

Tender for Outsourcing of Manpower

Warehousing Development and Regulatory Authority (WDRA)

NIT No. : WDRA/2018/5-3/A&F
NIT issue date : 23.07.2018
Last date and time of bid submission : 14.08.2018 at 1400 Hrs.
Date and time for opening of tender bid: 14.08.2018 at 1500 Hrs.



Warehousing Development & Regulatory Authority
Government of India
NCUI Building, 4th Floor, 3, Siri Institutional Area, August Kranti Marg,
Hauz Khas,
New Delhi- 110 016
Telephone: - 011- 49536496, 49092978, 49092994, 49092987
Fax: - 011-26515503

Warehousing Development & Regulatory Authority
Government of India
4th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas,
New Delhi- 110 016

Tender for outsourcing of staff in the Warehousing Development & Regulatory Authority (WDRA).

Sealed tenders are invited from experienced and reputed manpower supplying agencies for outsourcing of services of various categories of personnel, viz. Personal Assistants, Data Entry Operators, Office Attendants / Multi-Tasking Staff, in the Warehousing Development & Regulatory Authority.

1. Data Entry Operators

I. The candidate should be a Graduate from a recognized University having good knowledge of MS Office, MS Word, MS Excel, MS Power Point, MS Access, Windows, internet, etc. Candidate should have typing speed of 30 words per minute (WPM) in English, should preferably have knowledge of English Stenography, Hindi typing and experience of one year. Candidates with 10+2 qualification having experience of working in Central Ministries / Departments and possessing Certificate / Diploma in typing / computers may also be considered. Preference may be given to the persons having knowledge of shorthand. The duties would broadly include following:

- (i) Attend to various typing and other data entry and processing related jobs specific to the Section in which they are deployed.
- (ii) Attend to any other work assigned to them by the officers / office.
- (iii) Work relating to using office gadgets like Photocopier, Fax, Telephone Systems etc.

II. At present 8 (eight) Data Entry Operators are required. The number may increase / decrease based on requirement.

2. Personal Assistants

I. The candidate should be a Graduate from a recognized University having good knowledge of MS Office, MS Word, MS Excel, MS Power Point, MS Access, Windows, internet, etc. and having minimum shorthand speed of 80 words per minute, typing speed of 35 WPM and experience of one year. Preference would be given to a person who has experience of working in the Government Department or PSU or a retired Private Secretary who has experience of working in the Government Department or PSU. The duties would broadly include following:

- i) To work as Personal Assistant with Senior Officers of the WDRA.
- ii) Taking shorthand dictation, typing, comparing, maintaining diary, fixing appointments etc. related jobs.
- iii) Attend to any other work assigned to them by the officers.
- iv) Work relating to using office gadgets like Photocopier, Fax, Telephone Systems etc.

II. The number of Personal Assistants to be engaged will depend on the requirement from time to time.

3. Office Attendants / Multi-Tasking Staff

I. The candidate should be a Matriculate having knowledge of Hindi and English. The duties would broadly include following:

- i) To do multifarious type of work.
- ii) To work as Office Attendants.
- iii) To deliver and receive office Dak.
- iv) Pantry related work, dusting in the office and miscellaneous work and any other work assigned by the office.

II. At present 7 (Seven) Office Attendants / Multi-Tasking Staff are required. The number may increase / decrease based on requirement.

4. The contract will be for two years, extendable upto one year on same terms and conditions or with such amendments as may be mutually agreed to and subject to satisfactory performance and the approval of the Competent Authority of WDRA. The initial **period of contract** would be offered for one year and then for second year if performance is found satisfactory.

5. The manpower will have to be supplied by the Agency within 15 days of award of contract.

6. Terms and Conditions: **As per Annexure-I.**

7. **Technical Criteria:**

The tenderers fulfilling the technical criteria and submitting the requisite documents mentioned under Clause 8.I (i to xiv) shall only be considered technically qualified.

