

09.04.2018

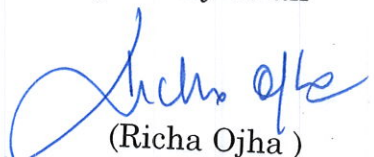
**SUBJECT : TENDER NOTICE FOR OUTSOURCING OF MANPOWER SERVICES ON OUT-SOURCING BASIS IN CARA.**

Sir/Madam,

Sealed tenders are invited by Central Adoption Resource Authority (CARA), a Statutory Body of Ministry of Women & Child Development, Government of India, for outsourcing of the Multi Tasking Staff (Peon) / Clerical Staff on outsourcing basis, from registered/well established Manpower Service Providers.

2. The out sourcing contract will be initially for a period of six months from the date of taking up of supply of manpower in pursuance of out sourcing contract unless extended further by mutual consent of the CARA and service provider. The number of Multi Tasking Staff / Clerical Staff required may depend on the requirement of the CARA.
3. The terms & conditions for outsourcing of manpower services on out sourcing basis are enclosed at **Annexure 'A'**.
4. Interested Service Providers may submit the tender documents, in format at **Annexure 'B' & 'C'**, complete in all respects along with Earnest Money Deposit (EMD) of **Rs.20,000/- (Rupees Twenty Thousand only)** in the form of Account Payee Demand Draft/ Bankers Cheque drawn in favour of **Central Adoption Resource Authority**, New Delhi, in a sealed cover addressed to the Chief Executive Officer (CARA) and delivered in the Tender Box kept at the Reception on 2<sup>nd</sup> Floor, West Block-8, Wing-II, R.K.Puram, New Delhi-110066. Tenders will be rejected in case the EMD is not submitted along with the required documents. The last date of submission of tender and time of receipt of Tender is **24<sup>th</sup> April' 2018 by 11.00 A.M.** Tender received after this deadline shall not be entertained under any circumstances whatsoever. Tenders will be opened on 24<sup>th</sup> April' 2018 at 11.30 AM.
5. The Chief Executive Officer (CARA) reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason.

Encls. : As above

  
(Richa Ojha)  
Administrative Officer (I/c)  
Richa Ojha  
Admn. Officer-CARA  
Ministry of Women & Child Development  
Government of India  
West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
New Delhi-110066



**A. TERMS & CONDITION** [For outsourcing of Multi Tasking Staff / Clerical Staff in CARA]

1. The firm/agency should be registered with the Govt. to authorize for deployment of manpower services.
2. The service provider should have three years' experience of providing manpower to various Government Departments, Public Sector Undertaking and Autonomous/Statutory Body of Government of India. Performance certificates issued by their clients should be attached.
3. The turn over of the firm/agency for the last three years should have Rs.10 Lakhs.
4. The service provider shall not assign, transfer, pledge or sub-contract the performance or services of the outsourced person without the prior written consent of this office.
5. The services shall be performed by person qualified and skilled in performing such services.
6. The period of contract will initially be for a period of six months from the date of award of contract subject to review of performance it may be extended for further period of six months at the discretion of this Department after expiry of contract.
7. The Agency should submit PAN and Service Tax Registration Number in their firm's name.
8. The firm/agency should have Provident Account No./ESI No. in their name.
9. An Earnest Money deposit of **Rs.20,000/- (Rupees Twenty Thousand Only)** in the form of demand draft/pay order, drawn in favour of Central Adoption Resource Authority, New Delhi, should be submitted along with the tender documents, failing which their tender will not be considered valid. The EMD of unsuccessful bidders will be returned in one month of award of contract and the EMD of successful bidders will be kept against security bond.
10. The person supplied by the Agency should verify and submit if any Police records/criminal cases are pending 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, Aadhar Card and recent photograph and a certification to this effect should be submitted to this Department. 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 withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

  
Ritu Ojha  
Admn. Officer-CARA  
Ministry of Women & Child Development  
Government of India  
West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
New Delhi-110066



