

राष्ट्रीय राजमार्ग एवं अवसंरचना विकास निगम लिमिटेड

सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार  
तीसरी मंजिल, पीटीआई बिल्डिंग, 4-संसद मार्ग, नई दिल्ली-110001

**National Highways & Infrastructure Development Corporation Limited**

Ministry of Road Transport & Highways, Govt. of India  
3rd Floor, PTI Building, 4-Parliament Street, New Delhi-110001, +91 11 2346 1600, www.nhidcl.com



सार्वजनिक क्षेत्र का उपक्रम

A PUBLIC SECTOR UNDERTAKING

F.No. NHIDCL/HQ/Admn/Support Staff/2021

Dated: 15.12.2021

## TENDER FOR

**Selection of Manpower Placement Agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) at NHIDCL Headquarters, New Delhi**

**National Highways & Infrastructure Development Corporation Limited (NHIDCL)**  
3<sup>rd</sup> Floor, PTI Building,  
4- Parliament Street  
New Delhi-110001

Annual cost of the tender document	Rs. 3 Crore
Earnest Money Deposit	Rs. 06 Lakhs
Performance Security Deposit	Rs.20 Lakhs

The information provided by the bidders in response to this Tender Document will become the property of NHIDCL and will not be returned. NHIDCL reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

NB: Any addendum/ corrigendum relating to this tender shall be notified on the website of NHIDCL.

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**Notice Inviting e-Tender (NIT)**

National Highways & Infrastructure Development Corporation Limited invites e-tenders through CPP Portal under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Placement Companies/ Firms/ Agencies (henceforth called Agency) for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.). The contract shall be initially for a period of one year (*likely to commence from 01.02.2022*) from the date of award of the contract, which may be further extended upon satisfactory performance, for another period of two years on the same terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.

2. The complete Tender Documents can be downloaded from the website of NHIDCL [www.nhidcl.com](http://www.nhidcl.com).

3. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. **The technical bids** are to be submitted by both methods i.e. **Online as well as physical mode on** or before the notified date (1500 hours). The physical sealed bid super scribed “**Technical bid for selection of Manpower placement agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters, New Delhi**” should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3<sup>rd</sup> Floor PTI Building, 4 Parliament Street, New Delhi-110001 on or before the prescribed time and date along with Bank Draft/ Demand Draft on account of EMD. **The Technical Bid** must also be submitted **through online process** at GeM portal. Bids not submitted online on GeM portal shall not be considered at all.

4. **The Financial Bid** for selection of Manpower Placement Agency for **providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters, New Delhi** should be submitted only through online process at GeM portal.

5. Interested Companies/ Firms/ Agencies may submit their bids complete in all respect along with Earnest Money Deposit (EMD) of Rs. 6,00,000/- (Rupees Six Lakhs only), the requisite documents on or before **the notified date** by 3:00 P.M. Paper copy of Technical bid with EMD should be sent to **National Highways & Infrastructure Development Corporation Limited, 3<sup>rd</sup> Floor, PTI Building, 4-Parliament Street, New Delhi-110001**. Online bids should also be submitted by this time and date. *No bid shall be entertained after this deadline under any circumstance whatsoever. The Technical Bids will be opened at 4:00 PM on 05.01.2022 and Financial Bids of only technically qualified bidders will be opened on a date to be notified later on, in the presence of authorized representative of the Bidders who wish to be present.*

6. NHIDCL reserves the right to amend or withdraw any of the terms & conditions contained in the Tender Document or to reject any or all bids without giving any notice or without assigning any reason thereof. The decision of the National Highways & Infrastructure Development Corporation Limited in this regard shall be final and binding on all the bidders.

**SCOPE OF WORK AND GENERAL INSTRUCTIONS**

The National Highways & Infrastructure Development Corporation Limited situated at 3rd Floor, 4-Parliament Street, New Delhi-110001 requires services of a reputed, experienced and financially sound Manpower Placement Company/ Firm/ Agency (henceforth called Agency) for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.), in various departments at NHIDCL Headquarters, New Delhi. Other manpower requirement as may be required under the contract with same service charges as well as terms & conditions, provided the agency has requisite experience, capacity and capability to provide such manpower.

1. The contract will be initially for a period of **One year** (*likely to commence from 01.02.2022*) from the date of award of contract, which may be further extended upon satisfactory performance for another period of two years. The period of contract may be further extended on the same terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.
2. The actual requirement of services, in terms of number of manpower may increase or decrease during the currency of contract. The selected Agency would have to provide a panel of sufficient number of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.), as well as other professional manpower possessing the requisite qualification/ experience as prescribed herein or as may be notified from time to time, out of which NHIDCL would reserve the right to select or return the same for further submission depending on their suitability.
3. The Earnest Money Deposit (EMD) of **Rs 6 lakhs (Rupees Six Lakhs Only)**, refundable (without interest) should be necessarily kept in the sealed cover containing Technical Bid of the Agency in the form of Demand Draft/ Pay Order drawn separately in favour of **“National Highways & Infrastructure Development Corporation Limited, New Delhi, payable at New Delhi”**, failing which the tender shall be rejected summarily.
4. Various crucial dates/ time relating to “Tender for selection of Manpower Placement Agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters at New Delhi” are as under:

a.	Release of Tender on GeM portal and website of NHIDCL	11.00 AM on 15.12.2021
b.	Pre-Bid Conference	3.00 PM on 22.12.2021
c.	Clarification on the Pre-Bid Conference (to be posted on www.nhidcl.com)	5.00 PM on 27.12.2021
d.	Last date and time for submission of Bids	3.00 PM on 04.01.2022
e.	Date and time for opening of Technical Bids	4.00 PM on 05.01.2022
f.	Date and time for opening of Financial Bids of the technically qualified bidders	To be notified later on

5. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. The technical bids are to be submitted by both modes i.e. Online as well as physical mode on or before the last date and time notified for the purpose. The physical sealed bids super scribed **“Technical bid for selection of Manpower placement agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters, New Delhi”** should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3<sup>rd</sup> Floor PTI Building, 4 Parliament Street, New Delhi-110001 on or before the prescribed time and date. The **Technical Bid** must also be submitted **through online process at GeM portal**.
6. The **Financial Bid** for selection of Manpower Placement Agency **for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters, New Delhi** should be submitted **only through online process at GeM portal**.
7. The exemption of Tender fee and EMD to NSIC/MSME registered firm/agencies having registration for providing services of manpower/Human Resources will be allowed as per the Govt policy.
8. Successful bidder will have to deposit Performance Security of Rs.20,00,000/- Rupees Twenty lacs Only) **with seven (7) days** from the date of issue of LOA, in the form of Fixed Deposit Receipt (FDR) made in the name of the Agency but hypothecated to the **Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi** or Bank Guarantee issued in favour of **Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi** covering two months in addition to the initial period of contract. On subsequent renewal/ extension of the contract, the FDR/ BG shall accordingly be renewed by the successful bidder for two months in addition to the extended contract period.
9. The tendering Agencies are required to enclose duly self-attested photocopies of the following documents along with the Technical Bid, failing which their bids shall be summarily/ out-rightly rejected and will not be considered for further evaluation. The original documents may be asked for verification from the shortlisted firm(s) after evaluation of the bid(s) :-
  1. Registration Certificate.
  2. Copy of PAN/GIR card.
  3. Copies of the EPF and ESI Certificates issued by the Competent Authority.
  4. Copies of the GST Registration Certificate issued by the Competent Authority.
  5. Proof of Annual Turnover of the firm for the last 3 years duly certified by a Chartered Accountant, reflecting UDIN number.
  6. Proof of having Registered office or a Branch Office in NCT of Delhi.
10. Agency shall be required to provide Uniform of the approved colour to MTS staff as per following details at the time of initial registration of the candidate(s), at the cost of agency every year, failing which the same will be provided by NHIDCL and cost of the same shall be recovered from the agency from their bill(s):-

<b>Summer Uniform</b>	Cloth for Shirt and Trouser (good quality of Terri cot) of approved colour, including stitching	<b>Two Sets</b>
<b>Winter Uniform</b>	Cloth for Shirt and Trouser (good quality of Terri cot) of approved colour, including stitching	<b>One set</b>
	Pullover full Sleeves	<b>One</b>
	Pullover (Sleeve Less)	<b>One</b>

11. The agency should quote its financial bid with due care taking into all the expenses likely to be incurred on providing Uniform, I-Card, etc. as NHIDCL shall not entertain any separate bill for reimbursement on this account. Justification to the Financial Bid (service/admn charges quoted in the financial bid) in terms of the following must be attached **failing which the bid shall not be evaluated:-**
  - a. Cost of Uniform as has been indicated in scope of work.
  - b. Cost of all other facilities as stated in scope of work.
12. The bid shall be rejected, in the absence of proper financial justification of the quoted 'Service Charges' against full and proper justification of the item(s) as mentioned above.
13. In case of breach of any of the terms and conditions attached to this contract, the Performance Security Deposit of the Agency will liable to be forfeited by the National Highways & Infrastructure Development Corporation Limited besides annulment of the contract and the agency become liable for blacklisting.
14. Conditional bids shall **not** be considered and will be summarily rejected in the very first instance.
15. A Pre-Bid conference would be held on the notified date in the office of the NHIDCL on 3rd floor, PTI Building, Sansad Marg, New Delhi. The prospective bidders are welcome to attend the meeting for seeking clarification on any issue related to the tender documents. Interested Bidders seeking any clarification may participate in this conference. No queries shall be entertained after this date.
16. The Technical Bid shall be opened at the notified date and time, Financial Bids of technically qualified bidders shall be opened on the date to be notified later on.
17. The **Competent Authority** of the National Highways & Infrastructure Development Corporation Limited reserves the right to cancel any or all the bids without assigning any reason.
18. **Technical Bid must be Indexed and page numbered.**
19. **All the pages of the tender document must be signed and duly affixed with the rubber-stamp of the firm as an acceptance of all the terms & conditions contained therein, by an authorized signatory.**
20. **In case the signatures are made by a person other than Proprietor or designated Official of the firm, an authority letter in his/her name must be attached in original.**
21. The administrative/ service charge/ any other liability/ charges to be charged by the service provider should be quoted in percentage term only on remuneration to be paid to each personnel (excluding taxes). The amount so quoted should include all liabilities of the agency towards the deputed staff for any other personal exigencies, including maternity benefits etc.
22. In cases where the bidder has submitted "NIL" charge for the services amount over and above the remuneration payable to the manpower, the bid shall be treated unresponsive and will not be considered in terms of the provision of Ministry of Finance, Department of Expenditure OM No. 29(1)/2014-PPD dated 28<sup>th</sup> January, 2014.

