

Directorate Economics & Statistics, Dehradun, Uttarakhand

**Request for Proposal
For
Selection of Service provider Firm to provide Human Resources as per the Requirement of
Directorate Economics & Statistics, Dehradun, Uttarakhand**

Directorate Economics & Statistics, Dehradun Uttarakhand

RFP fees: Rs. 1000.00

EMD: Rs. 1 Lakhs

**Directorate Economics & Statistics, Dehradun Uttarakhand
100/6 Neshvilla Road, Dehradun, Uttarakhand
www.des.uk.gov.in**

Directorate Economics & Statistics, Dehradun, Uttarakhand

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Directorate of Economics and Statistics (DES)
100/6, Nashville road,
Dehradun-248001, Uttarakhand

TENDER DOCUMENT FOR

Selection of service provider firm to provide Human Resource as per the requirement of
Directorate of Economics and Statistics

INVITATION TO BID

Bids are invited from firms (on official letterheads) duly filled for award of Hiring of Service Provider Firm to provide human resource on a rate contract basis as per the requirement of Directorate of Economics and Statistics, Uttarakhand on monthly basis for a period up to eleven month from the date of award of contract and extendable at the discretion of the DES, Uttarakhand, depending upon the requirements as well as the performance of the manpower supplied by the Service Provider Firm.

S.No	Description of work	Requirement for Investigator	EMD (INR)	Last date for submission of bidding documents
1	Selection of service provider firm to provide Human Resource to conduct various surveys (Data collection and supervision) as per the requirement of Directorate of Economics and Statistics Uttarakhand, Dehradun)	23 Nos.	100,000	26/11/2018 by 3:00 PM

Tender form can also be downloaded from the website www.uktenders.gov.in. Such bidders, downloading the form from website will have to submit tender fees of Rs. 1,000/- (Rupees One Thousand only) in the form of Demand Draft in favour of Director, DES, Uttarakhand payable at Dehradun along with their technical bid.

Rates of Services shall be quoted as per format provided in **Annexure C**

1. The Bidder (hereafter referred to as “Service Provider Firm” in this document) is required to submit the Technical and Financial Bid separately clearly subjected as Technical Bid for “Hiring of Service Provider Firm to provide man power on rate contract basis as per the requirement of DES”. The bidder must be careful in filling the specific prescribed format only; any discrepancy shall result in rejection of the bid/proposal.

2. Technical Bids will be opened in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders of unsigned documents will be rejected. The price bid of only those bidders will be opened who fulfill all the requirements of the technical bid.

Director
Directorate of Economics and Statistics, Uttarakhand.

TENDER NOTICE

1.	Purpose of RFP	Selection of service provider firm to provide Human Resource to conduct various surveys (Data collection and supervision) as per the requirement of Directorate of Economics and Statistics Uttarakhand, Dehradun)
2.	Tender No and Date of Issue	
3.	Earnest Money Deposit	Rs. 100,000/- (Rupees One Lakh only)
4.	Tender Fee	Rs. 1,000/- (Rs One Thousand Only)
5.	Pre Bid Meeting	On 15/11/2018 at 11:30 PM (in case any holiday falls on this day, then meeting will be held on the next working day)
6.	Last Date for Submission	By 3:00 PM on 26/11/2018
7.	Bid Validity	180 days from the date of submission of the bid
8.	Address for submission	Director, Directorate of Economics & Statistics, 100/6, Neshvilla road, Dehradun Uttarakhand – 248001
9.	Date of Opening of Technical bid	On the last day of submission of bid at 4:00 PM
10.	Date of Opening of Financial bid	To be notified at a later date after the Technical Bid Evaluation is completed. As per procurement rules of Govt. of Uttarakhand, shortlisted Bidder shall be notified in writing or through e-mail.
11.	Contact for any queries	dirdesuk@gmail.com

Eligibility Criteria

Following are the Pre-Qualification requirements, which should be satisfied by the Bidder to be primarily considered for bidding:

1. Eligibility and Qualifications:

- i. Shall be a firm providing services in the area of Human Resources Deployment (Screening/Recruitment/Staffing/Testing/Assessment/Certification/Training/Pay rolling)
- ii. Shall be having **2 years experience** and expertise in providing Technical or Program Management Manpower in the related field i.e. Health.
- iii. Shall have valid PAN/TAN number.
- iv. Shall have valid GST No.

2. Mandatory Documents to be enclosed with the Techno-financial Bid :-

The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (self-attested) along with the Techno-commercial Bid, failing which their bids shall be summarily/out-rightly rejected and will not be considered for any further evaluation :

- a) Attested copy of PAN Card, GSTIN, TAN Number.
- b) Attested copy of Registration Certificate of firm, registration with EPF/ESI, Labour Dept;
- c) Attested copy of the latest IT return filed by Service Provider Firm ;
- d) Certified documents in support of Financial turnover of the Service Provider Firm ;
- e) Statement of Bank A/c of the name Company/Service Provider Firm for the last six months ;
- f) Details of agreement made by Bidder for the two years along with proof ;
- g) Undertaking to be furnished by the Service Provider Firm that Service Provider Firm having no legal suit/criminal case pending against its proprietor or any turpitude or for violation of laws in force and has not been blacklisted by any Central Govt./State Govt./PSU in India on Rs 100/- (Rupees Hundred only) Non Judicial Stamp Paper.
- g) Copy of audited balance sheets and certificate of CA showing turnover for preceding three year;
- i) 3 client references and contact details of 3 customer for whom bidder has executed similar projects in past 3 years;

