

**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI
(IIIT-DELHI), Okhla Industrial Estate, Phase III, New Delhi 110020
(Tel No 011-26907400, Website: www.iiitd.ac.in)**

**NOTICE INVITING TENDER FOR PROVISION OF ADMIN/TECHNICAL SERVICES AT IIITD
CAMPUS AT OKHLA, PHASE III, NEW DELHI**

IIIT-Delhi invites tender from established, reputed and experienced agencies for providing **Admin/Technical Services** in Indraprastha Institute of Information Technology, Okhla Phase III, New Delhi –for a period of one year extendable up to a maximum of three (03) years on yearly basis, depending on the performance which will be evaluated based on the feedback from customers (concerned sections/departments representative where the manpower services are provided/deployed).

Schedule for invitation of tender:

Tenders are invited under **Two-Bid system** from reputed agencies, having capacity to provide the required Admin services at IIIT-Delhi.

All tender related queries may be addressed to registrar@iiitd.ac.in; tender document available from www.iiitd.ac.in and its schedule is as under:

1.	Bid Submission end date (Last date and time) for receipt of bids	27 Jan. 2020 at 15:00hrs
2.	Bid Opening Date and time	27 Jan. 2020 at 15:30hrs

IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE BIDDER/ BIDDER(S):

1.	Institute	Indraprastha Institute of Information Technology-Delhi, Okhla Industrial Area, Ph-3, New Delhi – 110020
2.	Name of Services required	Providing Admin/Technical Services
3.	Date for start of full service	Within Fifteen (15) days of the Award of Contract, as per scope of work.
4.	Tender Cost	Rs 590 /- (Rupees five hundred ninety only) in the form of a demand draft/ pay order in favor of “IIIT-Delhi Collections” which is nonrefundable. The charges are applicable only in case the tender is obtained from IIITD. No charges are required to be paid In case the tender is downloaded from website directly by vendor
5.	Earnest Money Deposit (EMD)	Rs 2,00,000/- (Rupees two lacs only)
6.	Performance Security	Rs 600,000 (Rupees six lacs Only)

INSTRUCTIONS TO BIDDERS

1. GENERAL

The tender is invited for Admin Services under which the Agency shall charge on services basis as quoted in the financial bid.

2. ELIGIBILITY CRITERIA

The bidder should have the experience of completion of similar works in any of the Institutes/Autonomous Bodies/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities as follows: -

- 2.1. The firm shall be legal entity as per the regulations laid by the Govt. at the national and state and laws of the land.
- 2.2. The firm shall have a minimum of five years' experience in providing such administrative services to organizations/ firms and educational institutions in India.
- 2.3. The firm should have executed two similar projects (in the values given below).
- 2.4. The firm should have also executed at least 2 projects for the educational institutions.
- 2.5. The firm must have GST, PAN and should be income tax assessee and Registered with statutory authorities' viz., ESI, PF etc.
- 2.6. The bidder should have office of the company/firm/agency in the NCT of Delhi. A self-attested documentary proof should be provided.
- 2.7. The bidder should furnish signed declaration indicating that they have not been blacklisted/debarred by the Ministries/Departments of Govt. of India/Central PSUs//Nationalized Banks/State Govt. Departments/Autonomous Bodies/Statutory bodies for last three years and there is no litigation with any Government Department on account of similar services.
- 2.8. The firm shall have experience of having successfully providing various types of services (Technical, Administrative, Accounts etc.) in educational and similar Institutes during last three consecutive years: -
 - 2.8.1. Completed or on-going similar works (3 nos.) and each cost not less than Rs. 3 Lakhs per month (or)
 - 2.8.2. Two such completed or ongoing works each costing not less than Rs. 4 Lakhs per month (or)
 - 2.8.3. Having completed 1 such work costing not less than Rs. 7Lakhs per month.

3. QUALIFICATION OF THE BIDDERS

- 3.1. The Bidder, to qualify for the award of contract, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.
- 3.2. Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.
- 3.3. The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership firm, joint venture or consortium, full details of ownership and control of each member thereof.

