



**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE  
DISABILITIES (NIEPMD)**

**(Department of Empowerment of Persons with Disabilities (Divyangjan),  
Ministry of Social Justice & Empowerment, Govt. of India)  
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**E-TENDER NOTICE No. NIEPMD/Admin.2 (134)- Vol.II/RT-OSM/2017**

# **OUTSOURCING OF MANPOWER FOR ENGAGEMENT AT NIEPMD, CHENNAI & ITS CENTRES**

Date of publication of E-tender in CPPP	<b>07<sup>th</sup> July 2017</b>
Cost of Tender document (NIEPMD Main Account. A/C No. 76 IFSC Code : IDIB000K122) Indian Bank, Kovalam Branch	<b>Rs.500/- (transfer by RTGS/NEFT (proof to be enclosed along with the E-Tech Bid)</b>
Last Date, Time & place for submission of Tender Document through CPPP	<b>28<sup>th</sup> JULY 2017 till 05.00 pm.</b>
E M D (NIEPMD Main Account. A/C No. 76 IFSC Code : IDIB000K122) Indian Bank, Kovalam Branch	<b>Rs.3.00 lakhs (Rupees three lakhs only) (transfer by RTGS/NEFT – proof to be enclosed along with the E-tech bid)</b>
Date of Opening of Tender Documents (E- Technical Bids)	<b>31<sup>st</sup> JULY 2017.</b>

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD) is a Central Autonomous Body under Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India. The institute is providing various services for empowerment of persons with multiple disabilities

NIEPMD is inviting E-tenders through NIC e-procurement portal URL "<http://eprocure.gov.in/eprocure/app>". from well established, reputed firms/ registered service providers with proven track record and an annual turnover of not less than rupees two crores to provide manpower on outsourcing basis for NIEPMD, Muttukadu, Kovalam, Chennai and its centres; depending upon the need. The agencies shall have to supply Manpower depending upon the requirements of the institute from time to time. Detailed terms and conditions, bid format and scope of work are available at Govt of India Central Public Procurement Portal ([eprocure.gov.in/eprocure](http://eprocure.gov.in/eprocure)). Details of tender can be viewed from the institute's website [www.niepmd.tn.nic.in](http://www.niepmd.tn.nic.in).

**DIRECTOR**

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## Instructions to Bidders;

1. The details monthly salary of manpower proposed to be outsourced is given at **Annexure-I**. (The approximate total number of employer in various category required at HQ, NIEPMD and its centre is around 150 nos.)
2. The terms and conditions of contract is at **Annexure-II**.
3. The period of contract shall be 12 months. Rate quoted by the service provider would be fixed for a period of one year (12 months).
4. The services shall commence within 15 days from the date of award of contract.
5. The “**Tech Bid**” should contain the following :-
  - (a) Acceptance of Terms and Conditions
  - (b) EMD for Rs. 3,00,000/- to be transferred through RTGS/NEFT.  
Proof of remittance of tender cost of Rs.500/- through RTGS/ NEFT.
  - (c) Certificate of authorization to sign on behalf of the service provider.
  - (d) Certificate by the bidder stating that the firm/company has not been black listed by any Government agency.
  - (e) Certificate by the bidder stating that they have read and understood all the terms and conditions mentioned in the Tender document and is willing to take up the contract as per such terms and conditions.
  - (f) All other certificates/documents except Financial Bid.
  - (g) Proof of annual turnover;
6. The “**Financial Bid**” (**Annexure-IV**) should filled (BOQ in MS Excel format downloaded from CPPP portal) to be downloaded from up in the prescribed format in the CPPP and shall contain only rates which are to be quoted on monthly basis for normal duty of eight hours per day per person for five days in a week.
7. Technical bids without proof of remittance of EMD shall not qualify for further evaluation. The EMD without interest will be returned to the un-successful bidder(s).
8. The e-technical bids will be opened at 05.00 pm on 31<sup>st</sup> July 2017 in the presence of any participating bidders who wishes to be present. The list of technically qualified bidders will be published on the CPPP portal and may also be hosted in NIEPMD website.
9. The E-Financial bids of technically qualified bidders only will be opened. The date and time of opening of price bids of technically qualified bidders will be notified by the CPPP, as per procedure. .
10. The order will be awarded to the lowest cost bidder from the technically qualified bidders. **The lowest bidder in terms of total cost to the NIEPMD on account of payment of service charges per month taken together for all the various levels of employees to be outsourced and the lowest bidder taken together for all the levels as indicated by the CPPP will be awarded the contract.** As no subsequent cost negotiations will be done, the price quoted should be final.

