

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH  
GOREGAON (EAST), MUMBAI**

**TENDER DOCUMENT FOR**

**Providing Outsourcing Non-Teaching Staff at IGIDR**

**NIT No: IGIDR/Tender/2023/ED/20 Date: 12.07.2023**

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**

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**Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.**

**Telephone: 022 6909 6200 / 507. Fax: 022 6909 6399.**

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI**

**Notice Inviting Tender**

"NAME OF THE WORK: **Providing Outsourcing Non-Teaching Staff** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065."

1. Institute invites bids from reputed agencies/service providers for the following service:

<b>Name of work</b>	<b>Period of contract</b>	<b>EMD</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>
<b>Providing Outsourcing Non-Teaching Staff at IGIDR</b>	<b>1 Year and extendable for further 2 years</b>	<b>Rs. 20,000.00</b>

The tenders being invited for the above mentioned services. IGIDR reserves its right to award the work to the successful Bidder.

2. Bidder has to submit Earnest Money Deposit **Rs. 20,000.00** (Rupees Twenty thousand) only along with the bid.

3. The tender bids in two bid system are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) : "Email-1: EMD and Pre-qualification/Technical Bid" and "Email-2: Financial bid". Subject of email should be mentioned as "Email-1: EMD and Pre-qualification/Technical Bid for Providing Outsourcing Non-Teaching Staff at IGIDR" and "Email-2: Financial Bid for Providing Outsourcing Non-Teaching Staff at IGIDR" respectively. All the bid documents should be attached as a PDF document or zip file and the financial bid file should be protected with a password.

4. Last date of bid submission shall be **on 2<sup>nd</sup> August 2023 end of the day.**

5. The intended Bidder should visit the institute and understand themselves about the nature, and scope of requirement before submitting their proposal.

6. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

**SECTION-A\***

LETTER OF OFFER

Date \_\_\_\_\_

To,  
The Registrar,  
Indira Gandhi Institute of Development & Research,  
Gen. A.K. Vaidya Marg, Film city Road,  
Goregaon (East), Mumbai 400065.

**Subject: Tender for Providing Outsourcing Non-Teaching Staff at IGIDR, MUMBAI.**

Reference: NIT No. IGIDR/Tender/2023/ED/20 Date: 12<sup>th</sup> July 2023

Dear Sir,

With respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited Rs. Twenty thousand through NEFT/DD/FDR/BG as an earnest money or MSME certificate for EMD exemption to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same in to without any alterations / modifications.

Yours faithfully,

**Signature**

Name & seal of Bidder

*\*To be submitted on company letterhead with sign and stamp.*

**SECTION-B**  
**GENERAL INSTRUCTIONS TO TENDERER**

Tender bid should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 and superscripted ~ **Tender for "Providing Outsourcing Non-Teaching Staff at IGIDR", Goregaon (E), Mumbai.**

1. Bidder has to submit Earnest Money Deposit of **Rs. 20,000.00 (Rupees Twenty thousand only)** through NEFT/DD/FDR/BG to "INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI" Account no. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with screenshot of transaction should be included in the part of tender document towards Earnest money.
2. **The bidders registered under MSME are exempted for submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.**
3. The tender bids in two bid system are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) : **"Email-1: EMD and Pre-qualification/Technical Bid"** and **"Email-2: Financial bid"**. Subject of email should be mentioned as **"Email-1: EMD and Pre-qualification/Technical Bid for Providing Outsourcing Non-Teaching Staff at IGIDR"** and **"Email-2: Financial Bid for Providing Outsourcing Non-Teaching Staff at IGIDR"** respectively. **All the bid documents should be attached as a PDF document or zip file. In case bidder cannot attach single bid file to an email then they can split their bid and submit in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.**
4. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of financial bid opening through online meeting. The vendor should keep their password securely with them and required to give only when asked in online meeting for financial bid opening.**
5. The bids will be received **till 2<sup>nd</sup> August 2023, end of the day**. Each copy of the tender document under their stamp and signature. No tender will be accepted after **2<sup>nd</sup> August 2023** under any circumstances whatsoever.
6. The Email bid with subject **"EMD & Pre-qualification/Technical Bid for Providing Outsourcing Non-Teaching Staff at IGIDR"** shall be opened by REGISTRAR or his authorized representative in his office on the next day **3<sup>rd</sup> August 2023 at 02:30 PM** through online meeting platform. The link of meeting will be shared with participated bidders. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The Email bid with subject **"Financial bid for Providing Outsourcing Non-Teaching Staff at IGIDR"** of only qualified bidders will be opened. The date of opening of price bid shall be informed by Institute to the qualified bidders. The date of opening of financial bid and link for online meeting shall be informed by the Institute to the qualified bidders. **The bidders should provide the password of**