- 3.4. Bidder, as above, shall submit a self-certified copy of PAN card issued to the entity by the Income Tax Department.
 - 3.5. Along with technical bid, Bidder must submit copies of all documents required, duly self-attested,
 - 3.6. Each Bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the financial bid price will not include any such amount. If the IIT-D subsequently finds to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void. Decision of the Institute in this regard shall be final and not subject to review.
4. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in outright rejection of bid, in addition to other punitive measures.
5. **ONE BID PER BIDDER**

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
6. **COST OF BID**

The bidder shall bear all costs associated with the preparation and submission of his bid and the Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
7. **TENDER DOCUMENTS**
 - 7.1. Notice of Invitation of Tender.
 - a. Price Bid (Financial Bid).
 - b. Terms and Conditions
 - c. Tender form for providing Admin services ([Annexure-I](#))
 - d. Scope of Work ([Annexure-II](#))
 - e. Details of Manpower required ([Annexure-III](#))
 - f. Checklist of documents required for technical scrutiny ([Annexure-IV](#))
 - g. Evaluation Criteria for Technical & Financial Bid ([Annexure-V](#))
 - h. Undertaking ([Annexure-VI](#))
 - i. Form of Bank Guarantee for EMD ([Annexure-VII](#))
 - j. Form of Agreement ([Annexure-VIII](#))
 - k. Form of Bank Guarantee of Performance Security ([Annexure-IX](#))
 - l. Copy of the license issued by Controlling Authority

7.2 The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

7.3 The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document. Where such alteration, erasure or obliteration is required to be effected in the Tender Document, the same be countersigned / certified and stamped in legible words/figures by the authorized signatory only. Failing which Tender Document will be rejected / not considered.

8. PREPARATION OF BIDS

8.1 Language

Bids and all accompanying document shall be in legible English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English/Hindi version shall prevail in matters of interpretation. The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

8.2 Documents Comprising the Bid

The tender shall remain valid and open for acceptance for a period of 90 days from the last date of submission of tender. Late tenders will not be accepted. Following documents shall form part of the Tender Document:

- 8.2.1. Technical and Finance bids to be given in separate envelopes clearly super scribing on top TECHNICAL / FINANCIAL BID.
- 8.2.2. The EMD of **Rs.2,00,000/-** in the form of an Account Payee **Fixed Deposit Receipt (FDR)** from a commercial bank or Bank Guarantee from a commercial bank in an acceptable form in favor of **IIIT Delhi**.
- 8.2.3. The Bidder, as defined above, shall furnish the details regarding total number of works, as stated defined under eligibility criteria and completed in preceding three years, which were similar in nature and complexity as in the present contract requiring deployment of trained man power for providing Manpower Services.
- 8.2.4. All the [Annexure](#) as per point no 7.1
- 8.2.5. Attested Copies of Income Tax Return for FY 2018-19, along with a certificate from CA firm regarding turnover of last three FY 2016-17,2017-18,2018-19
- 8.2.6. Self attested copy of PAN card as per Income Tax Act, 1961;
- 8.2.7. Self attested copy of GST Registration Number;
- 8.2.8. Self attested copy of Valid Registration No. of the Agency/Firm;
- 8.2.9. Self attested copy of valid Provident Fund Registration Number;
- 8.2.10. Self attested copy of valid ESI Registration Number;
- 8.2.11. Self attested copy of the license issued by Controlling Authority
- 8.2.12. Undertaking to comply with all rules and regulations of the Government.

8.2.13. Brief on Training facilities.

Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

9. BID PRICES

9.1 Bidder shall bid in Indian Rupees only for the entire contract on a 'single responsibility' basis such that the Tender price covers Agency's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the Admin Services at the Institute. This includes all the liabilities of the Agency such as cost of identity cards of personnel deployed by the Agency and all other statutory liabilities like **Minimum Wages, ESI, PF contributions, and service charges**. Nothing over and above the price quoted shall be paid by the Institute. **The Agency shall give services wise break-up of the amount quoted for effecting revision in minimum wages, as and when announced by Delhi Govt.**

9.2 The rates and prices quoted by the bidder shall be inclusive of GST.

9.3 The rate quoted shall be responsive and the same should be inclusive of all statutory obligations such as **Minimum Wages, ESI, PF contributions, wages for leave reserve, service charges**. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

9.4 Conditional bids/offers will be summarily rejected.

10. DURATION OF CONTRACT

The contract shall be valid initially for one year and the Institute reserves the right to curtail or to extend the validity of contract on the same terms and conditions for such period as may be agreed to, but not beyond a total period of three years.

11. BID FOR SERVICES

11.1. The Bid for Admin Services shall be as per point no. 8.2 above. The Bid will remain valid for a period of forty-five days beyond the final bid validity period. The EMD has to be submitted physically before last date and time. If any technical discrepancy, such as wrong name, amount, date of validity etc., is noticed in the EMD the same shall be subject to rejection.

11.2. Any Tender not accompanied by EMD shall be summarily rejected.

11.3. Bid EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the **30th day after the award of the contract**.

11.4. EMD of the successful bidder shall be returned on receipt of **Performance Security** in the Institute and after signing the contract agreement.

11.5. Bid shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

11.6. Bid shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Manpower within the time frame specified by the Institute.