8. The tender should be submitted in two sealed covers:

I. The **first sealed cover** should be superscribed "**Technical Bid**" and should contain the following:

- (i) The proforma, as at **Annexure-II**, duly filled.
- (ii) Letter of authorisation to sign the tender.
 - a) **In case of Company**, the copy of Board Resolution/ Power of Attorney should be submitted.
 - b) **In case of Partnership Firm**, Copy of Partnership Deed alongwith Power of Attorney duly signed by all partners should be submitted.
 - c) **In case of proprietorship firm**, self-declaration by the proprietor stating that he is the proprietor of the firm and signing the tender in the capacity of proprietor should be submitted.
- (iii) Copy of incorporation/ registration certificate of the agency.
- (iv) Copy of PAN Card.
- (v) Copies of IT returns for the last three financial years 2014-15, 2015-16 & 2016-17 filed by the agency.
- (vi) Copy of GST registration certificate.
- (vii) Copy of the E.P.F. registration certificate.

- (viii) Copy of the E.S.I. registration certificate.
- (ix) Copies of **experience certificates** issued by the Govt. Ministries/ Departments/ PSUs/Autonomous body, etc. where the agency has provided its services of manpower supply during last **3 financial years** (2015-16, 2016-17 and 2017-18) indicating the number of manpower supplied during each year and also the certificate from them about satisfactory services being rendered by the agency. Certificates without mention of satisfactory services shall not be considered.
- (x) Certificate issued by Chartered Accountant firm **showing the turnover from manpower supply work only** during last three financial years (2015-16, 2016-17 and 2017-18).
- (xi) Terms and conditions (Annex-I) each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.
- (xii) Declaration that the firm is not blacklisted by any Government Department/ no criminal case is registered against the firm or its owner / partner anywhere in India
- (xiii) An **Earnest Money Deposit (EMD)** of Rs. 55000/- (Rupees Fifty Five Thousand Only) in the form of Demand Draft from any scheduled commercial bank drawn in favour of the "Warehousing Development and Regulatory Authority" payable at New Delhi should be submitted along with the Technical Bid, failing which the bid shall not be considered valid.
However, in case the bidder is a Micro and Small Enterprise (MSE) and registered with the prescribed agencies e.g. District Industries Centre, National Small Industries Corporation (NSIC) or any other body specified by Ministry of Micro, Small and Medium Enterprises are exempted from payment of EMD. Such bidder **must enclose** the proof of valid registration with such agencies failing which the bid shall not be considered for this exemption and tender shall be summarily rejected.
- (xiv) Number of work orders during last 3 financial years (2015-16,2016-17 & 2017-18) (Enclose complete work order. Part copy of work order shall not be considered)

II. The **second sealed cover** should be superscribed "**Financial Bid**" and should contain service charges to be claimed by the service provider as percentage (%) of the total emoluments payable per month in respect of manpower supplied in the proforma as at Annexure-III.

The bids quoting "NIL" or impractically low service charges are liable to be rejected. Any service charge rate which would affect statutory payment and wages, after deduction of TDS would be considered as impractically low rate. Bidder should therefore, quote the service charge taking into consideration the minimum liability of TDS, administrative charges, profit elements etc.to ensure that the rate quoted by the bidder is workable. **However, service charge if quoted below 3% (Three percent) shall not be considered and such bid is liable to be rejected.**

III. **Both the above sealed envelopes** should be placed in the main sealed envelope superscribed "Tender for Supply of Outsourcing of Staff". This should be addressed to the Director (A&F), Warehousing Development and Regulatory Authority, NCUI Building, 4th Floor, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi- 110 016 and sent by post or by hand and so as to reach **latest by 14.08.2018 Hrs. on 1400 Hrs.** at above address. Bids received late shall not be entertained.

9. All entries in the tender form should be legible and filled in clearly. Overwriting/ cutting, if any should be authenticated by the authorised signatory failing which the tender shall be rejected. In case of difference in words and figures in financial bid (Annx-III), lowest of the two shall be considered.

10. The personnel of the service provider shall be paid as per the prevailing wages notified by the Government of the NCT of Delhi under the Minimum Wages Act 1948 from time to time for the relevant categories of the workers and the statutory contributions like EPF, ESIC, GST or any other tax in lieu thereof only shall be payable by the WDRA. No other tax or allowance like transportation, food, medical etc. shall be payable by the WDRA. If any performance pay / incentive is paid by the WDRA, service charges will be payable to the service provider on such amount also.

11. The bids will be opened at 1500 Hrs. on 14.08.2018 in the WDRA office in the presence of the participating bidders or their representatives if they wish to be present at their own cost. In case the opening date is declared holiday, the bid shall be opened on next working day at same time.