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**Terms and Conditions of Contract****General**

1. The Validity of the bid shall remain in force for 90 days from the day of opening of Financial Bids.
2. The contracting Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NHIDCL.
3. The actual requirement of services and in turn the no. of staff, may increase or decrease during the currency of contract. The selected Agency would have to provide a panel of sufficient number of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.), as well as other professional manpower which may be subsequently added under the contract possessing the requisite qualification/ experience out of which NHIDCL would reserve the right to select or return the same for further submission depending on their suitability.
4. The bidder shall be bound by the details furnished by him/ her to the National Highways & Infrastructure Development Corporation Limited, while submitting the tender or at subsequent stage. In case, any document furnished by him/her is found to be false at any stage, it would be deemed to be breach of terms of Contract making him/her liable for legal action besides termination of contract.
5. The National Highways & Infrastructure Development Corporation Limited, reserves the right to terminate the contract any time after giving thirty days' notice to the contracting agency.
6. National Highways & Infrastructure Development Corporation Limited, may ask for documentary evidence in respect of payment of statutory liabilities as and when required.
7. Service provider will pay the remuneration fixed by NHIDCL to the Office Staff through RTGS/NEFT in their respective Bank accounts under intimation to NHIDCL on or before 7<sup>th</sup> of the succeeding month, without having any reference to the payment of preceding month.
8. National Highways & Infrastructure Development Corporation Limited, shall verify the actual payment of statutory payments periodically, and if not satisfied, shall withhold the payments due to the service provider, in addition to other legal action.
9. Every outsourced staff shall be entitled to one day leave (in addition to public holidays) for each completed calendar month that can be accumulated up to the end of the calendar year, beyond which such leaves cannot be carried forward. The leave must be availed of with the prior approval of his/her Controlling Officer and un-availed leaves shall not be eligible for encashment.
10. The outsourced staff shall be required to render services under the supervision of NHIDCL Officers.
11. Agency should arrange to issue a laminated ID Card to each of the outsourced staff deployed at NHIDCL (as per design approved by NHIDCL), containing the photo of the deployed personnel along with other details such as Name, DoB, validity, type of engagement i.e. designation, Name of the Outsourcing agency, place of deployment, etc.

## **LIABILITIES, CONTROL ETC. OF THE PERSONNEL DEPLOYED**

12. No outsourced staff shall have any financial or administrative powers, whatsoever. Their duties shall be to assist and carry out routine function as may be assigned by his/ her Controlling Officer. The outsourced staff so deployed shall comply with NHIDCL's rules and regulations as may be in force or as amended from time to time.
13. All drawings, documents, data, specifications, standards, manuals etc., issued or made available to outsourced staff shall be used exclusively towards discharging his/ her duties in NHIDCL and shall be returned to the concerned authority in NHIDCL without retaining any copies thereof.

### **General Liability of Outsourced staff:**

The agency shall ensure that;

- a. The outsourced staff deployed at NHIDCL maintains complete secrecy and confidentiality about their work assignments in NHIDCL.
  - b. The outsourced staff shall ensure safe custody of all data/ information specific to any project of NHIDCL and shall maintain confidentiality in not divulging/ disclosing the same to any third party, under any circumstances.
  - c. Avoid use of any official information concerning NHIDCL for any non-official purpose;
  - d. The ownership and copyright of all data, drawings, reports and other documents, prepared by the outsourced staff during the discharge of his/ her duties in NHIDCL shall rest exclusively with NHIDCL;
  - e. For the purpose of this Clause "Confidential Information" shall mean any knowhow, as well as any other knowledge, data or information of any technical, commercial or financial nature which is furnished to or obtained by outsourcing staff directly or indirectly, during execution of their duties, in NHIDCL.
  - f. He/ She shall not write to NHIDCL management regarding any personal issues and shall take up with the agency only. However if any grievances regarding payment of wages in violation of Labour laws is to be made, it shall be addressed to GM (HR) and DGM (Admn) only.
14. NHIDCL provides equal opportunity to women for work. All outsourced support staff shall show gender sensitizing.
  15. Integrity: Each of the outsourced support staff so deployed must maintain highest standards of integrity and ethics.
  16. The agency shall ensure that the individual person deployed in or through the National Highways & Infrastructure Development Corporation Limited is physically fit, competent to discharge the duties assigned with the post and have requisite experience and qualifications.
  17. The persons deployed shall work as per the office timings of the office in which they are deployed. The persons deployed may be required to attend the office on Holidays or attend office before/ after office working hours based on the exigencies of work for which no additional payment shall be payable, however, compensatory off in lieu of the same may be permitted at subsequent date within a period of 30 days.
  18. The Agency shall furnish the following documents in respect of the individual Manpower who will be deployed in or through the National Highways &



Infrastructure Development Corporation Limited before the commencement of work.