11.7. Right to accept any Bid and to reject any or all Bids

- 11.7.1. The Institute is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
- 11.7.2. The Institute may terminate the contract if it is found that the Agency is black listed on previous occasions by the any of the Institutes/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.
- 11.7.3. The Institute may terminate the contract in the event the successful bidder fails to furnish the Performance Security or fails to execute the agreement.
- 11.7.4. The Institute has cause and reason to believe that the Bidder has misled / provided wrong information not supported by any authenticated document.

12. AWARD OF CONTRACT

- 12.1.1. The Institute will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 12.1.2. The successful bidder will be required to execute an agreement in the form specified in Annexure-VIII within a period of 30 days from the date of issue of Letter of Work Award.
- 12.1.3. The successful bidder shall be required to furnish a Performance Security Within 15 days of receipt
- 12.1.4. of 'Letter of Work Award" for an amount of Rs 6,00,000/-(to be deposited after award of contract) in the form of a Fixed Deposit Receipt (FDR) from a commercial bank or Bank Guarantee from a commercial bank in an acceptable form (Annexure-IX) in favor of IIIT-D. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the Agency accordingly.
- 12.1.5. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.

13. TERMS AND CONDITIONS OF THE CONTRACT

- 13.1. To complete each service the personnel deployed by the agency shall be the employees of the agency and all statutory liabilities will be paid by the it such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the Institute and if any change is required on part of the Institute fresh list of staff shall be made available by the agency after each and every change.
- 13.2. The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under the various labour laws. It will be the responsibility of the Agency to provide details of manpower deployed by him in the Institute and to the Labor Institute.
- 13.3. As far as EPF is concerned, it shall be the duty of the Agency to get PF code number allotted by RPFC against which the PF subscription deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the employees engaged for the Institute works, is required to be submitted to the Institute. In any eventuality, if the Agency fails to remit employee/employer's contribution towards

- PF subscription etc. within the stipulated time, Institute is entitled to recover the equal amount from any money due or accrue to the Agency under this agreement or any other contract with RPF with an advice to RPF, duly furnishing particulars of personnel engaged for the Institute. In the interest of the personnel of the Agency, the Institute as a principal employer may at its discretion verifies or causes to verify the particulars furnished by the Agency.
- 13.4. The antecedents of staff deployed for admin Services shall be got verified by the Agency from local police
 - 13.5. authority and an undertaking in this regard to be submitted to the Institute and Institute shall ensure that the Agency complies with the provisions.
 - 13.6. The Agency will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized/nominated official of the Institute. The Agency shall also install Biometric attendance system in the Institute for the attendance.
 - 13.7. The Agency is expected to ensure proper accidental coverage of its personnel. All liabilities arising out of accident or death while on duty shall be borne by the Agency.
 - 13.8. Adequate supervision will be provided to ensure completion of services in accordance with the prevailing assignment instructions agreed upon between the two parties.
 - 13.9. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Institute and shall not knowingly lend to any person or company any of the effects of the Institute under its control.
 - 13.10. The deployed staff shall not accept any gratitude or reward in any shape.
 - 13.11. That in the event of any loss occasioned to the Institute, as a result of any lapse on the part of the Agency which will be established after an enquiry conducted by the Institute, the said loss shall be made good by the Agency up to the value of the loss. The decision of the Head of the Institute will be final and binding on the Agency. Losses will be recovered from the monthly payment (s) made to Agency or failing which it would be deducted from performance Security.
 - 13.12. The Institute shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Agency reserves the right to change the staff with prior intimation to the Institute in writing.
 - 13.13. The Agency shall be responsible to maintain all property and equipment of the Institute entrusted to it.
 - 13.14. The Agency will not be held responsible for the damages/sabotage caused to the property of the Institute due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
 - 13.15. The personnel engaged have to be extremely courteous with very pleasant mannerism in their dealings.
 - 13.16. The deployed staff has to come on duty for six days in a week. Office hours shall be 9:00AM to 5:30 PM including half an hour lunch break. Weekly off will be on Sunday.
 - 13.17. The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labor Act, Minimum Wages Act, Contract Labor (Regulation and abolition) Act, EPF, ESI and various other Acts as