11. The service provider has to provide the 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.
12. The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote goodwill be enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
13. The Department 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 service provider shall forthwith comply with such requirements.
14. The service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
15. Office of CARA 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 providers.
16. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
17. That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Department.
18. The service provider's person shall not claim any benefit/ compensation/ absorption/ regularization of services in this office under the provision of Industrial Disputes Act, 1947 of Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
19. The person deployed shall not claim any Master & Servant relationship against this office.
20. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
21. The service provider shall engage the necessary person as required by our office from time to time. The said person engaged by the service provider shall be employee of the service provider and it shall be the duty of the service provider to pay his wages every month in time latest by 10<sup>th</sup> of next month for which the wages are due. There is no Master & Servant relationship between the employees of the service provider and the Purchaser (this Department) further that the said person of the service provider shall not claim any benefit. The contractor should not stop the payment of salary on account of delays not attributed to the engaged.

  
Rishu Chharia  
Admn. Officer-CARA  
Ministry of Women & Child Development  
Government of India  
West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
New Delhi-110066



22. There shall be an automatic increase in the minimum wages of the personnel provided by the service provider consequent upon any increase on such account effected by any Govt. orders. However, service charge finalized through Tender shall remain fixed throughout the currency of the contract.
23. The transportation, food, medical and other statutory requirement under the various Acts/Govt. Regulations in respect of each personnel of the service provider will be the responsibility of the service provider. This shall include payment of **PF, ESI, Service Tax etc.** However, payments in respect of PF, ESI etc. or any such other statutory requirements to the successful Service provider shall be made subject to furnishing of proof of depositing such payments to the concerned authorities indicating the PF No., ESI No. etc. of the outsourced person by his /her name every month without fail and before submitting bills for the subsequent months.
24. Working hours will be 8 ½ hours between 9.00 A.M. and 5.30 P.M. including half an hour lunch break normally from 1.00 p.m. to 1.30 P.M.
25. The service provider will submit the bill in duplicate in the 1st week of following month for payment. The payment will be made on pro-rata basis whatever the amount comes to after necessary deduction in terms of non-permissible absent of the manpower.
26. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the office.
27. The service provider shall provide a substitute well in advanced 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.
28. If for any reason the personnel deployed by the service provider proceeds on absence, he/she should properly intimate the Controlling Officer and the Concerned Administration 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. The service provider shall provide a substitute in case the absence exceed 5 days or even earlier, if situation so warrants.
29. Payments to the service provider would be strictly on certification by the office with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
30. The service provider shall be contactable at all times and message(s) sent by E-mail/Fax/Special Messenger/Phone from the Department to the service provider shall be acknowledged immediately on receipt on the same day.
31. Central Adoption Resource Authority, reserves the right to cancel the contract at any stage without assigning any reason.

  
Richa Ojha  
Admn. Officer-CARA  
Ministry of Women & Child Development  
Government of India  
West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
New Delhi-110066



32. That 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 by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

33. All disputes and differences arising out or in any way touching or concerning the contract shall be referred to the sole arbitration of any person nominated by the CEO (CARA). There will be no objection to any such appointment that the arbitrator so appointed is a Government servant, that he had to deal with matters to which this indenture relates. That in the course of his duties as such government servant, he has expressed views on or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding to the parties to the agreement. Further, if any dispute is to be referred to the courts, the jurisdiction of the same shall be at Delhi.

**B. Minimum Eligibility Criteria :**

- i. The firm/agency should be registered with Service Tax Department.
- ii. The firm/agency should have PAN No. against their name.
- iii. The firm/agency must have Provident Fund Account No. in their name.
- iv. The firm/agency must be registered for deployment of manpower services under Companies Act, 1956.
- v. The firm/agency must have ESI No. in their name.
- vi. The firm/agency must mark serial page number of their technical documents and put their authorized signature on each page.
- vii. The firm should have an office in Delhi/NCR.
- viii. The Company/Firm should be in this business for at least three years. The turnover of the firm during last two financial years should be not less than Rs.10 Lakhs.
- ix. The agency should not be blacklisted by any Department/Ministry of the Government of India or any PSU or any other organization.
- x. EMD of Rs. 10,000/- must be enclosed.