- a. List of persons deployed
  - b. Bio-data of the person;
  - c. Attested copy of the Certificates and documents showing age, educational qualifications and experience
  - d. Character certificate from two Group "A"/ Class-I officers of the Central/ State Government;
  - e. Certificate of verification of antecedents of persons by local Police authority;
  - f. Identity Cards bearing photograph.
  - g. Aadhar number of the persons deployed (copy of the Aadhar Card may be provided).
19. In case the personnel deployed by the successful Agency commits any act of Omission/ Commission which amounts to misconduct/ indiscipline/ incompetence, the Agency will be liable to withdraw from NHIDCL deployment of such persons with a substitute with immediate effect.
20. The Agency shall replace immediately any of its personnel who are found unacceptable to the National Highways & Infrastructure Development Corporation Limited because of security risks, incompetence, conflict of interest, improper conduct etc. on instructions of the NHIDCL.
21. The Office staff deployed shall be required to report for work to the Competent Authority at NHIDCL daily and would not leave the office during the duty hours. Attendance shall be monitored by the Aadhar Enabled Biometric Attendance system and all staff deployed shall be required to follow deployed office timings. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions, one-day pro-rata remuneration shall be deducted or any other action as deemed fit may be taken.
22. The Agency shall depute a coordinator who would be responsible for immediate interaction with the National Highways & Infrastructure Development Corporation Limited so that optimal services of the persons deployed by the Agency could be availed without any disruption.
23. The Agency shall immediately provide a substitute in the event of any person absenting from duty on any day, leaving the job or is removed. The delay by the agency in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damage @ 2 times the pro-rata remuneration per day per personnel on the service-providing agency.
24. Payment of remuneration to the deployed staff shall be at the notified rates mentioned under **Annexure-I** to this tender. These may be changed/increased/decreased at the sole discretion of NHIDCL. The agency shall seek re-imbursement of the total passed amount along with its service charge, on monthly basis by submitting tax invoice and proof of all payment made. NHIDCL will make consolidated payment for each person engaged by the agency, against the bill raised by the Agency based on actual attendance of the completed months. No separate payment will be made to either agency or any individual on any account by NHIDCL except in cases when the person engaged is deputed for official work wherein payments would be made as per NHIDCL's rules and regulations with the prior approval of Competent Authority, such payment shall be made by the Agency.
25. For all intents and purposes, the service providing Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of personnel so

deployed in the NHIDCL. The persons deployed by the Agency in the NHIDCL shall not have any claims of Master and Servant relationship nor have any Principal and Agent relationship with or against the National Highways & Infrastructure Development Corporation Limited. They shall in no case be entitled for claiming regularization/ employment in the National Highways & Infrastructure Development Corporation Limited, on the basis of having rendered services through the Contractor. This aspect shall be clearly mentioned in the detailed terms & conditions of deployment offer/letter.

26. The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to the persons deployed in NHIDCL. The National Highways & Infrastructure Development Corporation Limited shall, in no way be responsible for settlement of such issues whatsoever. However, violation of Labour Laws shall not be overlooked by NHIDCL.
27. The National Highways & Infrastructure Development Corporation Limited shall not be responsible for any damages, losses, claims, financial or injury to any other person deployed by service providing agency in the course of their performing the functions/ duties, or for payment towards any compensation.
28. The personnel deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, temporary regular/ confirmed employees of the National Highways & Infrastructure Development Corporation Limited during the currency or after expiry of the Contract.
29. In case of termination of this contract on its expiry or otherwise, the personnel deployed by the service providing agency shall not be entitled to and will have no claim or any absorption nor any relaxation for absorption in the regular/ or any other capacity in the National Highways & Infrastructure Development Corporation Limited.

## **LEGAL**

30. The Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, GST, Provident Fund, Maternity Leave Benefit and Employees State Insurance etc., if applicable in respect of the persons deployed by it in National Highways & Infrastructure Development Corporation Limited. The Stated Provisions/Laws mentioned is only indicative and not the exhaustive list. NHIDCL shall reimburse the requisite charges limited to the amount prescribed thereof.
31. The Agency shall also be liable for depositing any Taxes, Levies, Cess etc. on account of service rendered by it to the National Highways & Infrastructure Development Corporation Limited to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
32. The Agency shall maintain all statutory registers under the applicable law. The Agency shall produce the same, on demand, to the concerned authority of the National Highways & Infrastructure Development Corporation Limited or any other authority under law. A compliance certificate in this regard will be submitted along with the bills every month.
33. Taxes will be deducted as per the applicable laws, as amended from time to time" and the certificate to this effect will be issued by NHIDCL.
34. In case, the Agency fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the National Highways & Infrastructure Development Corporation Limited is put to any loss/obligation, monetary or otherwise, the NHIDCL will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary.