- applicable from time to time with regard to the personnel engaged by the Agency for the Institute.
- 13.18. In case any of Agency's personnel(s) deployed under the service contract is (are) absent, a penalty equal to double the wages of number of staff absent on that particular day shall be levied by the Institute and the same shall be deducted from the Agency's bills.
 - 13.19. In case any of Agency's personnel deployed under the service contract fails to report in time and Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 13.20.1 shall be levied.
 - 13.20. In case the Agency fails to commence/execute the work as stipulated in the agreement or renders unsatisfactory performance or does not meet the statutory requirements of the contract, Institute reserves the right to impose the penalty as detailed below: -
 - 13.20.1. 10% of cost of order/agreement per week, up to four weeks' delays.
 - 13.20.2. After four weeks delay the Institute reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other Agency(s) registered with DGR or from open market or with other agencies if DGR registered agencies are not in a position to provide such Agency(s). The difference in cost to the Institute, if any will be recovered from the defaulter Agency and also shall be black listed for a period of 4 years from participating in such type of tender and his earnest money/Manpower deposit may also be forfeited, if so warranted. The Institute shall also be at liberty to circulate the status of black listing of the Agency to offices of the Govt. of India / State Govt. (s).
 - 13.21. The Agency shall deploy his personnel only after obtaining the Institute's approval duly submitting curriculum vitae (CV) of these personnel, the Institute shall be informed at least one week in advance and Agency shall be required to obtain the Institute's approval for all such changes along with their CVs.
 - 13.22. The Agency shall not engage any such sub Agency or transfer the contract to any other person in any manner.
 - 13.23. The contracting agency shall not employ manpower above the age of 55 years.
 - 13.24. The Agency shall bear all the expenses on items required for satisfactory performance of the assigned responsibilities such as Provision of torches and cells, lathis/ballams and other implements to Manpower staff.
 - 13.25. The Institute shall not be responsible for providing residential accommodation to any of the employee of the Agency.
 - 13.26. The Institute shall not be under any obligation for providing employment to any of the worker of the Agency after the expiry of the contract. The Institute does not recognize any employee employer relationship with any of the workers of the Agency.
 - 13.27. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Institute from the agency.
 - 13.28. If any underpayment is discovered, the amount shall be duly paid to the agency by the Institute.
 - 13.29. The Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by the Institute

13.30. In the interest of his own personnel, The Agency will be duty bound to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee in every month.

13.31. The Agency shall disburse the wages by 07th of the month to its staff deployed in the Institute through ECS or by Cheque in the presence of representative of the Institute.

14. BID EVALUATION

The technical bid will be evaluated as specified in Annexure –IV. For award of work 50% Weightage will be given to the Technical Bid and 50% to the Financial Bid. **Financial bids of only the technically qualified bidders (75% score) will be opened for evaluation in the presence of qualified bidders.**

15. FORCE MAJEURE

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any or seven days, whichever is more, either party may at its option terminate the contract.

16. OBLIGATION OF THE AGENCY

The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the Agency in respect thereof, which may arise. The Institute in no way shall be responsible / held responsible for the statutory compliances of the Agency. In case the Institute is required by the order of the Law to fulfill the obligations of the Agency, the same shall be recovered from the running bill (s) of the Agency and performance guarantee submitted. In the event of the same, the Institute shall also call upon the Agency to explain the reasons for not depositing statutory dues and why the Contract may not be terminated.

17. DISPUTE RESOLUTION

17.1. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Director, IIIT-D.

17.2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996, as amended from time to time.

18. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to The Agency shall continue to be made in terms of the contract. Arbitration proceedings will be held at designated places within Delhi/New Delhi only.

19. JURISDICTION OF COURT

The courts at Delhi/New Delhi shall have the exclusive jurisdiction to all disputes, if any, arising out of this agreement between the parties.

Financial Bid

(To be put in separate sealed cover)

1. **Services charges** are to be quoted in the format provided below:

Particulars	General Services	Accounting Services	Technical Services	First aid Services
Rate of Minimum Wages (including weekly offs)	As notified by GNCTD	As notified by GNCTD	As notified by GNCTD	As notified by GNCTD
PF Employer (%)				
ESIC Employer (%)				
Bonus (%)				
CGST (%)				
SGST				
Service Charges (Percentage)				

Notes:

- (1) Service charges may be increased between 5-10 % for 2nd /3rd year based on performance at the discretion of the Institute.
- (2) Services wise detailed break-up for each service (for all above four types of services and each category i.e. unskilled, semiskilled, skilled, Matriculate and Graduate as per annexure III) is to be enclosed along with the financial bid.

Signature with date
Name of the authorized person
Designation
Seal of the Agency

TENDER FORM FOR PROVIDING ADMIN/TECHNICAL SERVICES

- Cost of tender : Rs_
1. Due date for tender :
 2. Opening time and date of tender :
 3. Names, address of firm/agency :
 4. Telephone Numbers :
 5. Name, designation, Address :
Telephone No. of :
Authorized person of Firm :
Agency to deal with :
Please specify to whether :
 6. Bidder is sole proprietor Partnership Firm :
Name :
Address and Telephone No. :
Directors/Partners should specify :
 7. Copy of PAN card issued by Income Tax Department:
Copy of previous FY income tax return :
 8. Provident Fund Account Number :
 9. ESI Number :
 10. License Number (Contract Labor Act (R&A) Act :
 11. Details of Bid Security deposited :
Amount :
FDR No. or DD No. :
BG in Favor of :
Date of issue :
Name of the issuing Authority :
 12. Any Other Information :
 13. Declaration by the Bidder :
This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

(Signature of the bidder)
Name and Address (With
seal)

SCOPE OF ADMIN/TECHNICAL SERVICES

The Agency shall provide following services at IIIT-Delhi.