**financial bid PDF file during the opening of the financial bid. In case bidder can NOT provide password for financial bid at the opening then their bid shall be rejected.**

8. Tenders shall remain valid for acceptance by the Institute for a period of three months from the date of opening of the tender which period may be extended by mutual agreement and the Bidder shall not cancel or withdraw the bid during this period.
9. The Bidder must use only the forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the Tender form made by the Bidder shall not be valid and shall be treated as null and void.
10. The Tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute in its discretion.
11. Rates should be quoted both in figures and in words in columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.
12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc. as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender which is not accompanied by EMD will not be considered. The EMD will be returned to the Bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful Bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful Bidder may be converted into Performance Security Deposit. The security deposit of the successful Bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the Institute.
14. The Institute does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.
15. Institute reserves the right to sub-divide the work mentioned in the tender, amongst two or more bidders at its own discretion and the successful bidders will have to execute orders for part of the items placed with them at the quoted rates. Institute also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed and the successful Bidder shall execute the same without claiming anything extra for the same. In this context the rates quoted for each item must be self-supporting and relevant.
16. On receipt of intimation from the Institute of the acceptance of their tender, the successful vendor/contractor shall be bound to sign the formal contract and within seven days thereof, the successful vendor/contractor shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Institute and the Contractor so, whether such formal agreement is or is not subsequently executed. The cost of necessary Stamp paper for execution of the agreement shall be borne by the successful vendor/contractor.

17. The rates quoted in the bid shall include all charges like PF, ESIC, Reliever charges, Management fees and Uniforms etc., wherever applicable. The rates quoted shall be final and shall not subject to any variations in foreign exchange rates, labour conditions or other conditions whatsoever.
18. Tender bid must include in their rates, applicable GST and any other tax and duty or other levy in force levied by the Central Government or any State Government or Local Authority, if applicable.
19. The payment towards bonus and any leave encashment to worker shall be paid extra at actual as per minimum wage act. In case if Institute will provide the uniforms to workers the same amount shall be recovered from the bill of successful Bidder.
20. The intending bidders are requested to visit at the Indira Gandhi Institute of Development Research to understand nature and scope of work. The intending Bidder can obtain any clarifications regarding the EOI document, employee details, previous policy details etc. if any by contacting to **Mr. Samir Parab (Administrative Officer)** on his **mobile- 8097171963** or through email [administrativeofficer@igidr.ac.in](mailto:administrativeofficer@igidr.ac.in) or in Administration Office of the Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065 on any Institute's working day.
21. **Pre-bid meeting: A pre-bid meeting will be scheduled on (Day), 18<sup>th</sup> July 2023 at 11:30 AM and Zoom link for meeting will be published on the institute website under tender section.**

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place :

Signature of the Bidder with company seal

Date :

**SECTION- 'C'**  
**TERMS AND CONDITIONS**

Upon the declaration of an intending bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful Bidder shall not assign the sub-contract. He shall not sublet any portion of the contract except with the written consent of the IGIDR. In case of breach of these conditions, the IGIDR may serve a notice in writing on the successful Bidder rescinding the contract.
2. The successful Bidder shall carry out all the work strictly in accordance with scope of work and as per detailed instructions of the Institute.
3. The successful Bidder must co-operate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute.
4. In all matters of dispute arising on the work, the matter shall be referred to **Registrar Indira Gandhi Institute of Development Research, Goregaon** for a decision.
5. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.
6. **Force Majeure:**
  - i. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event.
  - ii. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.
7. **Insurance Clause:**

The successful Bidder shall be responsible for all injury to person, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Contractor's employees, whether such injury or damage arise from

carelessness, accident or any other case whatever in any way connected with the carrying out of the contract.

**8. Performance Security Deposit:**

The EMD paid by the successful Bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful Bidder may be converted into Performance Security Deposit (PSD). In case the successful Bidder submitted the MSME certificate instead of EMD, need to deposit PSD amount **Rs. 20,000.00**. The security deposit of the successful Bidder will be forfeited if they fail to comply with any of the conditions of contract. Failure to adhere to the period of commencement of services shall lead to the forfeiture of the Security deposit. No interest will be paid on Security Deposit withheld by the Institute.