A. DESCRIPTION OF SERVICES TO BE PROVIDED:

1. The Service Provider Firm shall provide the required manpower within a specified period as given in table below from the date of placement of the order by Directorate of Economics and Statistics, Uttarakhand.
2. The responsibility of pre-selection of the referred candidate and dispatch of relevant CVs shall lie with Service Provider Firm. The Service Provider Firm should have adequate experience of providing manpower to various Government Departments, Public Sector Undertakings, Government Autonomous organizations and Large Private Sector Enterprise.
3. The Service Provider Firm shall be responsible for the conduct of the manpower.
4. **MAN POWER REQUIREMENT:** Estimate Requirement for Investigator depending upon time to time need in the following districts: -

Sr. No.	Name of the District	Requirement of Investigators (nos.)
1	Dehradun	2
2	Haridwar	2
3	Pauri	2
4	Tehri	2
5	Rudraprayag	1
6	Chamoli	2
7	Uttarkashi	2
8	Udhamsingnagar	2
9	Pithoragarh	2
10	Champawat	1
11	Bageshwar	1
12	Almora	2
13	Nainital	2
Total		23

* Actual number of the posts may increase or decrease.

B. PREQUALIFICATION CRITERIA: -

- (a) Turnover of the bidding Service Provider Firm in past 3 financial years i.e. 2015-16-17 and 2017-18 shall not be less than INR 1crore from the human resource and related business (Screening/Recruitment/Staffing/Testing /Assessment/Certification/Training/Pay rolling). The applicant Service Provider Firm shall submit copies of audited financial statements as credentials along with a Chartered Accountant certificate stating the meeting of turnover criteria from the related business.

(b) Shall have minimum of **2 years of past experience** in human resource and related business catering to State/Central Government organizations/PSUs or Government Autonomous Organizations, or large private sector enterprises. The applicant Service Provider Firm shall submit copies of Certificate of Incorporation, the relevant work orders/Client Satisfaction Certificate as credentials. DES, Uttarakhand may seek client feedback on services provided by Service Provider Firm)

(c) Shall have engaged in human resource and related business in minimum three State/Central Government organizations/PSUs or Government Autonomous Organizations/large private sector enterprise.

C. EVALUATION OF BIDS

Technical evaluation would be undertaken as follows:

1. Turnover of the Service Provider Firm for **past 3 financial years** i.e. 2015-16, 2016-17 and 2017-18.
2. Past experience in number of years of catering to HR and related business to State/Central Government Organizations/PSUs or Government Autonomous Organizations /Large Private Sector Enterprise.
3. HR and related services to number of State/Central Government Organizations/ PSUs or Government Autonomous Organizations/Private Sector Enterprise.
4. Approach & Methodology (A&M) for Selection & Supply of Candidates. The A&M must detail out how the Service Provider Firm core management staff would provide back-up support to the deployed personnel in smooth running of day-to-day activities. It should also specify the methods that it will adopt in Screening/Recruitment/Staffing/Testing /Assessment/Certification/Training/Pay rolling.

FINANCIAL EVALUATION: -Financial bids of only those bidders who are qualified technically will be opened and considered for financial evaluation. Facility wise lowest cost quoted will be determined to award the Contract.

ANNEXURES

1. Annexure A : Format for Technical Bid.
2. Annexure B : Format for Technical Evaluation.
3. Annexure C : Format for Financial Bid.
4. Annexure D :Agreement

ANNEXURE-A

Format for Technical Bid

To,

Director,
Directorate of Economics & Statistics,
100/6, Neshvilla road,
Dehradun
Uttarakhand – 248001

Sub : Bid for Hiring of Service Provider Firm to provide Manpower on Rate Contract Basis as per the requirement Directorate of Economics and Statistics (DES) Uttarakhand.

Having examined the tender document, we, M/s....., offer to be selected as preferred bidder with DES Uttarakhand, in full conformity with the said tender document. We have read the provisions of tender document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our bid shall not be given effect to.

We also certify that any Central Govt./State Govt./ PSU in India has not blacklisted us. We also agree to abide by the terms and conditions of this Bid, consisting of this letter, the Technical and Financial Proposal, the duly notarized written power of attorney, and all attachments, for a period of 180 days from the date fixed for submission of Bids as stipulated in the tender document and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period. Until the formal final Contract is prepared and executed between us, this Bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us.

We hereby declare that all the information and statements made in this bid are true and accept that any misinterpretation contained in it may lead to our disqualification. Until the formal final Contract is prepared and executed between us, this Bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us.

We understand you are not bound to accept any bid you receive.