12. The WDRA will assess the ability of the agencies to supply requisite number of personnel. The selected Agency will have to send a panel of personnel of required category, who are registered with them, to the WDRA for a practical test on the basis of which they will be engaged.

13. **BID EVALUATION PROCESS:**

A. The bidder with impractically low service charges will be rejected summarily as per 8 (II) above.

B. The tender evaluation shall be done on weightage with 50% to Technical score and 50% to Financial score.

C. The **Technical Bid evaluation** shall be done based on the following criteria:

During the technical evaluation stage, each bidder shall be assigned different marks as Technical Score, as per the criteria specified below:

1. Number of years in Operations

- | | |
|-----------------------------|---------|
| a) Upto to 5 years | 5 Marks |
| b) For each additional year | 1 Mark |

(From the year of establishment for the manpower supply work. Enclose certificate of incorporation/registration. Fraction of a year shall be ignored).

2. Turnover (during 2015-16, 2016-17, 2017-18)

- | | |
|---------------------------------|---|
| a) Minimum 50 lakh each year | 5 Marks |
| b) For each additional turnover | 1 Mark for each additional turnover of Rs. 50 lakh
(Fractions to be ignored) |

(Enclose Certificate issued by the Chartered Accountant firm and copy of IT Return)

*** Tenderer having turnover less than Rs. 50 lakh in any year of above mentioned three years will not be considered.*

3. No. of work order (Government Department/PSU Only) during last three financial years (2015-16, 2016-17, 2017-18).

- a) Upto 5 orders 5 Marks
- b) Each additional work order 1 Mark

(Complete work order copy should be submitted. Part copy of work order shall not be considered).

***Tenderer having experience less than two will not be considered.*

4. Number of Manpower supplied (refer clause 8.I (ix) (During 2015-16, 2016-17, 2017-18)

- a) Upto 100 manpower 5 Marks
- b) For each additional manpower 1 Mark
(Fractions to be ignored).

(Certificates without mention of satisfactory services shall not be considered).

c) Technical Score weightage will be calculated as:

Eligible tenderer with Highest marks in above four Technical parameters will be given $St=50$. Other eligible tenderer will be given St as per $St=[(1-((Highest\ marks - marks\ obtained) / Highest\ mark))] *50$.

D. The **Financial Bid evaluation** shall be done based on the following criteria:

During the Financial evaluation stage, each bidder shall be assigned different marks as Financial Score, as per the criteria specified below:

- i) Service Charge quoted of 3.00 % will be given 50 marks
- ii) Service charges quoted will be given marks as per $Sf= (1-(quote-3)/quote)*50$.
- iii) Quotes below 3% will not be considered for evaluation and will be rejected.

E. The total marks obtained by Bidder in the Technical Bid evaluation shall have weightage of 50% and will be Technical Score 'St' and the total marks obtained in the Financial Bid shall have the weightage of 50% and will be financial score 'Sf'. Total score (TS) = Technical Score (St) + Financial Score (Sf).

F. Bidder with highest score (TS) will be ranked first in the list for consideration of the bid offer by the WDRA.

G. If there are more than one bidder with same highest score, then bidder among these having highest number of work orders with satisfactory certificates in given three years, will be considered.

14. The bidder shall submit self-attested copies of all the relevant/required documents along with the tender.

15. The WDRA reserves the right to amend / withdraw any of the terms and conditions contained in the Tender Documents and to reject any or all tenders without giving any notice or assigning any reasons.

(Ganesh A Bakade),
Director (A&F),
Tel. No. - 011-49536496

Terms and conditions of the tender for outsourcing of staff in the Warehousing Development & Regulatory Authority

1. All services on outsourcing basis shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
2. The persons supplied by the Agency should not have any adverse Police records / criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local Police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to the WDRA. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall immediately withdraw such employees who are not found suitable by this office for any reasons on receipt of such a request.
3. The service provider shall engage necessary number of persons as required by the WDRA from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master and Servant or Employer and Employees relationship between the employees of the service provider and the WDRA and the said persons of the service provider shall not claim any employment, engagement or absorption in the WDRA, at any time.
4. The service provider's personnel shall not claim any benefit / compensation / absorption / regularization of service from / in the WDRA under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act, Rules and Regulations. Undertakings from the persons to this effect shall be required to be submitted by the service provider to the WDRA.
5. The service provider's personnel shall not divulge or disclose to any person any details of office operation process, technical know-how, security arrangements, administrative / organizational matters as these are confidential / secret in nature.
6. The service provider's personnel should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of the WDRA. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
7. The persons deputed shall not interfere with the duties of the employees of the WDRA.
8. The WDRA may require the service provider to dismiss or remove from the site of work any person or persons employed by the service provider who may be incompetent or for his / her / their misconduct and the service provider shall forthwith comply with such requirements. The service provider shall replace immediately any of its personnel if they are unacceptable to the WDRA because of security risk, incompetence, conflict of interest

and breach of confidentiality or improper conduct or for any other reason whatsoever upon receiving written notice from the WDRA.