35. The agency shall be liable for and shall hold harmless the NHIDCL against any liability(s), loss(s), expenses(s), damages, claims, suits, actions demands or proceedings, arising under any law for & on behalf of its manpower deployed in NHIDCL and for the act and conduct of its personnel deployed in NHIDCL.
36. All the rights and liabilities of the parties shall accrue from the date of execution of the Contract Agreement.
37. In the event of any dispute arising after the execution of the Contract Agreement, the parties herein agree to be relegated through Arbitration and shall follow the procedures as laid down in the Arbitration and Conciliation Act, 1996 (as amended from time to time). It is agreed that the disputes shall be referred to the Sole Arbitrator by the Managing Director, NHIDCL. It is also agreed that the seat of Arbitration shall be at Delhi.
38. The Courts at Delhi/New Delhi shall have the exclusive jurisdiction to try and entertain the suit/petition over the matter.

## **FINANCIAL**

39. The Technical bid should be accompanied with Earnest Money Deposit (EMD) of Rs. 6,00,000/- (Rupees Six Lakhs only) in the form of Demand Draft/ Pay Order drawn in favour of **“National Highways & Infrastructure Development Corporation Limited, New Delhi”** *failing which the tender shall be rejected outright. The Average Annual Turn Over of the company for the last three years should not be less than Rs. 1.50 Crore (One Crore and Fifty Lakh).*
40. The EMD in respect of the Agencies which do not qualify the Technical Bid (First Stage)/ Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. **In case the selected agency do not undertake the work upon award of Letter of Award (LOA) within a period of 15 days, the agency would be liable to be blacklisted and debarred from future tendering in NHIDCL, in addition to forfeiting the EMD/ Performance Guarantee.**
41. In case of breach of any of the terms and conditions attached to this contract, the Performance Security Deposit of the Agency will be forfeited by the National Highways & Infrastructure Development Corporation Limited without any prior written notice besides annulment of the contract and the agency become liable for blacklisting.
42. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Competent Authority, NHIDCL) in respect of the persons deployed and submit the same to the General Manager (HR), NHIDCL in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, NHIDCL shall not pay interest on any delayed payment. The payment to the person deployed at NHIDCL should be made by the Agency through RTGS/NEFT in the bank account and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action. NHIDCL shall verify the actual payment of statutory payments periodically, and if not satisfied, shall withhold the payments due to the service provider in addition to other legal action.
43. The amount of pre-estimated agreed liquidated damages calculated @ 2 times the pro-rata remuneration per day per person on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Agency shall be deducted from the monthly bills of the service providing Agency in the following month.
44. The National Highways & Infrastructure Development Corporation Limited reserves

the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the Manpower placement agency.

45. The remuneration payable to the Manpower and the qualification and relevant work experience of the manpower shall be decided by NHIDCL and the placement agency shall ensure that the deployed Manpower has the requisite experience and qualifications. The Agency will have to furnish an Affidavit that it is in compliance with all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities thereon.
46. All statutory payments such as ESI, EPF, GST etc are not to be quoted by the bidders, only the administrative/ service charges to be charged by the service provider is to be quoted in column **number (c) of the financial bid.**
47. Agency should not charge either as registration fee or any other amount from the candidates so deployed. Contradiction of this would be considered as breach of contract conditions and would be dealt appropriately.
48. The agency shall make payment to the deployed person on conclusion of the calendar month only on the basis of number of working days for which duty has been performed as certified by NHIDCL. Attendance along with certificate for satisfactory performance of the duties shall be provided to the agency for releasing payment to the office staff deployed at NHIDCL.
49. The Agency shall ensure that the remuneration to the deployed office staff is released by the 7<sup>th</sup> of the succeeding month, through RTGS/ NEFT and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action.

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**SECTION-4****SCHEDULE OF REQUIREMENT**

**Tentative Requirements:** Present tentative requirement, the requisite qualification, experience, remuneration and no. of manpower required are given hereunder. Any change shall be decided and communicated from time to time.

Designation	Tentative Requirement	Required Qualification and Experience	Proposed Monthly consolidated remuneration exclusive of applicable taxes and agency charges.
Junior Manager (HR)	02	Degree from a recognized University, knowledge of compute applications, four years experience in administration and establishment related work.	Presently approved remuneration for all category of manpower is attached at Annexure-I of this tender document
Accountant	03	B. Com preference would be given to candidate having M. Com/Inter CA or ICWA	
Stenographer	15	Graduate + proficiency in Stenography (@ 100 wpm or above) + Typing speed @ 45 wpm or above in English/ Hindi	
Office Assistant	24	Graduate with two years relevant experience + Typing speed of 30 WPM in English/ Hindi	
DEO	18	10+2 pass from CBSE/ICSE having 1 year experience plus typing speed of 30 WPM in English/ Hindi	
MTS	29	10 <sup>th</sup> Pass and having good etiquettes/ manners, basic knowledge of computer and typings shall be desirable.	
Any Other	As per requirement of NHIDCL	As will be decided by NHIDCL	

The above requirement is tentative and is subject to actual requirement as may be decided by NHIDCL.

On the above positions, some of the outsourced staff are already working (65-70 approx.), through the present outsourcing agency, which may be required to be continued in the new contract (who can be registered afresh with the selected agency) as they have gained experience and training in the working of NHIDCL.