A. General Services

- a. **Guest House Services:** The person deployed by agency to complete these services will be responsible for Guest room allocation as approved by GM(Ops). He will maintain the Guest Room Register for allocation. Upkeep and maintenance of the guest house etc.
- b. **Diary & Dispatch Services:** Candidate should have good knowledge of Excel and MS office. Should have past experience of handling office administration, File work, billing, Transport management:
 - i. Maintenance of Diary & Dispatch register.
 - ii. File Movements.
 - iii. Distribution of letters, agenda etc.
 - iv. Help in photocopy and scanning of documents.
 - v. Local travel for letter/file/document/post etc.
- c. **Placement Services:** Candidate should have good knowledge of Excel and MS office. Should have past experience of handling placement office administration and activities as under.
 1. Record Keeping:
 - i. Offer letters
 - ii. Question Bank Tracker
 - iii. Feedback sheet
 - iv. Company wise student attendance sheet
 - v. Internship Tracker
 - vi. Placement Tracker
 2. Student Database (Final & Pre-Final Year),
 3. Infrastructure booking - Class Room & Labs & IT support.
 4. Hospitality: Lunch & Tea Arrangements for Company Officials
 5. Account/Expense record - Preparing the Draft & Keeping Record for Placement and IOP
 6. Preparing NOC/scanning documents/placement register/dispatching etc.
- d. **Hostel Warden/Caretaker/Reception Services:** will have the overall responsibility for all aspects of management of hostels, including maintenance and discipline in the hostels. Associated services of Mess, Student canteen, juice shop, courier collection, relocation shifting etc.
- e. **Sports Services:** The duties and responsibilities of the Sports Assistant will includes maintenance of the sports arena on a daily basis, Management of discipline in and around the area, Preparation for special requirements like events etc, issuance of the sports equipment's. Reporting and follow up's related to the sports building.
- f. **Event Services:** Candidate is responsible for conduct of all events including exhibitions, workshops, seminars, Institutes special events, cultural functions, Guest lectures, Convocation functions, board meetings and any other official meetings.

- g. **Store and Purchase Services:** Candidate will be responsible for drafting of purchase order, Receipt of material, maintenance of Purchase/Store Records, ensuring that material is delivered /installed at user's destination, where applicable, Market purchase:
1. Drafting of Purchase Order, Receipt of material / items and stacking of the same.
 2. Support in maintenance of Store Records.
 3. Ensuring that material / items are delivered / installed at user's destination, where applicable.
 4. Market purchases of nominal amounts.
 5. Labeling of RFID tags.
 6. Physically verifying on periodic basis that labels have not stuck off, if so, taking steps to paste labels again.
 7. Any other work as assigned from time to time by DM (S&P) or as advised by HoD.
- h. **Library Services:**
1. To assist the Library staff in day to day activities
 2. Learn while working on different functions and services of the Library
 3. Support in the acquisition of learning resources
 4. Technical processing
 5. Assistance and guidance to students
 6. Provide Library service during Saturday, Sunday and Holidays
 7. Work in the different shift as the library remains open till late hours and odd days i.e., Saturday, Sunday and other holidays
 8. Shelving of books and periodicals on shelves
 9. To maintain and take care of all the library items
 10. Assistance in Library file movement
 11. Maintain all the files and other documents properly
 12. Maintain the Reading rooms at boys and girls hostel common rooms and faculty lounge
 13. Other assignments assigned by the Library staff from time to time
- i. **Student Affair Services:** Candidate should have good knowledge of Excel and MS office. Should have past experience of handling student affairs office. Shall be responsible for maintain hostel records, fee records , hostel allocations, and Mess fee records

B. Accounts Services

- a. **Handling files/document services:** To help the accounts department in handling vouchers/retrieving and maintaining old files and records.
- b. **Payment services:**
1. Preparing of Payment & Journal voucher as per sanctions/ approval in tally software.
 2. Preparing of Bank & Cash Receipt Voucher on daily basis in tally software.
 3. Fee collection:
 - ERP
 - DD collection