9. The service provider has to provide photo identity cards to the persons employed by him / her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.

10. The service provider shall ensure proper conduct of his / her persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work etc.

11. The personnel of the service provider shall be paid as per the prevailing wages notified by the Government of the NCT of Delhi under the Minimum Wages Act 1948 from time to time for the relevant categories of the workers and also for the statutory contributions like EPF, ESIC etc.. The statutory taxes on wages, if any, shall be payable by the WDRA. No other allowance like transportation, food, medical etc. shall be payable by the WDRA. If any performance pay / incentive is paid by the WDRA, service charges will be payable to the service provider on such amount also.

12. Working hours would be normally from 9.30 a.m. to 06.00 p.m. including 30 minutes lunch break from 01.30 pm to 02.00 pm. However, in exigencies of work they may be required to sit late and the personnel may be called on Saturday, Sunday and other Gazetted holidays, if required.

13. The agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and the WDRA shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any obligation. The agency shall provide particulars of EPF, ESI deposited in respect of the personnel of its employees engaged for WDRA.

14. The service provider will submit the bill in the first week of the following month in duplicate along with the quittance sheet, copy of EPF, ESI, GST challans. In case consolidated challans are submitted, agency shall also submit a certificate that the amount received by agency against PF, ESI, GST from WDRA in respect of manpower deployed in WDRA is included in the challans submitted and have been deposited to the appropriate Authority accounts. The payment will be released by the third week of the following month after deduction of taxes at source under the laws in force.

15. Payments to the service provider would be strictly on certification by the office and the officer with whom the outsourced personnel is attached that his / her service was satisfactory and as per his / her attendance shown in the bill preferred by the service provider. No wage / remuneration will be paid to any staff for the days of absence from duty.

16. The deputed person shall intimate and seek prior permission if he / she intends to absent himself/herself from work so that the office can make alternate arrangements.

17. The service provider will provide the required personnel for a shorter period also in case of any exigencies as per the requirement of the WDRA.

18. The service provider shall arrange for a substitute well in advance if there is any probability of the person leaving the job due to his / her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

19. The service provider shall be contactable at all times and message sent by telephone/ e-mail/ Fax/ Special Messenger from the WDRA to the service provider shall be acknowledged immediately. The service provider shall strictly observe the instructions issued by the WDRA in fulfilment of the contract from time to time.

20. The WDRA shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

21. That the Agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. supplied to the personnel for discharge of duties assigned to them are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff, its employees, etc. If the WDRA suffers any loss or damage on account of negligence, default or theft attributable on the part of the employees / agents of the agency, then the agency shall be liable to reimburse to the WDRA for the same. The agency shall keep the WDRA fully indemnified against any such loss or damage.

22. The WDRA will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages / remuneration will be payable in respect of the staff at the approved rates.

23. The successful bidder shall furnish a security deposit of Rs. 2,80,000/- (Rupees Two Lakh Eighty Thousand only) in the form of a demand draft drawn in favour of the Warehousing Development & Regulatory Authority, payable at Delhi / Fixed Deposit Receipt from Commercial Bank pledged in favour of WDRA / Bank Guarantee from a Commercial Bank in an acceptable form safeguarding the interests of the WDRA in all respects. The security deposit shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the service provider. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the WDRA or on non-compliance of the terms of agreement by the service provider or frequent absence from duty / misconduct on the part of manpower supplied by the agency.

24. The successful bidder will enter into an agreement with the WDRA for supply of suitable and qualified manpower as per requirements of the WDRA on these terms and conditions. The agreement will be valid for a period of one year commencing from date of signing of such agreement and shall continue to be in force in the same manner unless terminated in writing.