Dated this (date/month/year)

Authorized Signatory (in full and initials) :

Name and title of signatory:

Duly authorized to sign this Bid for and on behalf of (Name or Respondent)

Name of Service Provider Firm:

Address

ANNEXURE-B

Form Tech – II : Format for Technical Evaluation – Annex B (i)

A. Documents and Information (copiers to be enclosed) to be submitted by the Service Provider Firm, Checklists

No	Particulars	Numbers/details/Page no./Remarks/
1	Service Provider Firm Profile	
	Detailed office address of the Service Provider Firm with Office, Telephone Number, Fax Number, Mobile Number, e-mail id and the name of the contact person.	
	Name and address of the CEO/Director/Owner of the Service Provider Firm with Tel. / Mobile No :	
2	Tender Fee Rs 1000/- (Rupees One Thousand only) Details of Tender Fee i. Amount ii Draft/Pay Order No. iii Date iv Issuing Bank	
3	EMD Rs.....in favour of Dehradun, Uttarakhand, payable at Dehradun. Details of EMD i. Amount ii Draft/Pay Order No. iii Date iv Issuing Bank	
4	Income Tax Returns/audit report	
5	Copy of GST Registration Certificate	
6	Copy of PAN/TAN Cards	
7	Experience Certificates	
8	Cover letter duly signed Annex A	
9	The Performa of technical bid duly filled in Annex B(i) and B (ii)	
10	Details of approach and methodology	
11	Any other documents (additional rows may be added)	

TECHNICAL Evaluation – Annex B (ii)

No	Particulars	Details to be filled by bidder
1	Annual Turnover of the Service Provider Firm for the past 3 financial years (in INR Lakhs) : Proof of Financial status of the Service Provider Firm in form of balance sheet for the past three FYs.	
2	Past experience in number of years of catering to HR and related business to State/Central Government Organizations/PSUs or Government Autonomous Organizations/Large Private Sector Enterprise. List of other clients (may attach separate sheet)	
3	HR and related services to number of State/Central Government Organizations/PSUs or Government Autonomous Organizations Private Sector Enterprise	
4	Approach & Methodology (A&M) for Selection & Supply of Candidates. The (A&M) must detail out how the Service Provider Firm core management staff would provide back- up support to the deployed personnel in smooth running of day to day business. It should also specify the methods that it will adopt in Screening/Recruitment/Staffing/Testing/Assessment/Certification/ Training/Pay rolling. Service Provider Firm Firms will be required to make Technical Presentation on Approach & Methodology.	Attach separate sheets for detailed approach and Methodology.
5	Whether a copy of the terms and conditions duly signed, in token of acceptance of the same is attached?	
6	Details of the contract with any two Govt./Public sector Organization etc. with contact person's name & telephone/cell no. etc.	

Note : It is mandatory to attach the self attested copy of required certificates/proof with above information.

Date :

Place :

Annexure C

Financial Bid Format

The Agency is required to submit a price bid in the following format only:

Sl. No.	Category	Service charge*of the Agency in Rupees	Remarks**
1	2	3	4
1.	Field Investigators:		

***The agency is required to quote only Service charge of the Agency per person per month (Col:3) for the entire State, to be met by the DES excluding remuneration as described in section3: Remuneration and allowances of the RFP. The amount should be a fixed flat rate per personnel per month irrespective of the location of deployment with in the zone. The service charge should include all charges/deductions to be made by the agency for its services and other liabilities excluding mandatory charges of ESI, EPF, GST, etc.**

The tenderer should quote his service charges in Rupees per month per person in such a way that gross service charge in Rupees per billing month should be more than the amount of TDS to be recovered from total payment from such monthly bill which is aggregate of Wages (Fixed), EPF (Fixed), ESI (Fixed), Service Charge(As quoted) and Goods & Services Tax (As applicable). It may be noted that the rate of TDS will be computed @ 2%of the total payment (as per section 194 C) i.e.at the highest applicable rate sir respective of the status of the tenderer as an individual contractor/ firm/trust.

Contract will be awarded on the basis of following:

1. Lowest bidder will be decided on the basis of Col.3“**Service charge of the Agency per person per month (Excluding Goods & Service Tax)**”.
2. **Incase of Amount quoted in by two or more Agency is same in Col:3**, Lowest bidder will be decided on the basis of average Number of manpower per month provided to Govt./PSUs during last 12 months.

Authorized Signatory_____

Name_____

Designation_____

Signature of authorized person

Date:
Seal:

Full Name:
Seal

AGREEMENT FOR HIRING OF SERVICE PROVIDER FIRM TO PROVIDE
MANPOWER AS PER THE REQUIREMENT OF DIRECTORATE OF
ECONOMIC AND STATISTICS UTTARAKHAND

This agreement is made on this _____ day of
_____ 20 _____ between

M/s _____

_____ (
herein after called the Service Provider Firm whose term includes its successors
and assignees) whose registered office is
at _____

_____ and is acting through its authorized
official _____

AND _____ Director, Directorate Of Economic And
Statistics Uttarakhand (herein after called the Employer whose term includes its
successors and assignees) Whose office is Situated at 100/6 Neshvilla Road,
Dehradun- 248001. The Service Provider Firm will provide Manpower to DES
Uttarakhand of rate contract basis as per terms and conditions herein contained,
and rates as mentioned in

Annexure C

Now these present witnesses and it is hereby agreed and declared by and between
the parties to these present as following.