N.B. Other manpower requirement may also be added, as per requirement of NHIDCL and the agency shall be liable to provide such manpower strictly according to the given terms & conditions and service charges quoted in response to their bid.

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**TECHNICAL REQUIREMENT OF THE AGENCY PROVIDING SERVICES**

**OF OFFICE STAFF AT NHIDCL**

1. The Agency bidding for the contract should fulfill the following technical specifications and furnish self-attested copies of documents in evidence of compliance with the specifications:-
  - a. The Registered Office or one of the Branch Offices of the Agency should be located either in GNCT of Delhi. Adequate proof may be asked by NHIDCL.
  - b. The Agency should be registered with the appropriate registration authority.
  - c. **The Agency should have successfully completed at least one work of similar nature valued not less than Rs.240 lakh or two works of 150 lakhs each or three works of 120 lakhs each, during the last 7 (seven) years to reputed / Public Sector Companies and/ or Government Department/Autonomous Body etc. during last seven years, proof of which should be enclosed with the Technical Bid.**
  - d. The agency should be registered under GST Act.
  - e. The Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.
  - f. Copy of PAN card.
  - g. Certificate of Annual turnover from CA with UDIN number. **The average Annual Turn Over of the company for the last three financial years should not be less than Rupees 1.5 crores (One Crore and Fifty Lakh only).**
  - h. Experience of having successfully completed similar contract in a Government department/PSU/Autonomous Body.
  - i. Satisfactory service certificate issued in respect of (h) above indicating the value of the contract. **It is mandatory to provide a performance certificate from the concerned Deptt/Ministry/PSUs in respect of the ongoing contract/tenders.**
  - j. Should have adequate infrastructure and capacity for training/recruitment of the requisite staff.
  - k. Should not have been black-listed by any Govt Deptt./PSU.
2. Attested copies of the documents indicating compliance with the above specifications/ requirements should be kept in a sealed envelope containing Technical Bids.

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## BID EVALUATION CRITERION

The responsive bids will first be evaluated for technical competence in the following manner:

A minimum score for Technical Bid (Tn) of 70 (out of 100) is required for qualifying in technical bid evaluation, based on the following criteria:-

S. No.	Parameters	Marks Allotted
1.	<p>Length of experience of providing similar manpower services i.e. Providing skilled/highly skilled manpower to reputed Public Sector Companies and Government Departments, etc (relevant proof of providing similar manpower to be attached with Technical Bids).</p> <p>(i) Please give details in the in the Technical Bid Format at <u>Annexure-II</u>).</p> <p>(ii) Composite performance certificate having components of house-keeping, facility management, maintenance, web development, gardening, waste disposal, etc. should not be part of such certification. Any certificate having such component shall not be considered for weightage, unless the amount pertaining to skilled/highly skilled manpower component is specifically described in such a certificate.</p>	2 marks for each complete year (up to 30.09.2021) subject to a maximum of 20 marks.
2.	<p>Client Profile - Number of Government organizations/ PSUs served/presently being served for providing similar manpower services i.e. providing skilled/highly skilled manpower (relevant proof i.e work order, performance certificate, work experience certificate, etc. to be enclosed.</p> <p>i) The value of each work order, experience certificate should not be less than Rs. 120 Lakh (Please give details in the prescribed Technical Bid Form).</p> <p>ii. <b>Composite performance certificate having component of house-keeping, facility management, maintenance, web development, gardening, waste disposal, etc. should not be part of such certification. Any certificate having such component shall not be considered for weightage, unless the amount pertaining to skilled/highly skilled manpower component is specifically described in such a certificate.</b></p> <p>iii) Only one certificate will be entertained for one client.</p>	5 marks for each client subject to a maximum of 30 marks.
3.	<p>Level of Client Satisfaction for completion of works of similar nature (providing middle management personnel, similar manpower services i.e. providing skilled/highly skilled manpower) valued not less than Rs. 120 Lakh, during the last 7 (seven) years ending 30.09.2021). (Please give Excellent/Outstanding) [Give details in the Technical Bid Form]</p>	<p>Based on grading in the client certificate,</p> <p>5 marks for each Excellent/Outstanding grading</p> <p>4 marks for each Very Good</p>

	<p>Maximum SIX best works would be considered for evaluation.</p> <p><b>N.B. (i) Only such performance certificates shall be considered in which the value of the contract is mentioned, in addition to level of performance.</b></p> <p><b>(ii) Composite performance certificate having component of house-keeping, facility management, maintenance, web development, gardening, waste disposal, etc. should not be part of such certification. Any certificate having such component shall not be considered for weightage, unless the amount pertaining to skilled/highly skilled manpower component is specifically described in such a certificate.</b></p> <p><b>(iii) A single certificate from a client whether certify in single or multiple work contracts shall be treated as a single certificate. Hence, the bidders are advised to obtain separate performance certificate for separate work orders/contracts from the concerned client.</b></p>	<p>grading</p> <p>3 marks for each Good grading.</p> <p>subject to maximum 30 marks</p>
4.	<p>Sound Financial Standing of the tendering firm in terms of Average Annual Turnover for providing Manpower Services, during the last three years i.e., 2018-19, 2019-20 and 2020-21 (relevant certificate from CA with UDIN no. to be enclosed).</p>	<p>5 marks for Average Annual Turnover from Rs.1.5 crore and up to Rs. 10 crore,</p> <p>8 marks for Average Annual Turnover more than Rs. 10 crore and up to Rs.20 crore,</p> <p>11 marks for Average Annual Turnover more than Rs. 20 crore and up to Rs. 30 crore</p> <p>14 marks for Average Annual Turnover more than Rs. 30 crore and up to Rs. 40 crore.</p> <p>17 marks for Average Annual Turnover more than Rs. 40 crore and up to Rs. 50 crore and</p> <p>20 marks for Average Annual Turnover more than Rs. 50 Crore.</p> <p>Maximum 20 Marks.</p>