  
Richa Ojha  
Admn. Officer-CARA  
Ministry of Women & Child Development  
Government of India  
West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
New Delhi-110066

**Technical Bid**

| S. No. | Particulars  | To be filled by the Tenderer |
|--------|--|------------------------------|
| 1      | Name of the agency, office address of the agency with telephone number, e-mail address, fax number, mobile number and name & designation of the contact person   |                              |
| 3      | Whether registered with all concerned Government authorities (Registrar of Companies, Commissioner employees /DGR etc.) copies of all certificates of Registration should be attached.   |                              |
| 4      | PAN/TIN Number(copies to be enclosed)  |                              |
| 5      | Service Tax Registration No.(copy to be enclosed)  |                              |
| 6      | EPF Registration No. (copy to be attached)   |                              |
| 7      | ESI registration No. (copy to be attached)   |                              |
| 8      | Labour License No. (copy to be attached)   |                              |
| 9      | Length of experience in the field.   |                              |
| 10     | List of Government Ministries/ Departments/ client showing experience in the field(copies of contracts/ orders placed on the agency during the last two years should be attached.)   |                              |
| 11     | Whether copies of Income Tax return for the last 03 years attached.  |                              |
| 12     | Details of EMD<br>(i) Amount<br>(ii)Draft No.<br>(iii)Date<br>(iv) Issuing Bank  |                              |
| 13     | Whether a copy of terms & conditions (Annexure-A) duly signed in token of acceptance of the same attached.   |                              |
| 14     | Whether the firm/company is blacklisted by any Government Department or any criminal case is registered against the firm/company or its owner/partners/Director anywhere in India(If n., an undertaking to this effect is to be attached). |                              |

Date:

(Name and signature of authorized person with seal)

  
 Richa Ojha  
 Admn. Officer-CARA  
 Ministry of Women & Child Development  
 Government of India  
 Block-8, 2nd Floor, R.K. Puram,  
 New Delhi-110066



**FINANCIAL BID****Rats in respect of Multi Tasking & Clerical Staff**

Name of the Firm / Agency : \_\_\_\_\_

Full Address with contact No. : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

| S. No. | Particulars  | Category wise Minimum wages/rates |                                |                     |
|--------|--|-----------------------------------|--------------------------------|---------------------|
|        |  | Non matriculates                  | Matriculates but not Graduates | Graduates and above |
| 1.     | Minimum wages as per Govt. of NCT of Delhi   |                                   |                                |                     |
| 2.     | Rate of EPF (as per Govt. Order)   |                                   |                                |                     |
| 2.     | Rate of ESI (as per Govt. order)   |                                   |                                |                     |
| 3.     | Service charges of the Service provider  |                                   |                                |                     |
| 4.     | Total per month charges for per person including ESI & EPF etc.                                |                                   |                                |                     |
| 5.     | Rate of GST / Tax (as per Govt. Order)   |                                   |                                |                     |
| 6.     | Total charges of per month for per person (including EPF, ESI, Service Charges & GST/Tax etc.) |                                   |                                |                     |

# Service charges cannot be 'Nil' or 'Zero. It should be in conformity with Ministry of Finance, Department of Expenditure, PP Division's OM No. 29(1)/2014-PPD dated 28.01.2014.

Date :

(Name and signature of authorized person with seal)

  
 Richa Ojha  
 Admn. Officer-CARA  
 Ministry of Women & Child Development  
 Government of India  
 West Block-8, Wing-2, 2nd Floor, R.K. Puram,  
 New Delhi-110066