1. The Service Provider Firm shall during the period of this contract that is to
say from _____ 20 _____ to _____ 20 or until such notice as herein
determines this contract after mentioned, will provide Manpower Services, on the
rates accepted as described in the schedule vide Annexure-C to this agreement. It
is agreed by the Service Provider Firm that number of manpower and services
required is likely to change and may be demanded according to the exigencies of
service DES Uttarakhand.
2. The Service Provider Firm shall comply with all the terms and conditions of
tender/calling of quotation notice, which are part and parcel of this agreement and
forms integral part of this agreement and also the following.
3. The credentials of the manpower including police verification shall be
verified by the police and manpower deployed shall not normally be changed

during course of contract. DES Uttarakhand only reserves the right to substitute the manpower, which the Service Provider Firm shall comply. If for any reason whatsoever DES, Uttarakhand is not satisfied with the services provided or the manpower, the Service Provider Firm's office will be informed immediately and they should accept the liability to replace it as per requirement. If for any reason the Service Provider Firm is not in a position to provide services as demanded by DES, Uttarakhand, then the DES Uttarakhand will be free to engage these services from the open market and debit the expenditure on account of it on the claims payable to the Service Provider firm.

4. Service Provider Firm will submit bills to DES Uttarakhand on monthly basis for release of payment.

5. If the Service Provider Firm fails to provide the services desired by DES Uttarakhand and if the service is not found satisfactory enough, then DES Uttarakhand shall have the right to terminate the contract in whole or part.

6. If it is found that due to any reason (what-so-ever it may be) any areas is not covered or any of the operation/functions/ duties connected with ToR, recovery will be done as mentioned in General Terms & Conditions of Terms of reference.

7. In case of any accident resulting loss or damage to property of life, the sole responsibility for any legal or financial implication would vest with the Service Provider Firm. DES Uttarakhand shall have no liability whatsoever.

8. That Service Provider Firm is liable for any legal dispute/cases/claims that have arisen or may arise during the agreement in respect of services provided by Service Provider Firm. DES Uttarakhand will not be liable for any loss, damages, and etc. suffered/ to be suffered by Service Provider Firm or third party as the case may be.

9. The Service Provider Firm shall also be liable for all fines, penalties and other criminal offences arising out of or concerning the services provided during the hire period and any toll charges or entry Taxes payable locally and the Service Provider Firm accordingly indemnifies DES Uttarakhand against all such liability.

10. In the event of any question, dispute or difference arising under the agreement or in connection.

There with (except as to matter the decision to which is specifically provided under this agreement) the same shall be referred to sole arbitration of the Director DES Uttarakhand.

11.If the Service Provider Firm institutes any legal proceedings against DES Uttarakhand to enforce any of its rights under this agreement it shall be in the legal jurisdiction of Dehradun.

Signed_____

For and on behalf of the DES Uttarakhand

Name (caps)_____

Position_____

Date_____

Signed_____

For and on behalf of the Service Provider Firm

Name (caps)_____

Position_____

Date_____

In the presence of Witnesses

- 1.
- 2.

In the presence of Witnesses

- 1.
- 2.

Appendix A
Terms of Reference

1. Directorate of Economics & Statistics Utrakhnad, Dehradun urgently requires Service Provider Firm to provide manpower on a rate contract basis to conduct various surveys (Data collection and supervision) as per the requirement.

2. Job Description and Required Quantity

For its surveys/scheme, the collection of data is done by DES from selected households, enterprises, markets etc. in rural and urban areas of the country by using paper schedule or hand-held device viz. tablets (to be supplied by DES) for capturing data from the respondents. The selected agency will have to provide manpower investigators mentioned in the table below.

The responsibilities to be owned by the deployed person, Age Criteria, Eligibility/Essential Qualification, Desired Qualification and Work Experience required for each category is mentioned in the table below. The deployed manpower under different categories would be paid monthly remuneration by the agency as per the formula mentioned in **Section 3.Remuneration and Allowances Details**. DES would pay the Travel Allowance/Daily Allowances directly to the deployed manpower.

Name of the Post	Duties	Age Limit	Eligibility/Essential Qualification	Desirable Qualification/Experience
1	2	3	4	5
Field Investigators (FIs)	Field job of collection of data from households/enterprises using paper schedule electronic gadgets through Computer Assisted Personnel Interviewing (CAPI) on various aspects in selected rural/urban samples through pre-designed schedules of inquiry.	Not exceeding 42 years.	(a) Masters's Degree from a recognized university in Statistics or Economics or Mathematics or commerce (b) Working Knowledge of Hindi, English Local language (c) Knowledge of Computer application like MS office etc. along with comfort in keying data through hand held devices.	Preference will be given to candidates having experience of field job of statistical surveys carried under Government Sector/PSU

The workers supplied by the contactor shall adhere to the working time of each unit/office/location where they are employed.

The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted. In case, the person deployed is absent on a particular day or comes late/leaves early on three occasions, proportionate deduction for one day will be made.

The Agency will be responsible for managing the leaves of the employees. The leaves should be managed in such a way that it will not hamper the DES ongoing work related to the survey. The Agency will manage the leave facilities to contractual staff as per Government rules in vogue for the contractual staff hired through agency.

3. Remuneration and Allowances Details

The proposed monthly remuneration/wages will be given to the contractual staff as per GO No. 500/xvii-5/2018-09(17)/2004-TC-1of Uttarakhand government's soldier welfare dept. which is as under;

Field Investigators (FIs)	Rs 13405/-* (as per UPNL Norms)	Travelling Allowances, Daily allowance And other due allowance will be paid as per the government order no.411/xxvii(7)/2010 dated 6 th Jan 2010.
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Note:

(*) The Monthly Remuneration/wages includes the required mandatory payments like employers contribution towards EPF, ESIC etc.

DES would pay the Travel Allowances/Daily Allowances directly to the deployed manpower.