- a. Financial bids of only the technically qualified and eligible bidders shall be considered.
- b. Final selection shall be based on the Quality & Cost Based Selection (QCBS) and not on L-I basis in Financial Bid. The 70% weightage shall be given to the Technical Bid and 30% weightage shall be given to the financial bid.



The combined and final evaluation:

- c. 100 marks will be awarded to the Agency who has quoted lowest 'Service Charges' in their Financial Bid (L-1) and pro-rata marks will be awarded to the other agencies accordingly. **Marks awarded to Financial Bid (Fn)=(Service Charges Quoted by L-1/Service Charges quoted by the agency)X100.**
- d. Proposals will finally be ranked according to their combined scores of Technical (Ta) and Financial (Fn). **Final Score of Technically qualified bidders (Hn)=(0.7XTn)+(0.3XFn).**
- e. The selected bidder shall be awarded the work based upon highest score obtained by them as has been shown above (i.e. H-1, bidder who is having the highest combined score of Technical and Financial bids).
- f. NHIDCL shall draw a panel of up to five selected bidders based on highest combined scores obtained by them in Technical and Financial bids. The highest scorer will be shortlisted for award of work.
- g. In case 2 or more bidders have the same combined score on the basis of QCBS methodology, then the bidder with the higher technical score will be considered H1 and so on. In case the technical score is also equal, then the bidder with the higher average annual turnover will be considered H1.
- h. In case H-1 defaults, NHIDCL reserves the right to award the work to next highest bidder till H5, (i.e. H-2, H-3, 1-1-4, H-5 in that order), provided the agency agrees to match the 'Service Charges' quoted by H-1, if their quoted 'Service Charges' are higher.

(S P Sanwal)  
DGM (Admn)

Copy to:

1. PS to MD & Director (A&F), NHIDCL
2. IT Cell - for display in NHIDCL and CPPP website.

**Present Remuneration payable to the Support Staff at NHIDCL, HQ**

Col. 1	Col. 2	Col. 3
S. No.	Designation	Monthly Remuneration (Rs.)
1.	MTS	23,000/-
2.	DEO	28,000/-
3.	OA	32,000/-
4.	PA/Steno	35,000/-
5.	Accountant	32,000/-
6.	Junior Manager (HR)	45,000/-

**N B:**

1. In addition, EPF, ESI, etc. payable, if applicable (to be borne by the Principal Employer).
2. The agency shall also provide Health Insurance to the deployed staff for a sum of Rs. 5,00,000/- per annum. The premium amount shall be reimbursed to the agency by NHIDCL after confirmation of the receipt of Health Insurance Policy by the deployed staff. The agency shall ensure that the policy benefit is available to the deployed staff.
3. If posted in the field offices outside Delhi, the agency shall provide Accident Insurance Policy of Rs. 10,00,000 ( Rs. Ten Lacs only) to such staff and premium shall be reimbursed by NHIDCL.

**APPLICATION- TECHNICAL BID**

**For selection of Agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) in NHIDCL.**

1. Name of Tendering Company/Firm/Agency: .....

(Attach certificate of registration)

2. Name of Proprietor/Director of Company/Firm/Agency: .....

3. Full Address of Regd. Office: .....

.....

Telephone No.....

FAX No.:.....

E- Mail Address:.....

4. Full Address of Operating Branch: in GNCT, Delhi

.....

Telephone No.:.....

FAX No.:.....

E- Mail Address:.....

5. (a) Banker of Company/Firm/Agency: .....

Full Address: .....

.....

(attach certified copy of statement of A/c for the last three years)

(b) Telephone Number of Banker: .....

6. PAN/GIR No .....(attach attested copy)

7. GST Registration No., if any .....(attach attested copy)

8. E.P.F. Registration No., if any ..... (attach attested copy)

9. E.S.I. Registration No., if any.....(attach attested copy)

10. Financial turnover of the tendering Company/ Firm/ Agency for the last three Financial Years with documentary proof and certificate of the Chartered Accountant thereof. (Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakhs)	Remarks, if any
2018-19		
2019-20		
2020-21		

11. Give details of the major clients served/ presently being served by tendering Company/ Firm/ Agency in the following format:

(If the space provided is insufficient, a separate sheet may be attached)

Sl. No.	Details of client along with address, telephone and FAX numbers	Amount value of Contract (Rs. In Lakhs)	Duration	
			From	To
1.				
2.				
3.				
4.				
5.				
6.				