- NEFT
 - ECMS
 - EDC Machine
4. Fees collected from above mode are recorded (Student Wise) in Tally & same in update in ERP.
 5. Bank Reconciliation of HDFC Collection & Andhra Bank accounts.
 6. Processing bi monthly of telephone & medical reimbursements bills of staffs & faculty.
 7. Preparing & submitting documents related foreign exchange remittance.
 8. Maintain Corporate Credit cards payment resister.
 9. Maintain Cheque resister.
 10. Monthly Payment Trail for SOP reporting
 11. Filling & Keeping of Vouchers:
 - Journal Voucher
 - Bank Voucher
 - Cash Voucher
 - Contra Voucher
 - Bank Receipt Voucher
 12. Visit to Bank as daily basis for Deposit/ Withdraw of Cash
 13. Issue receipt to Students and others
 14. Maintain Students fees records in Excel for the purpose of reconciliation with records for Academic.
 15. Processing of Hostel refund to students as per amount received
 16. For Official purpose went to DWAT, Income Tax, NPS office, CA's Office.

C. Technical Services

a. Troubleshooting, installation and related services: He is responsible for all L1 IT calls, like desktop, printer, software installation, network cable punching, telephony etc

1. All Lab Desktop's installation, monitoring, troubleshooting
2. All Faculty, Staff & students (IT related issues)
3. Printer installation & troubleshooting, Toner installation
4. All types of software installation (Xiling,vivado,windows,linux, mac etc)
5. Student Lab Exams (hardware,software checking)
6. Placement Exams (hardware, software checking)
7. Mac address registration (Laptop,mobile,desktops etc.)
8. Network L1 calls
9. User creation and password reset in AD
10. What's UP Gold monitoring
11. Rack server installation support
12. Lan IO,Rj-45 Punching
13. Access point installation
14. Telephone related issues
15. Two times Daily checking of data center's active devices
16. Math works (Matlab) Installation
17. Webex,skype,audio video setup ,polycom setup
18. Outlook configuration

19. GPU card Installation

- b. **AV Supprt Services:** Candidate should have good knowledge of AV equipment and operations including minor repairs. Should have past experience of handling AV equipment.

D. **First aid services:**

- a. **Nursing Services :** Shall be min graduate in Nursing with good knowledge of Excel and MS office. Should have at least 2 years experience in hospitals. The Nursing staff shall hndle on bed Infirmary :
 1. Manage and maintain Infirmary
 2. Provide First aid medical assistant to students, staff, Faculty and others
 3. Assist Doctor in discharge of his duties
 4. Assist Students for hospitalization
 5. Girls Hostel Caretaker
 6. Maintenance in charge of girls Hostel

Details of Manpower Required

The Services are required in the following sections/departments of the Institute as under:
The tentative No. of staff to be deployed by the service providing agency at IIIT-D with relevant qualifications and tentative salary are as under:

S. No.	Type of Services	Required No. (Approximate)
1.	Administrative Services	13
2.	Technical Services	02
3.	Accounts Services	05
4.	Other Services	02

1. The Institute may assign a suitable title to the staff deployed by the agency. The Agency can also recommend the title.
2. The Institute can also instruct agency to pay additional remuneration based on previous experience/qualification/ decision of the Competent Authority.
3. For reference the existing rates of Minimum Wages as notified are under:

Minimum Wages of Delhi	Unskilled	Non-Matriculates/ Semi skilled	Skilled/ Matriculates	Graduates and Above
w.e.f. 22 Oct 2019 for 30 days, 8hrs, including WO	17130	18870	20760	22590

Note- Minimum Wages shall be revised as and when announced by the Labour Department of Govt. of NCT of Delhi.

Checklist of documents required for technical scrutiny:

S. No.	Items	Response (Please tick)	Documentary proof attached at page no./s
1.	Proof of no. of years in providing administrative manpower. (Registration Certificate of the Company and work orders from the organizations)	Yes/No	
2.	List of Clients with total no. of manpower provided and retained with category of employees with proof for last three years (as per Annexure-5)	Yes/No	
3.	Proof of No. of employees on Roll on date of submission of tender.	Yes/No	
4.	Terms and conditions of employment with details of entitlements/benefits etc. (sample offer letter/ salary slip etc.)	Yes/No	
5.	Training Facilities for Employees.	Yes/No	
6.	Certification available with company, if any	Yes/No	
7.	A brief note on process followed by the agency on recruitment process.	Yes/No	
8.	Earnest Money Deposit Rs.2,00,000/- (EMD) should be submitted in the form of Demand Draft/FDR.	Yes/No	
9.	Details of successfully executed similar work along with work order copies as mentioned in NIT	Yes/No	
10.	A self-certified copy of Registration Certificate of GST, ESI, PF and PAN etc. (issued by competent authority shall be enclosed)	Yes/No	
11.	Duly filled in and signed acceptance certificate, as per proforma enclosed.	Yes/No	
12.	Self- attested copy of Registration Certificate under Contract Labour (Regulation & Abolition) Act, 1972 and Labour License issued by the Appropriate Authority.	Yes/No	
13.	Performance certificates from clients for successfully executing similar works.	Yes/No	
14.	A certificate from the Chartered Accountant certifying the turnover of the bidder in the last three years (last successive three years) i.e., FY 2016-17, 2017-18 and 2018-19.	Yes/No	