Remuneration indicated above for the manpower to be engaged through agency is sum of wages and mandatory payments of EPF, ESI etc. decided by DES as per given below:

Serial No.	Detail of Honorarium	Amount
1	2	3
1	Basic Wages	8892
2	Gratuity 4.81% of Ser No 1	428
3	House Allowance 10% of Ser 1	889
4	Clothing Allowance 10% of Ser 1	889
5	Bonus 8.33% of Rs 7000	583
6	Total (Ser 1 to 5)	11681
7	EPF 13.15% of Ser 1 (Employer Share)	1169
8	ESIC 4.75% of Ser 6 (Where Applicable)	555
9	Total (Ser 6+7+8)	13405
10	EPF 13.15% of Ser 1 (Employer Share)	1169
11	ESIC 4.75% of Ser 6 (Where Applicable)	555
12	EPF 12% (Employee Share)	1067
13	ESIC 1.75% of Ser 6 Employee's Share (Where Applicable)	175
14	Total Deductions (Ser 10+11+12+13)	2966
15	Net in hand to Employee (Ser 9-14)	10439

EPF & ESI deductions (Employer's share and employee's share) will be made as per the details of wage structure given in the GO.

Any increase in the TA//DA being paid, presently for DES surveys and wages mentioned above would be periodically reviewed and decided solely by the Department of Planning only if considered necessary.

To ensure compliance with minimum wages act, wages part/component of remuneration indicated in above would essentially be higher than the minimum wages for skilled/technical worker notified by the Govt.

4. Manpower Deployment Locations

Sr. No.	Name of the District	Requirement of Investigators (nos.)
1	Dehradun	2
2	Haridwar	2
3	Pauri	2
4	Tehri	2
5	Rudraprayag	1
6	Chamoli	2
7	Uttarkashi	2
8	Udhamsingnagar	2
9	Pithoragarh	2
10	Champawat	1
11	Bageshwar	1
12	Almora	2
13	Nainital	2
Total		23

Note:

Number as well as places, where manpower would be required may change from time to time.

5. Instruction to Bidders

1. All the recommended candidates shall have good working knowledge of English and Hindi both in oral and written communication.
2. All the recommended candidates (professional staff) shall have hands on experience on Computer/ Laptop & Internet.
3. It shall be the responsibility of the deployed manpower and the Service Provider Firm to all the designated manpower performs the tasks allotted to them by DES Uttarakhand effectively, efficiently and speedily. The responsibility of statutory/ compulsory deductions like EPF/ Income Tax and other statutory dues etc. from the manpower deployed will be of the hired Service Provider Firm. The DES Uttarakhand shall make no extra payment in this regard. Service Provider Firm will have to submit compliance report to this effect at the end every financial quarter to DES Uttarakhand.

4. General

- a. While every effort has been made to provide comprehensive and accurate background information, and requirements, Bidders must form their own conclusions about the provisions needed to meet the DES requirements. Bidders and recipients of this RFP may consult their own legal advisers in relation to this RFP.
- b. All information supplied by Bidders as part of their bids in response to this RFP, may be treated as contractually binding on the Bidders, on successful award of the assignment by DES on the basis of this RFP.
- c. Each bidder needs to bid for all Districts mentioned in the job Details.
- d. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of DES. Any notification of preferred bidder status by DES shall not give rise to any enforceable rights by the Bidder. DES may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of DES.
- e. The tender will comprise Technical as well as financial bids separately.
- f. Submission of Bid will be only through www.uktenders.gov.in within specified date indicated in the details available on the website also. Manual submission is not acceptable.
- g. In the event of the specified date for the submission of tender offers being declared a public holiday by the Government, the offers will be received up to the appointed time on the next working day. The DES may, at its discretion, extend this deadline for submission of offers by issuing corrigendum an uploading the same on e-procurement portal.
- h. The interested agencies may submit their tender document complete in all respects along with Earnest Money Deposit (EMD).
- i. It is the responsibility of bidder to ensure that EMD in original or self certified copy of exemption certificate/document must reach the office of Director Directorate of Economics and Statistics Utrakhand Dehradun.
- j. Each page of the tender should be signed by the bidder or by his authorized signatories with seal of the agency.

- k. Bids submitted through Fax, email or facsimile would be rejected.
- l. The successful bidder will have to deposit performance security deposit.
- m. The tendering agencies are required to enclose duly attested photocopies of documents along with the Technical Bid.
- n. Conditional bids shall not be considered and will be out rightly rejected in very first instance.
- o. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, the person authorized to sign the tender bids, if any, in the Technical Bid application must attest the cuttings.

6.2. Eligibility Criteria for Bidders

6.2.1. Sole Bidder

The Bidder must be an Agency, which has the capabilities to deliver the entire scope as mentioned in the RFP.

