per contract and maximum to 20 marks) | 20 |
| 2. Relevant experiences in Govt. Educational Institutions
(05 marks for each year and maximum of 20 marks) | 20 |
| 3. Details of Permanent Staff of agency who have knowledge of Labour Laws, Provident Fund & ESIC etc.
(During the technical presentation, the concerned employee should be present) | 20 |
| 4. Details of Software using by agency to generate related reports like Salary Slip, PF & ESIC Challans etc. (Details to be furnished) | 10 |
| 5. Volume of Business in terms of Variable Manpower Supplies & No. of Person in administration support system | <u>30</u>
100 |

The agency is required to secure 60% marks to qualify for financial bid opening.

Lawrence



E. Award of Contract:

The Institute will award the contract to the bidder whose service charge in % (percentage) on the basic amount (excludes PF and ESIC components) per month has been determined to be substantially responsive and lowest. However, the Institute reserves the right to commercially negotiate the terms quoted by the bidder.

F. Indemnity Clause:

The agency shall indemnify the Institute against any litigation arising from violation of statutes, laws and rules during operation of the contract. The agency shall conduct all legal proceedings as may be necessary without any cost to the Institute. If due to any reason whatsoever, the Institute's authorities are made liable to pay any liabilities of the agency under any of the said laws etc., the same shall be recovered from the dues payable by the Institute to the agency and/or from the security deposit amount furnished by the agency.

G. Force Majeure:

Neither the Institute nor the agency shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any Government action or of any act of God or of any other cause whether similar or dissimilar nature beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling their contractual obligations by a State of Force Majeure lasting continuously for a period of six months, the two parties shall consult with each other regarding the future implementation of the agreement.

H. Penalty Clause:

1. Deficiency in the service would attract a penalty charges at the rate of 2% of the service charges quoted by the firm at the first instant and the maximum penalty would applicable will be 10% of the service charges per month. The penalty shall be levied by the Institute authority. This is without prejudice to any other right available to the Institute.
2. The Institute, through its designated/authorised Officer shall be at liberty to check any time the deployment of the personnel by the agency and in case of any absence/fault/lapse, shall deduct the wages of the absentee personnel from the monthly payment made to the deployed personnel and may also impose penalty as deem fit by it. Replacement cost of all lost, damaged property due to lapse of care shall be recovered from the monthly bill of the agency.
3. Security deposit will be liable to be forfeited, if the bidder fails to supply manpower in reasonable time as per time schedule given by the Institute.

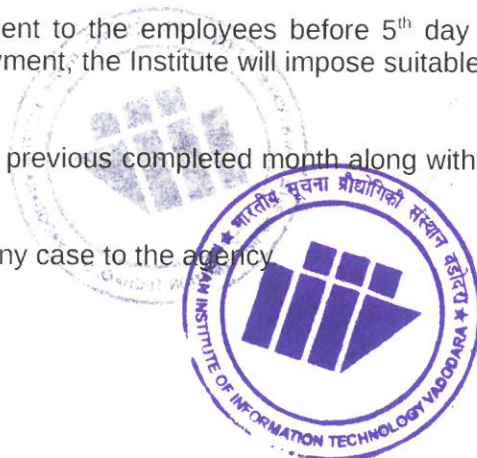
I. Period of Contract:

The Contract shall be effective from the date of issue of rate contract/order and shall remain valid for a period of initially one year which is extendable by two more years on yearly basis at same terms & conditions and sole discretion of the Institute.

J. Payment:

1. The agency is required to make a payment to the employees before 5th day of a month for previous completed month. In case of late payment, the Institute will impose suitable penalty on the agency.
2. The agency is required to submit a bill for previous completed month along with challans of PF & ESIC before 10th day of a month.
3. No advance/part payment to be made in any case to the agency.

Lawrang



K. Scope of Work:

1. The agency will have to provide following outsourced services from time to time to the Institute at Gandhinagar Campus. This is only indicative. There may be more posts requiring supply of manpower.