**9. Payment Terms:**

Payment shall be made to the contractor after successful completion of month within 15 days of submission of certified invoice along with supporting documents.

**10. Tenure of Contract:** Initially the contract period shall be **one year** w.e.f. .... however it can be extended for further two years based of review of performance of the successful Bidder on a yearly basis on same service charges, terms & conditions if performance found satisfactory.

**11. Termination Clause:**

11.1 Without prejudice to any other remedy available to the Institute, in case of default on the part of the contractor in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the contractor commits substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the contractor, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the contractor.

11.2 In the event of this Contract being terminated, the Institute shall be liable to make payments of the amount due under this Contract up to the effective date of termination for which services (including parts thereof) have been rendered by the Contractor subject to clause 11.5 hereunder.

11.3 Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the Contractor without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract. The Contractor may terminate this Contract at any time by giving two months' notice to the Institute without assigning any reason thereof.

11.4 Forthwith on the expiry or earlier termination of this Contract, the Contractor shall, return to the Institute all materials and equipment, belonging to the Institute with regard to this Contract. The Institute shall also intimate to the Contractor a time when it can collect its equipment stored in the Institute and the Contractor shall collect the same. In the event that the Contractor does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.

11.5. Forthwith on the expiry or earlier termination of this Contract, the Institute shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required).



The Institute shall be entitled to recover from the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

11.6. On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

12. On termination of the contract, the Service Provider will hand over all the documents/furniture/articles etc., supplied by the Institute (Property of the Institute), in good working condition, back to the Institute.

13. Corrigendum, if any issued for the tender shall form part of the tender. Corrigendum will be posted on <http://www.igidr.ac.in/>. Hence, Applicants are requested to visit the website regularly and note the corrigendum / amendments to the tender without fail and submit the offer accordingly. The Institute is not responsible for ignorance of corrigendum.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Date:

Signature of the Bidder with company seal

**SECTION- 'D'**  
**SPECIAL CONDITIONS**

1. The staff deputed by the agency will not be allowed to stay within the Institute premises.
2. Permission required from the local bodies, if any shall be obtained by the successful Bidder at his cost.
3. The Institute reserves the right to empanel more than one bidder.
4. The successful Bidder shall employ adequate number of staff as agreed to by the Institute for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide adequate number of persons with appropriate training and experience, at its own expense, for the proper discharge of the responsibilities entrusted to them.
5. The successful Bidder shall comply with the Labour acts or any other Labour Laws in force from time to time for all of the staff employed by him.
6. In case the successful Bidder contravenes any provisions of the law, and the Institute suffers any damage or loss or harm due to any acts of commission or omission of the successful Bidder, the Contractor is bound to indemnify the Institute. The successful Bidder shall also be responsible for the discharge of all legal liabilities towards the Institute and also for observing all laws and Government rules relating to labour laws.
7. The successful Bidder has to obtain permission from the local authorities as per the existing local bye laws for such works and the charges/fees if any, has to be borne and paid by the successful Bidder.
8. The Applicant should not have violated any provisions under any law of Central/State Government applicable to him or convicted under any laws of State relating to these services.
9. The successful Bidder should have valid labour license from Labour Commissioner wherever the number of personnel engaged is 50 or more.
10. The successful Bidder should verify the position's job description and shortlist the candidate accordingly. The successful bidders should conduct the first round of interviews and line up a sufficient number of candidates for selection to the Institute. If no candidates are found suitable, the Bidder should line up the next batch. If required, they may place the advertisement in the newspaper. If the Bidder is not able to provide the candidates in the two rounds, then the opportunity will go to the next impanelled vendor.
11. **Financial Bid:**
  - a) **The financial bid must contain the rate of agency's service charges in the percentage only.**
  - b) The bidders have to quote service charge as the percent of total payment made per month to the manpower as specified in the technical bid.
  - c) If there is discrepancy in the words and figures, the amount in words shall prevail and be valid.
  - d) The quoted service charges shall be considered up to two decimals only.
  - e) If a bidder quotes NIL charges the bid shall be treated as unresponsive and shall not be considered.