12. Copy of client satisfaction for completion of works of similar nature (providing office staff/manpower) valued not less than 80 lakhs each, during the last 7 (seven) years.

Sl. No.	Details of client along with address, telephone and FAX numbers	Amount value of Contract (Rs. In Lakhs)	Grading awarded by client		
			Excellent	Good	Satisfactory
1.					
2.					
3.					
4.					

13. Length of experience of providing manpower services i.e. providing manpower to reputed Public Sector Companies and Government Department etc.

S.No.	Providing Services Since	Copy of work order
a.		
b.		
c.		

14. Details of available infrastructure in terms of systems for recruitment and placing professional Management resources, both in terms of physical infrastructure as well as online resources.

**Details of online resources:**

**Details of Physical Infrastructure:**

15. Additional information, if any (Attach separate sheet, if required)

Signature of authorized  
person

Date:  
Place:

Name:  
Seal:

### **DECLARATION**

1. I, ..... Son/ Daughter/ Wife of Shri..... Authorised signatory of the company/ agency/ firm mentioned above, is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. I, undertake to indemnify NHIDCL against any loss incurred by NHIDCL due to any act of omission or commission by the manpower deployed in NHIDCL through my Company/ Agency/ Firm.
4. My Company/ Agency/ Firm has not been blacklisted/ debarred from participating in tender of any Ministry/ Department/ PSU of Government of India in last three years.
5. 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:

**Signature of authorized person (s)**

**Date:**

**Name:**

**Place:**

**Seal:**

### **ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID**

1. Application - Technical Bid.
2. Attested copy of the Registration Certificate.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the GST registration letter/ certificate, if any.
5. Attested copy of the PF registration letter/certificate, if any.
6. Attested copy of the ESI registration letter /certificate, if any.
7. Certified document in support of financial turnover of the agency during the last 3 years.
8. Certified documents in support of entries in column 10-15 of Technical Bid application.
9. Copy of the General Instructions and other terms & conditions at page 07-15 in 'Tender Notice' with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.
10. EMD of the value of Rs. 6 Lacs or MSME/NSIC registration certificate for manpower/human resources, if seeking exemption from submission of EMD.

**FINANCIAL BID FORM**

<b>Tender Inviting Authority:</b> National Highways & Infrastructure Development Corporation Limited, NEW DELHI		
<b>Name of Work:</b> Selection of Manpower Placement Agency for providing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working in NHIDCL Headquarters, New Delhi.		
<p><b>NB:</b> Other manpower requirement may also be added as may be required. The emoluments for such positions shall be determined by NHIDCL and the agency shall be required to provide such manpower under the contract with quoted service charges.</p>		
<b>Contract No:</b> F.No. NHIDCL/HQ/Admn/Support Staff/2019		
<b>Bidder Name :</b>		
Sr.No.	Component of Rate	Rate of service/ agency charges in percentage (%) (upto two decimal points only) to be charged on total remuneration, excluding taxes
a	Remuneration per person	Would be fixed by NHIDCL for various positions from time to time. (Please refer Annexure-I of this document for rates)
b	GST	Not to be quoted by the bidder. It shall be paid as per relevant rules and rate applicable from time to time.
c	Agency Admn/ Service Charge/ Any other liability/ Charges (please indicate)	To be quoted in % of the amount payable as in (a) above _____% In words _____%

**Note**

1. The administrative/ service charge/ any other liability/ charges to be charged by the service provider should be properly calculated and included in the percentage charges to be quoted under Serial No. C of Financial Bid. The percentage so quoted shall be on total monthly remuneration payable to the deployed manpower (excluding taxes). The amount so quoted should include all liabilities of the agency towards the deputed staff.
2. In cases where the bidder has quoted "NIL" charge the bid shall be treated unresponsive and will not be considered in terms of the provision of Ministry of Finance, Department of Expenditure OM No. 29(1)/2014-PPD dated 2<sup>8th</sup> January, 2014.
3. NHIDCL shall bear the expenses towards ESI, EPF and other taxes as applicable as per Govt. rules from time to time.



## UNDERTAKING

I submit the Financial Bid for **“Outsourcing services of Office Staff (such as Stenographers, Office Assistants, Data Entry Operators, Multi-tasking Staff, etc.) for working at NHIDCL Headquarters, New Delhi and its Regional Offices, if so required”** as envisaged in the Tender document.

2. I/We have thoroughly examined and understood all the terms and conditions as contained in the Tender document and agree to abide by them.
3. I also undertake and understand that my bid shall be liable to be rejected if I/ we violate any of the terms and condition of this contract and any other statutory provisions relating to labour laws/ other statutory provisions in connection with supply of manpower.

(Signature and sealed of the Bidder/Authorized representative)

Signature of authorized person(s)

Date:

Name:

Place:

Seal:

**Annexure-IV**

**DETAILS OF BANK ACCOUNT**

(RTGS/NEFT facility for receiving payments)

Sl.No.	Particulars	To be filled by the bidder
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold NHIDCL responsible.

(Signature(s) of account holder(s))  
Name(s) of Account holder(s)

SIGNATURE OF BIDDER/ Authorized representative