Category of Post	Name of Post	No. of Manpower Requires
Unskilled	Housekeeping Staff	08
Semi-Skilled/ Unskilled Supervisory	Housekeeping Supervisor	01
Skilled/Clerical	Security Staff (Watch & Ward without Arms)	06
	Maintenance Staff	01
	Library Attendant	01
Highly Skilled/Consolidated Pay Manpower	Administrative Assistant (Consolidated pay ranging from Rs. 24,700.00 to Rs. 32,200.00)	05
	Technical Staff/Jr. System Administrator (Consolidated pay of Rs. 25,000.00)	01
	Campus Manager (Consolidated pay of Rs. 44,800.00)	01
	Female Caretaker (Consolidated pay of Rs. 18,315.00)	01
Total:		25

2. The agency will ensure to provide manpower at least in the ratio of 1:3 (if one deployment is required, the agency will send three candidates so that the Institute may assess the best amongst them). The agency will also ensure at their level that proper screening, both skill and eligibility wise is done before sending the person/candidate for final assessment at the Institute.

3. The process for supply of manpower has to start immediately on receipt of instruction from the Institute and to be completed in a stipulated time as directed by the Institute from time to time. Time Schedule is to be strictly adhered by the agency.



LETTER OF TRANSMITTAL

The Registrar,
Indian Institute of Information Technology Vadodara
Block No. 9, C/o Government Engineering College Campus,
Sector 28, Gandhinagar 382 028.

Sir,

Having examined the details given in the tender document for the above work, I/We hereby submit the document and other relevant information with Technical bid.

1. I/We hereby certify that all the statements made and information supplied in the enclosed forms A to D and accompanying statement are true and correct.
2. I/We have furnished all information and details necessary for the tender and have no further pertinent information to supply.
3. I/We submit the requisite certified solvency certificate and authorize the Director, or authorized officer of the Institute, to approach the bank issuing the solvency certificate to confirm the correctness thereof. I/We also authorise Director or authorized officer of the Institute, to approach individuals, employers, firms and corporation to verify our competence and general reputation.
4. I/We submit the following certificates in support of our suitability, technical knowhow and capability for having successfully completed the following assignments.

Sr. No.	Name of assignment (s)	Certified by/from

Enclosure

Seal of bidder

Date of submission

Signature of Bidder

Lawrence



FORM - A

FINANCIAL INFORMATION

Details to be furnished duly supported by figures in balance sheet/profit and loss account for the last three financial years duly certified by the Chartered Accountant, as submitted by the bidder to the Income Tax Department (copies to be attached).

Particulars	Financial Years		
	2017-18	2018-19	2019-20
(i) Gross Annual Turnover (In Lakh)			
(ii) Profit/Loss			

Signature of Chartered Accountant with seal

Signature of Bidder



FORM - B

DETAILS OF ASSIGNMENTS OF SIMILAR NATURE COMPLETED DURING THE LAST THREE YEARS:

SIMILAR NATURE OF ASSIGNMENT COMPLETED		
Sr. No	Description	Project Detail
1	Name of assignment(s) and Location(s)	
2	Name & Address of Employer/ organization	
3	Cost of work in INR	
4	Date of commencement as per contract	
5	Stipulated date of completion	
6	Actual date of completion	
7	Litigation /arbitration pending /in progress with details*	
8	Name and address/ email and telephone number of officer to whom reference may be made.	
9	Remarks	

* Indicate gross amount claimed and amount awarded by the Arbitrator

For each work separate sheet be prepared as per proforma given in FORM - B.