12. The increment will allowed to the deputed staff after his completion of 1 year as per the IGIDR norms.
13. The successful Bidder has to transfer the salary payment to the staff to their respective bank account only before the 07<sup>th</sup> day of every month. The successful Bidder shall attach copy of the bank statement for salary transfer to their staff, copy of ESIC challan (if applicable) & payment receipt, EPF challan with ECR statement, EPF payment receipt, GST challan, screenshot of GSTR-I, etc. to be furnished along with the next month's bill.
14. The successful Bidder should submit the following documents within 7 days of issuance of work order.
  - a. Workmen Compensation Policy for all the employees/workers to be deputed on the site as per the workmen compensation act which should also cover hospitalization. The amount paid towards the Workmen Compensation Policy would be reimbursed by the Institute after submission of Policy document and payment receipt.
  - b. Contract agreement of **Rs.500/-** stamp paper duly notarized (Draft enclosed along with Tender).
  - c. Police verification and medical checkup of the staff to be engaged at IGIDR.
  - d. Documents of staff engaged mentioning their bio-data and Xerox of Aadhar & Pan Card along with One Photograph etc.
15. The successful Bidder shall have the addresses and photographs of their staff being engaged by them for the said work. The entry of staff will be allowed inside the premises only on producing the photo pass issued by the Institute.
16. **The successful Bidder (s) has / have to line up the candidates/staff for the for interview and selection process of the Institute, and the Institute reserves the right to select the suitable candidates from the same and reject candidates without assigning any reason whatsoever.**
17. The Service Provider shall ensure that its personnel shall not at any time, without the consent of the Institute in writing divulge or make known any information about the affairs of the Institute. Any violation will lead to immediate termination of contract, with forfeiture of Performance Bank Guarantee and/or other action as per law.
18. The IGIDR or its Authorized Person shall have the right to ask for immediate replacement of any staff of the Service Provider, who is not found to be competent and orderly or fit in any manner in the discharge of his duty.
19. The Service Provider and the staff engaged by the Service Provider will follow the entry and exit procedures of the IGIDR as may be determined by the Authorized person of the Institute from time to time.
20. **Debarment from Tender Process:**
  - a. **An Applicant shall be debarred if he has been found to be involved in any of the fraud & corrupt practices as below:**
    - i) The Applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the tender Process. Notwithstanding anything to the

contrary contained herein, the Institute may reject a proposal without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the TENDER Process.

Without prejudice to the rights of the Institute under Clause 1(a)(i) above, if an Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the TENDER Process, such Applicant shall not be eligible to participate in any tender issued by the Institute during a period of 2 (two) years from the date such Applicant is found by the Institute to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

During the entire TENDER process, the currency of contract or after completion/termination of contract, if it comes to the notice of the Institute that the Applicant has engaged itself in any act of Fraud and/or Corrupt Practices, the Institute after giving a reasonable opportunity of being heard, comes to the conclusion that an Applicant or prospective Applicant, was indulged itself in such practices, may take appropriate measures as per applicable laws.

For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- ii) **"Corrupt practice"** means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the work order or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the WORK ORDER or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
- iii) **"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- iv) **"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;
- v) **"Undesirable practice"** means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
- vi) **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

**b. An Applicant shall be debarred if he has been convicted of an offence –**

- i) Under the Prevention of Corruption Act, 1988; or The Indian Penal Code or any other law for

the time being in force for causing any loss of life or property or causing threat to public health as part of execution of the contract.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Date:

Signature of the Bidder with seal

## SECTION-'E'

### PRE-QUALIFICATION CRITERIA

- **Pre-Qualification Documents to be submitted by Bidder along with Pre-qualification Bid:**
  - a) Agency should submit a copy of Company Incorporation Certificate/Certificate of Registration of the firm/Shop & Establishment, or Partnership Deed or Affidavit in case of firm (copy to be enclosed).
  - b) The Agency should have registered or branch office located in **Mumbai** for last **Three** years. Should submit the relevant address proof.
  - c) Copy of Registration of provident fund
  - d) Copy of Registration of ESIC if applicable
  - e) Copy of Registration of Goods & Service Tax (GST) and PAN
  - f) Copy of Registration of Labour License if applicable.
  - g) The Agency should have annual turnover of **Rs. 50.00 Lakh** for last three financial years (i.e., FY2020-21, FY2021-22 & FY2022-23) from providing manpower on outsourced basis in HR & Administration, IT, Accounts, Library at Assistant level with 2-3 years of experience, Mid managerial level, Manager level in Administration, HR, Estate, IT department. Attach audited Balance Sheets, P&L account statements or Auditor's certificate for turnover amount of above three financial years duly certified by CA. In case the audit of FY 2022-23 is not done then the Bidder should submit the provisional turnover certificate from the CA.
  - h) The Agency should have the experience for at least **Five years** of providing outsourcing Non-teaching staff like executives/secretarial staff/Office Assistant in Administration & HR / Estate Department /Accounts, Engineers / Programmers in Computer Department to any Central/State Government/Public Sector Undertaking/Autonomous Educational Institute /Corporates during last Seven years ending till May 2023. (Should submit copies of Work orders / contract agreement / Engagement letter / completion letter).
  - i) Bidder should submit list of **Three** clients along with name & contact number of their representatives.
  - j) The Bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking/Institute of Govt. of India. Should submit the undertaking as per **Annexure-A\***.