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## Eligibility Criteria;

(All the certificates and documents must be attached with E-Technical Bid)

1. The bidder should have been in existence for not less than three years. Copy of registration of firm/company to be enclosed.
2. The annual turnover of the bidder for the last three years should be at least Rupees Three Crores per annum. Copy of the IT returns or audited balance sheet duly certified by the Chartered Accountant to be scanned and enclosed with the E- technical bid.
3. The bidder should have at least 03 (three) years of experience in providing manpower to State/Central Government organizations/PSUs/Central Autonomous organizations/Organizations/companies/firms/MNCs of repute and should be registered with government authorities for running the manpower outsourcing business, for providing support manpower/technical/non-technical/professional manpower etc. A copy of the valid registration and proof of experiences (copy of work orders, completion/experience certificates, bills etc.) should be scanned and uploaded with the E-technical bid.  
The bidders may note that the testimonials submitted by them in proof of the above requirements are latest, valid and genuine as they may be verified from the concerned authorities.
4. The Manpower agency should have registered office at Chennai/ Tamil Nadu. Proof of registered office at Chennai / Tamilnadu and operating for atleast 03 (three) past years at Chennai/Tamilnadu should be enclosed. Copy of Registration Certificate indicating the address of registered office and copies of work orders with the registration office at Chennai for the past 03 years should be enclosed with the E- technical bid.
5. The bidder should be willing to take up the contract as per the terms and conditions mentioned in **Annexure-II**.
6. **Technical bids without proof of remittance EMD shall not qualify for further evaluation.**
7. Agencies meeting the required criteria mentioned in this document shall only be considered for evaluation of price bid. Further agencies not furnishing documentary evidence as required will not be considered.
8. Pre-qualification of the agencies shall not imply final acceptance of the Rate bid. The agency may be rejected at any point during Techno-Commercial evaluation or during price evaluation. The decision in regard to acceptance and or rejection of any offer in part or full shall be sole discretion of Director, NIEPMD and decision in this regard shall be binding on the agencies.
9. This being a re-tendering and e-tendering process; the tender accepting authority will have the right to accept even an eligible single e-tender and award the contract.
10. In case of litigation, if any, and the cause of action shall be deemed to have been arisen in Chennai District only and the District Court of Chennai (Tamilnadu) shall have the jurisdiction for any such litigation.

### Scope of Work:

To provide manpower on outsourcing basis to NIEPMD and to hold the employees on their roles and discharge all statutory obligations in the capacity of the Employer as per the Terms and conditions mentioned in this document.

NIEPMD will provide separately the prescribed educational/professional qualification/upper age limit and experience required etc., for the manpower to be engaged under various categories, as approved by its Executive Council.

### Validity:

The offer shall remain valid for a period of 60 days from the date of receipt of Techno-Commercial offer.

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**Annexure-I**

**PRICE BID FOR ENGAGEMENT OF MANPOWER THROUGH OUTSOURCING AT HQrs NIEPMD**

Having examined the tender documents, we the undersigned offer to quote the rates towards engagement of manpower through outsourcing at NIEPMD under various categories mentioned in the bid document. We have read and understood all terms and conditions of contract mentioned in Annexure-II to Annexure IV of the Tender document. We are ready to take up the contract as per the terms and conditions and the following rate schedule.

**(All figures in Rupees per month)**

Sl No.	Monthly Salary of the employee fixed by NIEPMD (including ESI & EPF, other statutory deductions, if any) (Rs.)	Administrative Charges of the Service provider per month. (The administrative charges should be mentioned in AMOUNT (in INR) PER PERSON PER MONTH and NOT in percentage) (Rs.)	Service Tax payable as per existing rates (per month) (Rs.)	Total cost to NIEPMD (per month) (Rs.)
1	<b>9500/-</b>			
2.	<b>10500/-</b>			
3.	<b>14000/-</b>			
4.	<b>15200/-</b>			
5.	<b>20000/-</b>			
6.	<b>24000/-</b>			
7.	<b>27000/-</b>			
8.	<b>30,000/- and above</b>			