EVALUATION CRITERIA FOR TECHNICAL BID & FINANCIAL BID

Points in the technical bid will be given by the committee on the basis of input/documents submitted by the agency/ company. A maximum of 10 points will be given for each parameter. For award of work 50% Weight age will be given to the Technical Bid and 50% to the Financial Bid. Only vendors for whom the score in Technical bid is 75% will qualify for the financial bid. Financial bids of only the technically qualified bidders (75% score) will be opened for evaluation in the presence of qualified bidders.

A. Pre-qualifications Bid:

Sl.	Documents asked for Page number at which document is placed	Page No.
a.	Bid Security (EMD) of Rs. 2,00,000.00 (Rupees two Lacs and only) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favor of _____ (designation of the concerned officer), _____ (name of the Institute) valid for 45 days beyond the Tender validity period.	
b.	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, and address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
c.	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-VI).	
d.	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last audited financial year	
e.	Self-attested copy of GST Registration No.	
f.	Self-attested copy of valid Provident Fund Registration number.	
g.	Self-attested copy of valid License No. under Contract Labor (R&A) Act, 1970.	
h.	Proof of experiences of last three financial years as specified in clause 2 of the NIT along with satisfactory performance certificates from the Concerned employers.	
i.	Annual Income Tax return for FY 2016-17 with a certificate from CA mentioning the turnover of last 3 years	
j.	Any other documents, if required.	

B. Technical Bid Evaluation Criteria:

S. NO.	Item	Points	Criteria	Points Award
1.	No. of months of experience in providing Services	20 Points	72 m to 120m	5
			121m to 180m	10
			>180m	20
2.	Total no. of manpower provided during last three years (2016-17, 2017-18, 2018-19)	15 Points	<200	5
			201-500	10
			>500	15
3.	Annual Turnover (in Lakhs) (average of last 3 consecutive years)	20 Points	<100 lacs	03
			101-500lacs	07
			501-1000 lacs	11
			1001 lacs -5000 lacs	15
			>5000 lacs	20
4.	Experience for providing services in Govt. /Educational Institutes/PSUs, autonomous bodies	15	24m to 60m	4
			61m to 120m	10
			More than 120m	15
5.	Timely disbursement of wages (employer certificate to be provided for the duration of work award)	15	Yes	15
			No	0
6.	Bank Solvency of Rs. 50 lakhs certificate for last six months	10	Yes	10
			No	0
7.	ISO/ Other Certifications of the firm	05 Points	Yes	05
			No	0
Total Points		100 points		

(On a stamp paper of Rs. 100/-)

Undertaking

To,
The Registrar,
IIIT Delhi
Name of the Firm/Agency
Name of the tender-----Due date

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labor Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I will produce the ESI & EPF deposited challan in the concerned institute every month, only for those security guards deployed in the institute.
5. I will also produce the proof of deposited Service Tax the Concerned institute.
6. I will pay the Salary/ payment by /ECS or Account Payee cheque {Nationalized Bank (Govt. of India)} to the Employees in the presence of representative of Dept. /Institute.

(Signature of the Bidder)

Name and of the Bidder _____

Address _____

Telephone No. _____

**FORM OF BANK GUARANTEE FOR BID ADMIN/TECHNICAL SERVICES
(To be stamped in accordance with Stamps Act of India)**

KNOW ALL MEN by these present that we _____ (Name and address of Bank), having our registered office _____ (hereinafter called "the Bank") are bound unto at _____ (Name of

the Institute) (hereinafter called "the Institute") in sum of Rs. _
for which payment

will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____ (Name of Bidder) (hereinafter called "the Bidder") has submitted his bid dated

_____ for providing Manpower Services (hereinafter called "the Bid"). WHEREAS the Bidder is required to

furnish a Bank Guarantee for the sum of Rs. _____ (Amount in figures and words) as Performance Security against the Bidder's offer as aforesaid. AND WHEREAS (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows: -

1. That the Institute may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Institute and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
 - a. The Bidder, in case the bid is accepted by the Institute, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - b. Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the expression "the Bidder" and "the Bank" herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- (i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- (ii) If the Bidder refuses to accept the corrections of errors in his bid; or

(iii) If the Bidder having been notified of the acceptance of his bid by the Institute during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in para of the NIT.

(iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.

(v) If the contract is terminated for the reason that the agency is blacklisted in Government of NCT of Delhi or in any other State Governments/Union Government.

WE undertake to pay to the Institute up to the above amount upon receipt of his first written demand, without the Institute having to substantiate his demand provided that in his demand the Institute will note that the amount claimed (i), (ii), (iii), (iv) and (v) mentioned above, specifying the occurred condition or conditions.

Signature of Authorized Official of the Bank
Name of Official _____

Signature and Address of Witness____

Designation_____ ID No._____

Name of Witness (Stamp/Seal of Bank)

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day ____ (Month) _____(Year)

Between the IIIT-Delhi (hereinafter called "the Institute" which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part AND

_____ (Name and address of The Agency) through Shri _____, authorized representative (hereinafter called "the Agency" which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing Manpower services to the _____ (Name of the Institute) for providing safety, monitoring and surveillance of the Institute.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions; c. Notice inviting Tender; d. Scope of work;
 - e. Addendums, if any; and
 - f. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Institute to The Agency as hereinafter mentioned, The Agency hereby covenants with the Institute to execute and the Manpower services w.e.f _____ as per the provisions of this Agreement and the tender document.
4. The Institute hereby covenants to pay the Agency in consideration of the execution and completion of the works/services as per this Agreement and tender document, the contract price of Rs. _____ (_____ Rupees in words).
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.
6. The Agency will produce the ESI & EPF deposited challan in the institute every month for personnel deployed in the institute.
7. The Agency will also produce the proof of deposited Service Tax to the concerned institute.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Agency

For and on behalf of the IIIT-D

Signature of the authorized official
Name of the official

Signature of the authorized Officer
Name of the Officer__

Stamp/Seal of the Agency

Stamp/Seal of the Employer

By the said

By the said

Name

Name

on behalf of the Agency in the presence of
presence of

on behalf of the Employer in the

Witness

Witness

Name_

Name_

Address_____

Address_____

Form of Bank Guarantee for Performance Security
(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between
(Name of the Bank) (hereinafter called the "Bank") of the one part and
(Name of the Institute) (hereinafter called the "Institute") of the other part.
2. WHEREAS _____(Name of the Institute) has awarded the contract
for Manpower services
contract for Rs. _____(Rupees in figures and words) (hereinafter
called the "contract") to
M/s _____(Name of the Agency) (hereinafter called the "Agency").
3. AND WHEREAS THE Agency is bound by the said Contract to submit to the Employer a
Performance Manpower for a total amount of Rs. _____ (Amount in figures
and words).
4. NOW WE the Undersigned _____(Name of the Bank) being fully
authorized to sign and to incur obligations for and on behalf of and in the name of
(Full name of Bank), hereby declare that the said Bank will guarantee the Institute the full
amount of Rs. _____ (Amount in figures and words) as stated above.
5. After The Agency has signed the aforementioned contract with the Institute, the Bank
is engaged to pay the
Institute, any amount up to and inclusive of the aforementioned full amount upon written order
from the Institute to indemnify the Institute for any liability of damage resulting from any
defects or shortcomings of the Agency or the debts he may have incurred to any parties
involved in the Works under the Contract mentioned above, whether these defects or
shortcomings or debts are actual or estimated or expected. The Bank will deliver the
money required by the Institute immediately on demand without delay without reference to the
Agency and without the necessity of a previous notice or of judicial or administrative
procedures and without it being necessary to prove to the Bank the liability or damages
resulting from any defects or shortcomings or debts of the Agency. The Bank shall pay to the
Institute any money so demanded notwithstanding any dispute/disputes raised by The
Agency in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s)
relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial
period for which this
Guarantee will be valid must be for at least six months longer than the anticipated expiry
date of the Contract period).
7. At any time during the period in which this Guarantee is still valid, if the Institute agrees to
grant a time of extension to the Agency or if the Agency fails to complete the works within the
time of completion as stated in the contract, or fails to discharge himself of the liability or
damages or debts as stated under para-5 above, it is understood that the Bank will extend
this Guarantee under the same conditions for the required time on demand by the Institute and
at the cost of the Agency.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Agency.

9. The neglect or forbearance of the Institute in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Institute for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions "the Institute", "the Bank," and "the Agency" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the day of _ (Month)_____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official Name _____ Designation _____

I.D. No. _____ Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named
_____ in the presence of:

Witness-1.

Signature

Name-----Address_____

Witness-2.

Signature

Name-----Address-----