- k) The agency should submit a list of the outsourced staff in a tabular format (**As per Annexure-B**) provided in the last Three financial years. (Institute may ask to submit the relevant documents in proof for the same). Providing false information may lead to blacklisting of the Bidder.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the Bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the qualification bid (Email-1) duly stamped and signed by the authorized person of the agency.

• **Information to be furnished by the Bidder:**

Sr. No.	Item	Information to be filled by Bidder
1	Name of the Bidder	
2	Address	
3	Name of the Contact Person: Telephone Number: Office /Residence: Mobile Number: Fax No. E-Mail address-	
4	Details of Registration (number & date)	
5	Month and Year in which the firm / company was formed/ incorporated.	
6	Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
7	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	

8	Average Annual Turnover of Last Three Financial Year (attached audited balance sheet & profit & Loss account)	FY2022-23 FY2021-22 FY2020-21
9	Bank Account Details	A/C No. Bank Name: IFSC:

Place:

Date:

Signature of the Bidder with seal



**SECTION-'F'**  
**TECHNICAL BID**

• **Information to the Bidder:**

The INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH (IGIDR/ Institute) Mumbai invites tenders from reputed and experienced agencies fulfilling the prescribed minimum eligibility criteria, for providing required Outsourced Non-teaching staff on contract Basis at IGIDR, Gen. A.K. Vaidya Marg, Film City Road, Goregaon (E), Mumbai during the contract period.

• **Scope of Services:**

1. Additional requirement of manpower will be sent to the successful Bidder from the Institute as and when required basis. The resumes of candidate should be submitted by successful Bidder within 15 days' time, qualification of required manpower and as per the instructions mentioned in the enquiry document.
2. Agency should give as per the financial bid form issued by the Institute.
3. The shortlisted agency shall submit monthly bill for providing the various manpower as per the contract.

4. **Type of Outsourced Staff required :**

The outsourced staff will be required to carry out the Non-Academic /Technical work and the departments for which the outsourced staff is required are mentioned below:

Sr. No.	Departments
1.	Administration & HR
2.	Accounts
3.	Computer Center
4.	Estate & Maintenance
5.	Library
6.	Student Office

5. **Qualification and Experience criteria for the required staff:**

Please see attached **Annexure-I** to see the type of the manpower that may be required to be provided on an outsourcing basis which is not limited to and any other requirement as and when arises will be informed to the successful bidders.

• **Responsibilities of the Selected Agency:**

- a. Deploy qualified, skilled and good conduct personnel/staff.

- b. The Selected Agency should lineup the candidates required to be engaged within 15 days of issue of the work order or as specified in the work order.
- c. The Selected Agency will enter all details of Outsourced staff against each post and Maintain a proper database of all employee department-wise along with the updating of all the details such as emoluments, EPF, ESI, absentee report etc.
- d. The selected Agency must provide the smart Identity Card to all the engaged Outsourced staff.
- e. It is the responsibility of Selected Agency to ensure timely payment of outsourced staff through bank transfer and submit the proof of the same along with its monthly bill.
- f. The selected agency shall comply with all the provisions of Indian Labour Laws in respect of the Outsourced staff employed thereof. The selected agency shall also ensure compliance to the labour legislations applicable to **Maharashtra** including but not limited to a) Minimum Wages Act, b) Employees Provident Fund Act, c) Employees State Insurance Act, d) Workmen's Compensation Act.
- g. No payment will be made to the staff if unauthorized absent on duty days.
- h. The agency should ensure that the staff which is deputed and shortlisted by the Institute should stay till the contract period. In case of his absentism or leaving the organisation the successful bidder should provide his/her replacement on a immediate basis.
- i. The agency should have access to the job portals to shortlist the candidates and if required post the advertisement in the local news papers for the same.

#### **6. Background Verification of Candidates**

The Selected Agency will be responsible for background verification of the selected candidates and agency should submit the report to the Institute as the candidates should not have any police records/criminal cases against them.