6.2.2 Technical Qualification Criteria

The tendering Agency must fulfill the following technical specification in order to qualify:

Sr. No.	Basic Requirement	Eligibility Criteria	Documents to be submitted
1	Legal Entity	Agency would have to be either registered as a company or as a Partnership Firm (including Limited Liability Partnership) under the Companies Act, 1956 or the Partnership Act as the case may be. (Consortium of Companies not	Certificate of Incorporation AND Registration Certificates showing type of firm

		Permitted)	
2	Business Turnover	The Bidder should have has a minimum annual turnover of Rs. 1Crore during the last three years (2015-16, 2016-17 and 2017-18) from Manpower Services.	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant for preceding three years.
3	Net Worth	The bidder should have earned net profits for last 3 financial years.	Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant specifying net profits.
4	Business Operation	The Bidder must have a minimum of three years experience in supplying personnel to reputed Central/State Govt. Departments/Public Sector Companies/Banks. The same may be relaxed by one year on producing a certificate of good performance by at least one client.	Details of Contracts relating to supplying of manpower to reputed Central/State Govt. Departments/Public Sector Companies/undertakings in the last three years along with attested copies of the work orders
5	References	Bidder should provide client references and contact details (email/landline/mobile) of 3 customers for whom the Bidder has executed similar projects in past three years. (Start and End Date of the Project to be mentioned)	Client References: 1. 2. 3.
6	Presence	The bidder should have presence (at least one office) in the jurisdiction of the zone for which they are bidding.	List of Offices, Contact Person & contact details
7	Taxation registration and clearance	The bidder must have following valid	Attested copy of all certificates

		certificates: a) Permanent Account Number b) GST Registration No	
8	Own Bank Account	The bidder should have its own Bank Account	Certified copy of the account statements for the last one year issued by the bank
9	Mandatory Employee Services Registration	The bidder should be registered with the appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.	Certified copies of the Registration with EPF and ESIC
10	Registration under Contract Labour Act	The bidder must be registered under Contract Labour (Regulation and Abolition) Act, 1972.	Attested copies of Registration and License No. Of the Agency
11	Blacklisting	The Bidder Company should not currently have been blacklisted by any Government Department/PSU or under a declaration of ineligibility for fraudulent or corrupt practices of inefficient/ineffective performance.	Self declaration on Bidders company letter head
12	Total no. of employees	The Agency should have proven track record on providing a minimum of 150 fulltime personnel over the period of last three years to Central/State GOVT. Departments/Public Sector Companies/Bank/Public limited company.	Satisfactory documentary proof to be attached.

Note:

- a. The tenders not accompanied with the EMD, unless exempted, as prescribed in the NIT would not be considered for technical evolution.
- b. The bids received without EMD for particular zone will not be evaluated.

GENERAL TERMS & CONDITIONS:

1. All the recommended candidates shall have working knowledge of English and Hindi both in oral and written communication.
2. All the recommended candidates (professional staff) shall have hands on experience on computer/laptop & Internet.
3. It shall be the responsibility of the deployed manpower and the Service Provider Firm to see that all the designated manpower performs the tasks allotted to them by DES Uttarakhand effectively, efficiently and speedily. The responsibility of statutory/compulsory deduction like EPF/Income Tax and other statutory dues etc. From the manpower deployed will be of the hired Service Provider Firm. The DES Uttarakhand shall make no extra payment in this regard. Service Provider Firm will have to submit compliance report to this effect at the end every financial quarter to DES Uttarakhand.
4. **Billing-** The Service Provider Firm shall submit the stamped wage bills/invoice (in triplicate) to the DES Uttarakhand on monthly basis as stated in payment terms after completion of the calendar months for payment. In normal circumstances, the payment shall be made within 30 days from the date of submission of the bills. Attendance of each candidate deployed by Service Provider Firm will be authenticated via email by concerned DEStO and will be forwarded further to DES to respective district. DEStO will countersign the attendance and submit to DES within 24 hours. No extra payments towards telephone charges, data card usage, transport etc. Will be made by DES Uttarakhand (official field duty visit may be paid as per DES Uttarakhand rules subject to prior approval of competent authority).
5. The liability of service tax or may other tax or levies will be borne by the Service Provider Firm.
6. The Service Provider Firm shall provide the copies of appointment letter issued to the HR deployed in the DES Uttarakhand to the DES Uttarakhand.

7. The Service Provider Firm shall ensure that the manpower engaged by them is pre-verified for character and antecedents before deploying them for duty in the DES Uttarakhand office.
8. The Service Provider Firm will provide to the DES Uttarakhand, a list of all personnel so deployed with permanent and present address along with their photographs.
9. The character verification of the personnel through local Police/Gazetted Officer should be furnished at the time of deployment.
10. The Service Provider Firm will provide all selected candidates for deployment with laminated identity cards with their names, designations, place of deputation, residential addresses with signatures of a person duly authorized by the Service Provider Firm. (Laminated Identity cards could be issued to staff deployed for more than 3 months, others may be given paper identification card with the verified photograph) the candidates shall have to carry the card with them at all times.
11. DES Uttarakhand shall have the right to terminate the contract at any stage without assigning any reason whatsoever, by giving one months notice of termination to the Service Provider Firm.
12. In case of any dispute, the decision of the competent authority of the DES Uttarakhand will be final and binding.
13. **Nationality:** All the proposed candidates must be Citizens of India.
14. **Age limit:** Age limit for the posts of Field Investigator shall be from 21-42 years as on 31st August 2018 for the year 2018-19.
15. **Medical Fitness:** All the deployed candidates must be in good mental and physical health required for efficient discharge of her/his duties. Candidates deployed under disabled quota, must be free from those physical defects, which are likely to interface with the efficient discharge of her/his official duties. **Medical fitness certificate to be provided by the Govt. registered medical practitioner only.**
16. The Service Provider Firm shall be responsible for all acts of commission and omission on the part of the manpower engaged for the purpose DES Uttarakhand shall not be responsible in any manner, whatsoever, in matters of injury/death/health etc. of the Service Provider Firm's employees performing duties under the contract.
17. The Service Provider Firm will be responsible for any damages done to the property of the DES Uttarakhand by the HR so employed, and shall reimburse/replace or rectify any damage done.