Signature of bidder with date & seal

Lawrence



FORM - C

PERFORMANCE REPORT OF WORKS REFERRED TO IN FORM – B:

Furnish following information for each individual work from the employer for whom the work was executed

1. Name of the contract and location
2. Agreement/Order no.
 - a. Scope of Contract
 - b. Contract Cost (INR)
 - c. Contract commencing Date
 - d. Duration of the contract Period (Year-Months-Days)
 - e. Amount of compensation levied (INR) if any
 - f. Performance Report
 - (i) Quality of Work – Excellent/Very Good/Good
 - (ii) Inventiveness – Excellent/Very Good /Good
 - g. Compliance of all statutory requirements- Yes/No

(Seal of the Organisation)

(Signature of the bidder)

Laweang



Form - D

STRUCTURE OF ORGANISATION:

1	Name & Address of the bidder:	
2	Telephone No./Fax No./E-MAIL	
3	Legal status of the bidder (attach copies of original document defining the legal status) i. A proprietary firm ii. A firm in partnership iii. A limited company or Corporation.	
4	Particulars of registration with various Government bodies (attach attested photocopy Organization Registration No. /Place of Registration	
5	Names and Titles of Director & Officers with designation to be concerned with this work	
6	Designation of individuals authorized to act for the organization	
7	Was the bidder ever required to suspend assignment for a period of more than six months continuously after you commenced the assignment? If so, give the name of the project and reasons of suspension of work.	
8	Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before If so, give details	
9	Has the bidder, or any constituent partner in case of partnership firm, ever been debarred black listed for tendering in any organisation at any time? If so, give details	
10	Any other information considered necessary but not included above.	

Laweang



FINANCIAL BID

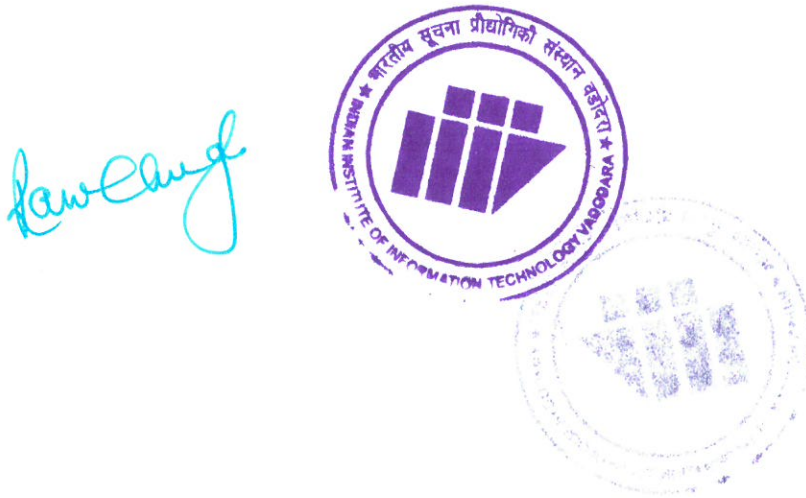
Sr. No.	Category of Posts	Total No. of Person required in each category (tentative)	Service Charge to be quoted in % (percentage) on the basic amount (excludes PF and ESIC components) per month
1	Unskilled	08	Please refer to Clause K - Scope of Work on Page 8 above for detailed information.
2	Semi-Skilled/Unskilled Supervisory	01	
3	Skilled/Clerical	08	
4	Highly Skilled/Consolidated Pay Manpower	08	
Total:		25	

Notes:

- (a) The service charge calculated only on basic amount (excludes PF and ESIC components) of wages. In no case the wages would be less than the central minimum wages as prescribed by the Govt. authorities.
- (b) All present employees working with the Institute are required to be absorbed in the Contract with the agency.

The undersigned has gone through the entire tender document including terms and conditions and the same are accepted to us.

Seal & Signature of the Bidder



Bank Details of Organisation

Name of the Firm / Organization	
Permanent Account No (PAN)	
Particulars of Bank Account	
a) Name of the Bank	
b) Name of the Branch	
c) Branch Code	
d) NEFT/RTGS (IFSC Code)	
e) Type of Account	
f) Account No.	

Please attach cancelled cheque.

Seal & Signature of the Bidder

Lawang