#### **7. Quality of Outsourced staff**

- i. The benchmarks such as educational qualifications, professional qualifications, experience will be mentioned in the RFQ in respect of the outsourced staff to be engaged by the Selected Agency.
- ii. The Selected Agency will present the candidates to the Institute for assessment of their suitability. The Selected Agency may do the preliminary screening of the candidates before lining them up for the interview in the Institute.
- iii. In order to ensure that the Outsourced staff provided by the Selected Agency possesses the required technical/academic qualifications and skills, the Institute, in its discretion, will take interview and/or written test of the candidates.
- iv. Institute may ask the Selected Agency to replace the services of already accepted candidates based on their performance on 14 days' notice and in such an eventuality; the Selected Agency will have to provide a suitable replacement within the notice period.

- v. The Selected Agency shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, Paan, Smoking and loitering without work. In case of such offence, Institute may impose financial penalty to the Selected Agency.
- vi. If, for any reason, the personnel deployed by the Selected Agency absent himself/herself, he/she should properly intimate the Department head before such absence or in case of Medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she will be absent. In case of any default on a particular day, an amount of **Rs. 500/-** will be imposed for each such complaint certified by the officer under whom the work is being performed as a fine, besides proportional deduction.
- vii. Smart phones, social media will not be allowed to use to the deputed candidates during the working hours.

**8. Duties and Responsibilities of Staff Deputed by Agency:**

Duties and responsibilities of the outsourced staff deployed will be as per the work order issued by the Institute. Besides, any other relevant duties may be assigned to them by the Institute.

- 9. Working Days & Hours:** The working days of the staff deputed in the Institute will be from Monday to Friday from 9.15am to 5.45pm with ½ hour lunch break, however in case of urgent/emergency work they will be required to work beyond office hours as and when necessary, or on Saturdays and Holidays also.

Holidays: As per Institute norms.

Leaves: As per Indian Labour laws.

**10. Replacement of Candidate:**

In case the candidate leaves in between, the Selected Agency will be required to provide the replacement of that candidate within 7 days and should lineup the candidates for replacement to be selected by the Institute accordingly.

Date:

Signature of the Bidder with company seal

**SECTION-‘G’**  
**BID EVALUATION CRITERIA**

**1. Opening of Proposals:**

- a) The Tender Committee appointed by the Institute will open all Proposals on the appointed date, time and venue.
- b) During evaluation of proposals, the Institute may, at its discretion, ask the Applicant for clarification of his proposal.
- c) No Applicant shall contact the Institute on any matter relating to his proposal from the time of the proposal opening till the time of issue of letter of intent. All Applicants are strongly advised to furnish all material information in the proposal itself.
- d) Any effort by an Applicant to influence the institute/IGIDR in its decisions on proposal evaluation, proposal comparison or award of contract decision will result in rejection of the proposal.
- e) Where the proposal has been signed by the Authorized Representative on behalf of the concern, the Applicant shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the Applicant to the contract. (IGIDR may out-rightly reject any proposal, which is not supported by adequate proof of the signatory's authority).
- f) No alteration shall be made in any of the terms and conditions of the tender document by the Bidder.
- g) In the submitted proposal, no variation in the conditions shall be admissible. Proposals not complying with the terms and conditions listed in this section are liable to be ignored.

**2. Procedure for Technical Evaluation of Proposal:**

- a) The Proposals will be evaluated in the following 3 steps;
- b) Step-1: The Purchase Committee will evaluate the Proposal based on the Compliance of prescribed, Eligibility Criteria and supporting details/documents for required licenses/certificates. Failure to furnish requisite documents as per eligibility criteria and EMD along with proposal will result in proposal getting rejected.
- c) Step-2: HR Department Visit / Client Feedback: Financial bid of the technically qualified Bidder will be opened only. In the Second step of the qualification, the Committee appointed by the Institute will visit the premises of the establishments where the Applicant is having ongoing contract (one or more) to check the quality and standards maintained by the Applicants based on the broad guidelines mentioned below. The Institute reserves the right to reject the Applicants who are not found maintaining the expected quality standards. The decision of the Institute in this regard shall be final.
- d) The Committee considering all the aspects mentioned above will allot overall ratings to applicants in terms of EXCELLENT/VERY GOOD/GOOD/FAIR.
- e) Step-3: Final Evaluation (Marking System): Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the specified evaluation criteria and point system. During the Final evaluation stage, each Applicant shall be assigned different marks out of a total of 100 marks, as per the evaluation criteria specified as below:

Sr. No.	Criteria	Internal Division of Marks	Max. Marks (100)
(1)	(2)	(3)	(4)
1.	Experience of providing similar manpower services <ul style="list-style-type: none"> <li>• More than 10 Years</li> <li>• 6-10 Years</li> <li>• 3-5 Years</li> </ul>	20 Marks 15 Marks 10 Marks	20 Marks
2.	Average Annual Turnover during last 3 Financial Years <ul style="list-style-type: none"> <li>• Above 100 Lakh</li> <li>• 75-100 Lakh</li> <li>• 50-75 Lakh</li> </ul>	15 Marks 10 Marks 7 Marks	15 Marks
3.	Client Status, Size of Contract & No. of Contracts	As per chart given below ##	35 Marks
4.	Performance Rating by the HR Department based on Visits or Client Feedback (as specified in Step-2 above) <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Very Good</li> <li>• Good</li> <li>• Fair</li> </ul>	30 Marks 20 Marks 15 Marks 10 Marks	30 Marks

- f) ## Marks-allotment chart for criterion (3) above (as per basic eligibility criteria minimum no. of contracts of prescribed size required to be executed/entered during the last three year period is two contracts in number. Maximum marks to be allotted under this criterion shall be limited to any of the five contracts (contracts carrying higher marks) entered/executed during the last three years period.)

		Contract Details														
		>50 staff					30 to 50 staff					10 to 30 staff				
Client status	No. of Contracts	5	4	3	2	1	5	4	3	2	1	5	4	3	2	1
Govt./PSU/HEI	Of	35	28	21	14	7	30	24	18	12	6	25	20	15	10	5
MNC/Corporates	Corresponding marks	30	24	18	12	6	25	20	15	10	5	20	16	12	8	4

- g) Based on the Final evaluation criteria, each Applicant will be given certain marks. The minimum technical qualifying mark is **70%** (70 marks out of 100).
- h) The Bidder should submit relevant documentary proofs, work orders/completion certificates, contract agreements and documents for each above-mentioned technical criterion for evaluation.
- i) The Most responsive applicant, based on the above specified final evaluation criteria, will be considered further for placement of contract after complete clarification/verification as decided by the Institute.
- j) The tender committee will evaluate and cross-check the correctness of data provided by the applicants

by making necessary enquiries with the concerned agencies.

- k) Further, without affecting the sanctity of the above criteria, the Institute reserves rights to relax any condition of eligibility criteria qualifying the proposal(s) based on merit of each case and if the situation so warrants in the interest of the Institute.

### 3. Financial Bid Evaluation:

The financial bids of only technically qualified bidders shall be opened for further evaluation. The financial bid will be evaluated through Quality & Cost Based Selection (QCBS) process with a weightage of **80% to the technical score and 20% to the financial price.**

#### A. Formula for QCBS:

##### 1. Technical Score:

- a) The Bidder with highest technical bid (H1) will be awarded 100% score.
- b) Technical Score of a Bidder = [(Technical Mark of the Bidder/Technical Mark of H1 Bidder) X 100]%.  
c) Marks will be adjusted to two decimal places.

##### 2. Financial Score:

- a) The Bidder with lowest financial bid (L1) will be awarded 100% score.
- b) Financial Score of a Bidder = [(Financial quote of L1 Bidder /Financial quote of the Bidder)X100] %.  
c) Marks will be adjusted to two decimal places.

##### 3. Composite Score:

- a) Composite score of the bidders for the bid shall be worked out as under:

<b>Bidder</b>	<b>Technical Score</b>	<b>Financial Score</b>	<b>Technical Weightage (80% of B)</b>	<b>Financial Weightage (20% of C)</b>	<b>Composite Score (F= D+E)</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>

- b) The Bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c) In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

I/We hereby declare that I/we have read and understood the above evaluation criteria and the same will be binding upon me/us.

Place:

Date:

Signature of the Bidder with company seal

**ANNEXURE – A\***

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,  
The Registrar  
Indira Gandhi Institute of Development Research  
Film City Road, Santosh Nagar,  
Goregaon (East),  
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s \_\_\_\_\_

Authorized Signatory

Date:

*\*Should be submitted on company letterhead with sign and stamp on it.*

**ANNEXURE-B\***

**DETAILS OF COMPLETED CONTRACTS**

Period of Contract	Name and Address of the Organization	Type of Organization i.e. Govt. /PSU/HEI /MNCs /Large Private Corporate /Others	Name of the contact person & Phone No.	Contract Size#

**Give details of current contracts, of similar services being rendered by you and which will be available for inspection by Tender Committee**

#Contract Size means number of person per day per contract of contract period of minimum 1 year.