18. The Service Provider Firm shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and DES Uttarakhand shall not be a party to any dispute arising out of such deployment by the Service Provider Firm.
19. DES Uttarakhand has right to the demand for change/replacement of the personnel at any point of time.
20. DES Uttarakhand would ensure provision of the seating and working space for the deployed staff at the place of posting.
21. The Service Provider Firm shall replace immediately any of its personnel, if they are unacceptable to the DES Uttarakhand because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of manpower supplied by the Service Provider Firm upon receiving written notice from DES Uttarakhand.
22. DES Uttarakhand shall not be liable for any loss, damage, theft, burglary or robbery of any personal belonging, equipment or vehicles of the personnel of the Service Provider Firm.
23. The Service Provider Firm's personnel working in DES Uttarakhand should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of DES Uttarakhand. The Service Provider Firm shall be responsible for any act of indiscipline on the part of personnel deployed by them.
24. The Service Provider Firm's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative /organizational matters as all are of confidential/regularization of service with DES Uttarakhand. Undertaking from the personnel to this effect will be required to be submitted by the Service Provider Firm to this office. The Service Provider Firm shall indemnify DES Uttarakhand from any such liability.
25. Any dispute regarding working hours and regarding compensation to be paid to the workers deployed will be the responsibility of the Service Provider Firm and no representation will be entertained on this issue by DES Uttarakhand.
26. The character and antecedents of each personnel of the Service Provider Firm will be verified before their deployment and a certification to this effect will be submitted to DES Uttarakhand.

27. The Service Provider Firm shall ensure proper conduct of his personnel in office premises and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering around during working hours.
28. The Service Provider Firm shall engage the necessary personnel as required by DES Uttarakhand from time to time. The said personnel engaged by the Service Provider Firm shall be either the employee or on contract of the Service Provider Firm and it shall be the duty of the Service Provider Firm to pay their salary every month by 7th day of the succeeding month.
29. The transportation, food, medical and other statutory requirements in respect of each personnel of the Service Provider Firm at the initial place of posting would be the responsibility of the Service Provider Firm and that DES Uttarakhand will not entertain any claim in this regard. However, in some exceptional cases DES Uttarakhand may take a decision to admit outstation TA/DA as per DES Uttarakhand guidelines. The official visit will be paid as per the rules of Uttarakhand government.
30. The normal working hours of the personnel deployed shall be as per instruction of DESTO on all working days. DES Uttarakhand will have discretion to change the normal working hours of some or all of the personnel deployed under intimation to the Service Provider Firm.
31. The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted.
32. All personnel deployed in DES Uttarakhand would be entitled for leave as per Leave Rules of DES Uttarakhand.
33. Duties of deployed personnel can be changed or DES Uttarakhand can assign them to any department as deemed fit.
34. All leave applications for that month shall be submitted duly approved and sanctioned otherwise wages for that particular month shall be withheld till needful is completed or payment may be recommended with deduction on pro rata basis.
35. Work done by the manpower hired from the Service Provider Firm shall be the property of DES Uttarakhand.
36. The personnel provided by the Service Provider Firm shall understand the work responsibility and shall complete the work assigned by DES Uttarakhand. Payment of any overtime or compensation demanded will be solely the responsibility of Service Provider Firm.
37. The Service Provider Firm shall provide a substitute well in advance if there is any probability of the personnel leaving the job due to his/her own

personal reasons. The payment in respect of the overlapping period of the substitute shall be responsibility of the Service Provider Firm.

38. The Service Provider Firm shall be easily available at all times and message sent by e-mail/fax/letter from DES Uttarakhand to the Service Provider Firm shall be acknowledged immediately on receipt on the same day.

39. DES Uttarakhand reserves the right to cancel the rate contract in whole or any part thereof and shall be entitled to revise the rate contract wholly or in part by a written notice to the selected Service Provider Firm bidder, if:-

- The Service Provider Firm fails to comply with the terms of the order including specification and other requirement;
- The Service Provider Firm becomes bankrupt or goes into liquidation;
- The Service Provider Firm fails to provide the service on time.

The Liaisoning Officer appointed by the Service Provider Firm is supposed to receive any kind of property, asset issued to/used by the HR deployed by the Service Provider Firm. In case of any loss/damage/theft of the property/assets issued, the compensation will be borne by the Service Provider Firm. Upon receipt of the said cancellation notice, the Service Provider Firm shall not provide any services connected with the rate contract.

41. The bidder should quote the rates in figures as well as in words. Alteration, if any, unless legibly attested by the supplier, with their full signatures shall invalidate the bid. The owner of the Service Provider Firm himself/themselves should sign each page of document or his/their authorized agent on his/their behalf. In case the agent signs the document, the authority letter in his favour must be enclosed with the quotation.

42. The bidder should take care that the rates/amounts are written in such a way that interpolation is not possible. No blank should be left which would otherwise make the bid liable for rejection.