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## **Terms & Conditions:-**

1. The successful bidder shall enter into a contract with NIEPMD for a period of one year.
2. The service provider shall engage such number of required employees as required by NIEPMD, Chennai from time to time. The salary to all outsourced employees shall be paid by the contractor on or before 05<sup>th</sup> of every month and shall submit the bills for reimbursement from NIEPMD.
3. The number of categories or employees required in each category may vary. The number of employees may be reduced or increased according to the requirement, will be reviewed bi-monthly basis.
4. The outsourced employees engaged by the service provider shall be polite, cordial, positive and efficient while handling the assigned work so that their actions promote good will and enhance the image of NIEPMD in front of the stake holders and the general public at large. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them.
5. The service provider shall make sure that the outsourced employees deployed by them shall decently display photo ID cards with tag whenever they are on duty for NIEPMD. The ID Cards must display the logo and full address of the service provider apart from the basic details of the employee. The ID card to be issued to the outsourced employees deployed by the agency shall be approved by NIEPMD before issue.
6. The service provider may also require to supply professional/support/technical/ non-technical manpower on short term basis on the same terms and conditions, of the tender and contract agreement.
7. The monthly salary payable to each employee shall be fixed by NIEPMD. **The lowest bidder in terms of total cost to the NIEPMD on account of payment of service charges per month taken together for all the various levels of employees to be outsourced and the lowest bidder taken together for all the levels as indicated by the CPPP will be awarded the contract.** The financial bids shall be compared for the total money outlay. **The administrative charges will be the crucial deciding factor for deciding the lowest bidder and award of contract. The administrative charges should be mentioned in AMOUNT (in INR) PER PERSON PER MONTH and NOT IN PERCENTAGE (E-Financial Bid at Annexure V).**
8. The Service provider shall furnish a Performance Security (Security Deposit) of Rs 15,00,000/- (Rupees fifteen lakhs only) in favour of "Director, NIEPMD" payable at Chennai in the form of bank guarantee from any commercial bank enforceable at Chennai. The security deposit shall remain valid for the period of the contract. The security deposit shall be forfeited in case of non-fulfillment of the terms & conditions of the contract and or for compensating any loss suffered due to any employee deployed by the service provider.
9. NIEPMD shall maintain an attendance register as well as a bio-metric attendance machine in respect of employees deployed by the service provider. The wages/remuneration will be decided in respect of the employees as per this attendance system. In case of late attendance for more than half an hour, ½ day's salary will be deducted from the individual's salary account.
10. The outsourced employees engaged by the service provider can avail 01 day causal leave for every completed month. However, they should obtain prior permission of the concerned HOD/Section In-charge, NIEPMD and the service provider. No compensation/compensatory off for the un-availed leave is permissible.
11. The employees engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month.
12. The monthly salary payable to each employee is inclusive of statutory obligations such as EPF & ESI, etc., in case of applicable categories and all other statutory deductions in case of other categories, as per rules. The service provider shall be wholly responsible for compliance of these statutory obligations. The proof of remittance of EPF by way of electronic transfer (ECR' challan) remittance details of exclusive for the employee engaged by the agency at NIEPMD should be produced.
13. There shall be no master & servant relationship between the employees of the service provider and NIEPMD, Chennai.

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14. The employees of the service provider shall not claim any benefit/ compensation/ absorption/ regularization of services from Director, NIEPMD under any statutory provisions.
15. The transportation, Food, Medical and statutory requirements in respect of each employee of the service provider shall not be the responsibility of NIEPMD.
16. Working hours would be normally 08 hours per day from 9.00 AM to 5.30 PM (lunch break half an hour). However, in exigencies of work, they may be required to sit late and may be called on Saturday, Sunday and other Gazatted holidays.
17. No wage/remuneration shall be paid to any staff for the days of absence from duty.
18. The service provider shall provide replacement within seven days of any person leaving the job due to his/her own personal reasons at no extra cost. In case of leave in excess of seven days suitable replacement shall be provided.
19. The employees deployed by the service provider may be transferred to any or the units/offices under NIEPMD by giving notice to the employee through the outsourcing agency. The employees are required to proceed on official duties within station/outstation etc., as and when assigned by NIEPMD. They shall be reimbursed with TA/DA/other incidental expenses, subject to Govt. of India rules. Any such employee supplied by outsourcing agency is fails to comply the instructions issued by NIEPMD should be withdrawn by the agency and a replacement provided within 7 working days.
20. Daily schedule of work assigned/output of work to be maintained by each employee supplied by the agency. The record of case load attended daily, daily work report should be submitted every week by the concerned employee to their respective HODs/Section In-charges. A monthly report on their work output should be submitted by each outsourced employee in the prescribed format to their concerned HODs/Section In-charges.
21. NIEPMD, Chennai shall not be liable for any loss, accidents, damage or theft of any personal belongings, equipment or vehicles of the employees or to the employees engaged by the service provider.
22. The service provider shall indemnify NIEPMD against any loss or damage of goods/ Materials/ Equipment etc., on account of negligence or fault of any employees engaged by the service provider.
23. The service provider shall not assign, transfer, pledge or sub contract the performance of service without the prior written consent of this office.
24. Either party can terminate the agreement by giving 2 months' notice in advance.
25. On expiry of the agreement, the agency would withdraw all its' employees and clear their accounts by paying all their dues.
26. In case of any dispute touching any of the clauses of the agreement, the decision of **Director, NIEPMD** shall be final and binding on both the parties.
27. The employees of the service provider shall not form/join any labour union or resort to strike or demonstration or any other agitation of this nature.
28. The employees deployed by the service provider must not act against the interest of NIEPMD. The employees shall not divulge or disclose to any person, any details, of office, operational process, technical know-how, security arrangements and administrative/organizational matters.
29. The service provider shall immediately withdraw/replace such employees who are found not suitable by NIEPMD for any reasons. NIEPMD reserves every right to order the service provider to withdraw/replace/curtail/reduce any number of outsourced employees in all the categories/the working hours of the engagement of any employee supplied by the service provider.
30. The personnel engaged by the service provider should not have any criminal cases pending against them. The service provider shall make adequate inquiries about the character and antecedents of the person whom they are recommending.
31. The service provider should also ensure that the personnel engaged are healthy and medically fit to work in the proposed role. Medical Certificate might be provided when called for.
32. The service provider shall submit the bill in triplicate in respect of a particular month in subsequent month. The payment shall be released within 10 days from the date of receipt of bills after statutory deductions at source.
33. The service provider shall be contactable at all times and message sent by phone/e-mail/fax/special messenger from NIEPMD should be promptly responded to in fulfillment of the contract from time to time.
34. The contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceedings related to this contract shall be fixed.