The service charge quoted by the agency shall be fixed and firm and no request for any change / modification shall be entertained during the currency of the contract period.. The engaged personnel shall be paid the statutory increase in wages / DA, etc. as notified by the NCT of Delhi during the period of contract by the service provider. The contract / agreement will be extendable upto one year subject to satisfactory performance of the agency and such amendments as mutually agreed to.

25. The failure to comply with the terms and conditions of the tender and deficient service shall invite penalty or forfeiture of security deposit and legal proceedings.

26. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the agency from the WDRA shall be forfeited by the WDRA.

27. On the expiry of the agreement, as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment of the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

28. In the event of any dispute arising in respect of the clauses of the agreement, the matter will be referred to the Chairman, Warehousing Development & Regulatory Authority, and his decision shall be final and binding on both the parties.

Tender for outsourcing of staff in the Warehousing Development & Regulatory Authority (WDRA)

Technical Bid

S. No.	Particulars	To be filled by the Bidder	Attached at page no.
1	Name of the Agency		
2	Details of EMD		
	(i) Amount		
	(ii) Draft No.		
	(iii) Date		
	(iv) Issuing Bank		
2A	In case the bidder is a Micro and Small Enterprise (MSE) and registered with the prescribed agencies e.g. District Industries Centre, National Small Industries Corporation (NSIC) or any other body specified by Ministry of Micro, Small and Medium Enterprises enclose proof of valid registration with such agencies failing which the bid shall not be considered for EMD exemption.		
3	Date of establishment of the Agency (enclose certificate of incorporation/registration of Agency)		
4	Office address, Telephone Number, E mail, name of the contact person and his Mobile Number		
5	Enclose letter of authorisation to sign the tender:- In case of Company , the copy of Board Resolution/ Power of Attorney should be submitted. In case of Partnership Firm , Copy of Partnership Deed alongwith Power of Attorney duly signed by all partners should be submitted. In case of proprietorship firm , self-declaration by the proprietor stating that he is the proprietor of the firm and signing the tender in the capacity of proprietor should be submitted.		
	Signature of the Authorised Signatory and Seal of the firm / company		
6	PAN Number (enclose copy of PAN Card)		

7	ESI Registration Number (Enclose copy)		
8	EPF Registration Number (Enclose Copy)		
9	GST Registration Number (Enclose copy)		
10	Declaration that the firm is not blacklisted by any Government Department/ no criminal case is registered against the firm or its owner / partner anywhere in India		
11	Copies of experience certificates issued by the Govt. Ministries/ Departments/ PSUs/Autonomous body, etc. where the agency has provided its services of manpower supply during last 3 financial years (2015-16, 2016-17 and 2017-18) indicating the number of manpower supplied during each year and also the certificate from them about satisfactory services being rendered by the agency. Certificates without mention of satisfactory services shall not be considered		
12	Turnover of the agency in last three financial years. (enclose certificate issued by the Chartered Accountant firm certifying annual turnover from Manpower supply wok only)	2015-16 2016-17 2017-18	
13.	No. of work order during last 3 financial years (2015-16,2016-17 & 2017-18) (Enclose complete work order. Part copy of work order shall not be considered)		
14	Enclose copy of the terms and conditions (Annexure-I) each page duly signed, in token of acceptance		
15	Enclose copy of IT Returns for the last 3 financial years 2014-15, 2015-16,& 2016-17		
16	Enclose agency profile		
17	Enclose proforma as at annex-II duly filled and signed		
	Signature of the Authorised Signatory and Seal of the firm / company		

Tender for outsourcing of staff in the Warehousing Development & Regulatory Authority

Financial Bid

Name and address of Service Provider:

Service Charges to be claimed by the Service Provider

Service Charges in percentage (%) of the total emoluments payable in respect of the manpower supplied	In figures (%)	In words

- I. Total emoluments will include all emoluments as applicable except GST which will be payable extra at applicable rate.
- II. The bids quoting "NIL" or impractically low service charges are liable to be rejected. Any service charge rate which would effect statutory payment and wages, after deduction of TDS would be considered as impractically low rate. Bidder should therefore, quote the service charge taking into consideration the minimum liability of TDS, administrative charges, profit elements etc.to ensure that the rate quoted by the bidder is workable. However, service charge if quoted below 3% (Three percent) shall not be considered and such bid is liable to be rejected.

Date:

Place:

Signature of the Authorised Signatory

Seal of the firm / company