43. The price offered by the bidder shall be valid for a period of 1 year from the date of issue of award of contract.

44 .The tenure of the hiring of services can be extended at one time for a further period of 1 year on the same rates, terms and conditions provided both parties are agreeable to the same and the contract may be extended up to 05 (five) years depending upon satisfactory performance with maximum 10% increase in the price.

45. The Service Provider Firm submitting its bid would be deemed to have considered and accepted all the terms and conditions. No enquiries, verbal or written shall be entertained in respect of acceptance or rejection of the bids.

46 Any action on the part of the bidder to influence anybody of DES Uttarakhand will make his bid liable to rejection.

47. Earnest money of **Rs.100, 000/- (Rs One lakh Only)** shall be paid in the shape of demand draft drawn on any Nationalized Bank in favour of “Director, Directorate of Economics and Statistics(DES), Uttarakhand”, payable at Dehradun. DES Uttarakhand reserves the right to forfeit the earnest money if any wrong declaration/commitment by the bidder is found at any stage or fails to execute the rate contract, if awarded.

48. The security/EMD furnished by the bidders will bear no interest. The EMD of unsuccessful bidders shall be returned back within 30 days of opening of financial bids and of successful bidders will be returned upon submission of performance security.

49. The price shall remain firm and will not be subject to escalation of any description during the execution of the rate contract. The rate/s offered by the Service Provider Firm shall include all applicable taxes/duties (Central and State) as per given scope of work.

50. Settlement of Dispute

- Amicable settlement- the parties shall use their best efforts to settle amicably, all the disputes arising out of or in connection with the contract.
- Arbitration- If any dispute arises between the parties in connection with or arise of, the contract which is not resolved amicably within the period of 30 days, thereafter the matter shall be referred to the arbitration within 2 (two) weeks by either of the parties under the provision of Arbitration and Conciliation Act. 1986. That the parties are agreed to appoint arbitrator as decided by the Director of DES.
- The place of arbitration shall be Dehradun,

51. Conditional bids shall not be considered and will be out rightly rejected in very first instance.

52. **Performance Security** – The successful bidder will have to deposit performance **security of 5% of** the amount of contract in the form Bank Guarantee of Nationalized Bank within 7 days from award of contract along with contract

Agreement. The performance bank guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firm. In case the contract is further extended beyond the initial period, the performance bank guarantee will have to be accordingly renewed by the successful bidder.

53. The Service Provider Firm will indemnify DES Uttarakhand to the extent of direct damager against all claims, demands, costs, charges, expenses, award, compensations etc. due to Agencies violation of any patents and copyrights.

54. DES Uttarakhand can terminate the services contract at anytime by giving one moth notice for repeated breach of the Service Levels of Terms and Conditions, as provided in the Service Level Agreement, by the Service Provider Firm.

55. **FORCE MAJEURE:** if the performance as specified in this order is prevented, restricted, delayed or interfered by reason of fire, explosion, cyclone, floods, war, revolution, blockage of embargo, any law, order, proclamation, ordinance, demand or requirements of any Government of authority of representative of any such Government including restrict trade practices of regulations, Strikes, shutdowns of labour disputes which are not instigated for the purpose of avoiding obligations herein, or any other circumstances beyond the control of the party affected, the notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates of prevention, restriction, delay of interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

56. **JURISDICTION:** The courts at Dehradun alone shall have the jurisdiction in any matter arising out of Correlating to this tender

57. The period of contract will be for a period of 11 months from the date of signing the Agreement and the contract may be extended up to 05 (five) years depending upon satisfactory performance.

Signature of Authorized Officer of the Service Provider Firm

Full Name-

Seal

Date:

Place:

उत्तराखण्ड सरकार,
अर्थ एवं संख्या निदेशालय (नियोजन विभाग),
100/6 नेशविला रोड, देहरादून, उत्तराखण्ड।
Website: www.des.uk.gov.in Email: dirdesuk@gmail.com
Phone: 0135-2654871 Fax No. 0135-2712604

विज्ञप्ति

पत्रांक: /II-स्था0-42/(अन्वेषक)/2018

दिनांक: नवम्बर, 2018

ई-प्रोक्योरमेंट निविदा सूचना
www.uktenders.gov.in

- 1) कार्य का नाम- Selection of Service provider Firm to provide Human Resources as per the requirement of Directorate Economics & Statistics, Dehradun
- 2) निविदा पोर्टल में निविदा की उपलब्धता की तिथि – 5 नवम्बर, 2018
- 3) प्री-बिड बैठक की तिथि एवं समय- 15 नवम्बर, 2018, प्रातः 11:30 बजे
- 4) पोर्टल पर निविदा प्राप्त करने एवं समस्त प्रपत्रों को कार्यालय में जमा कराने की अन्तिम तिथि एवं समय- 26 नवम्बर, 2018 अपराह्न 3:00 बजे
- 5) निविदा खोलने की तिथि एवं समय- 26 नवम्बर, 2018 अपराह्न 4:00 बजे
- 6) निविदा से सम्बन्धित समस्त विस्तृत जानकारी निदेशालय की वेबसाईट www.des.uk.gov.in एवं ई-प्रोक्योरमेंट पोर्टल www.uktenders.gov.in से प्राप्त की जा सकती हैं। समस्त निविदायें केवल ई-प्रोक्योरमेंट पोर्टल www.uktenders.gov.in के माध्यम से ही स्वीकार की जायेंगी।

निदेशक,
अर्थ एवं संख्या।