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## **TENDER SUBMISSION PROCESS**

Interested bidder may submit their quotes by giving all the necessary documents in English or Hindi as specified. **The tender must be submitted online through Central Public Procurement Portal e-procurement application only through URL: <http://eprocure.gov.in/eprocure/app> only.** No manual bids will be entertained under any circumstances.

The Tender document attached must be direct, concise, and complete and arranged in an organized and structured manner.

To participate in online bidding process, Bidders must procure a Digital Signature Certificate as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode, eMudhra etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.

NIEPMD will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid proposal well advance in time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.

Bidders are also advised to refer visit any local NIC office or call CPPP 24x7 toll free number 1800-3070-223 or mobile No. 07878007972, 07878007973 for further details about the e-tendering / bidding process.

**“Tender Submitted by any other means or any other website will not be accepted”.**

### **(E) Payment Details:**

The following details should be used for making payment of tender fee:-

**A/C No. 761297290**

**Name of Account Holder: Director, NIEPMD**

**Type of Account: Saving Bank**

**Name of Bank: Indian Bank, Kovalam Branch**

**IFS Code: IDIB000K122**

**MICR Code: 600019133**

**Branch Code: 01176**

**NIEPMD PAN: AABTN4536B**

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**TECHNICAL BID (COVER-I)**

<b>Sl No.</b>	<b>Particulars</b>	<b>To be filled up by the Bidder</b>
01	Name of Agency	
02	Details of EMD & Tender Fees; i) Amount ii) Reference No. iii) Date iv) Issuing Bank	
03	Date of establishment of the agency (Certificate of registration to be enclosed)	
04	Detailed official postal address of the agency with i) Telephone number ii) Fax number iii) Website address iv) E-mail id v) Mobile number	
05	PAN Number (copy to be enclosed)	
06	Service Tax Registration number (copy to be enclosed) Give 15 digit Service code number.	
07	EPF registration number (copy to be enclosed)	
08	ESI registration number (copy to be enclosed)	
09	Professional Tax registration number (copy to be enclosed)	
10	Annual Turnover of last three years; Copy of the IT return/Certified copy of Audited Balance Sheet from Chartered Accountant to be enclosed.	
11	Present HR strength of the agency in the country	
12	Whether the agency has been blacklisted by any Govt. organization. (Self- certification to be enclosed)	
13	Names & designation of authorized persons eligible to enter into contract. (Power of attorney/Affidavit in favour of	

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	person signing the papers to be enclosed)	
14	Name of person to be contacted in the absence of authorized person mentioned above.	
15	List of Major Clients along with details regarding turnover, number of employees and duration of contract to be enclosed.	
16.	Proof of having operation office at Chennai/Tamil Nadu (Ref para.4 of eligibility criteria.)	

**DECLARATION**

I hereby certify that the information furnished above is full and correct to the best of my knowledge. We understand that in case of any false declaration, the company will be blacklisted.

Signature of Authorized Signatory

Name:

Designation:

Date:

Place:

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