Financial year:			
Sr. No.	Name of Client	Designation of Provided Manpower	No. of Person provided in a financial year




Date:

Place:

Signature and Stamp of the Bidder

**ANNEXURE-C\***

**DECLARATION TO COMPLIANCE TO TENDER**

I, \_\_\_\_\_ Son/Daughter/Wife  
of Shri

\_\_\_\_\_ Proprietor/Partner/Director,  
authorized signatory of the Company /Agency /Firm \_\_\_\_\_, is competent to sign this  
declaration and execute this TENDER;

I have carefully read and understood all the terms and conditions of the tender and undertake to  
abide by them;

The information/documents furnished along with the above application are true and authentic  
to the best of my knowledge and belief.

I/we, am/are well aware of the fact that furnishing of any false information/fabricated  
document would lead to rejection of my tender at any stage besides liabilities towards  
prosecution under appropriate law.

Date:

Signature of authorized person

Place:

Full Name:

Company Seal:

**SECTION-H**  
**FINANCIAL BID\***

**NIT No:** IGIDR/Tender/2023/ED/20

Date: 12<sup>th</sup> July 2023

**Name of Service: Providing Outsourcing Non-teaching staff at IGIDR.**

Sr. No.	Particulars	Service charges %	Applicable GST %
1	Service charges on total wages per month for the provided staff/manpower		

**The percentage service charge on monthly wages in words = .....**

**Note:**

1. The mandatory requirements such as Basic Pay, DA, HRA, PF, ESI (if applicable), etc. as applicable from time to time shall be paid to the selected agency along with the "Service Charges".
2. However, the service charges shall be paid on total wages of manpower deployed per month.
3. The quoted service charges shall not be revised at any cost during the contract period.
4. The GST shall be paid extra as applicable from time to time.
5. **The Institute reserves the right to empanel more than one Bidder to provide the outsourced manpower.**

Date:

Signature and Stamp of the Bidder

*\*The financial bid should be submitted on company/firm letterhead with sign and stamp.*

**ANNEXURE-I**

**• Details of Staff Designation and Qualifications required:**

<b>Sr. No.</b>	<b>Name of Department</b>	<b>Designation</b>	<b>Qualifications</b>
1	Administration & HR	Assistant Administrative Officer (Academic Research Projects)	Master's degree with First Class or its equivalent grade in Management / Economics / Social Sciences/Public Policy from a recognized university/Institute.
		Assistant Administrative Officer (Academics )	Master's degree with First Class or its equivalent grade from a recognized university/Institute
		Assistant Administrative Officer (HR & Admin)	Master's degree with First Class or its equivalent grade from a recognized university/Institute
		Communication, Branding and Media Management	Master's degree or its equivalent with first class from a recognized university/Institute.
		Administrative Assistant (HR & Admin)	Bachelor's degree with First Class or its equivalent grade from a recognized university/Institute
		Private Secretary	Bachelor's Degree from a recognized University with good academic record.
2	Information Technology (IT)	Assistant System Analyst cum Software Engineer	Minimum BE/B. Tech in computer science / MCA / MSc (IT) with 55% marks and with 5 to 8 years of experience in IT, latest Unix/Linux and windows server system administration out of which 3 years' experience should be in a similar position preferably in an academic Institute / University.
		IT Associate	BE/B. Tech in Computer Science / MCA / MBA (IT) / MSc (IT), with at least 55% of marks or its equivalent grade from a recognized university/Institute .
		Computer Engineer (Hardware)	Degree in Computer science / Electronics OR Graduate with Diploma in Computer Science/ Diploma in Computer Hardware and Networking from a reputed institute with 5 years' experience.
3	Accounts	Account Assistant	Bachelor's degree (Commerce) with First Class or its equivalent grade from a recognized university/Institute
4	Estate & Maintenance	Junior Civil Engineer (Estate & Maintenance)	The applicant must be a Graduate or equivalent in Civil Engineering. Candidates with Diploma in Civil Engineering and having similar type of experience may also be considered.
		Junior Electrical Engineer (Estate & Maintenance)	B.E / B. Tech in Electrical Engineering from a recognized university / Institute with academic record
		Administrative Assistant (Estate & Maintenance)	Bachelor's degree with First Class or its equivalent grade from a recognized university/Institute
5	Student Office	Administrative Assistant (Student Office )	Bachelor's degree with First Class or its equivalent grade from a recognized university/Institute
6	Library	Library Assistant	Master's Degree in Library and Information Science (M.L.I.Sc) or Equivalent with 55% and above marks.