

**JAMIA HAMDARD
HAMDARD NAGAR
NEW DELHI –110062**

**TENDER DOCUMENT
FOR
OUT SOURCING STAFF
AT
JAMIA HAMDARD**

JAMIA HAMDARD
(Hamdard University)
HAMDARD NAGAR, NEW DELHI-62.

**Tender Notice for Hiring of Manpower for
Supporting Staff (Ref. No. JH/ES/318/17-2)**

Sealed tenders are invited from the reputed, experienced & registered agencies for hiring the supporting staff throughout sourcing for Jamia Hamdard, preferably having the experience of providing out source staff to universities, colleges & educational Institution. The agency can download the tender form and other details from the university web site: www.jamiahamdard.ac.in / www.jamiahamdard.edu. The last date for submission of the tender is Dt.30-06-2017. Jamia Hamdard reserves the right to accept or reject any or whole tender without any reason whatsoever.

REGISTRAR

Ph. No. 011-26059688(12 lines) Extn.5373 Fax-26059663

DESCRIPTION OF TENDER NOTICE FOR HIRING OF SUPPORTING STAFF THROUGH, OUTSOURCING FOR JAMIA HAMDARD

It is in continuation of tender notice for inviting sealed tenders in two bid systems (Technical Bid & Financial Bid) from registered and reputed out sourcing agency for hiring the supporting staff through outsource agency, at Jamia Hamdard.

The tender shall be in two bid systems.

(a) One Technical Bid: Containing information regarding business turn over, experience and other details of the firm, to ascertain the suitability of the tenderer. **(Annexure I)**

(b) Second Financial Bid: Containing of rates & amount. **(Annexure II)**

1. The tender may be deposit/drop on or before 30-06-17 up to 1.00 p.m. in the tender box placed in the purchase section.
2. Tenders will be opened on 30-06-17 at 3:30 p.m. in presence of the interested tenderer or their authorized representatives of the agency.
3. The competent authority of Jamia Hamdard may send a University representative or a committee to visit of the departments where the tenderer providing the outsource staff to assess their suitability, as part of the Technical Bid. The Commercial/ Financial bids of only those tenderer will be opened, who are found suitable by the committee appointed for the purpose.
4. Preference will be given to those agencies those having the experience of providing supporting staff in Universities, Colleges, Educational Institution and also registered with ISO 9001/2000 etc.
5. Tender documents can be submitted with required documents after satisfying himself eligible for participating in tendering. The bidder should submit the Technical Bid (Annexure I) & Financial/Commercial Bid (Annexure II) as per formate attached herewith along with tender document, the Technical Bid & Financial/Commercial Bid in separate sealed envelopes super-scribing "Technical Bid/" and "Financial/Commercial Bid" respectively. These two envelopes should be then put in an envelope and sealed properly and Super-Scrubed "OUTSOURCE STAFF AT JAMIA HAMDARD".
8. **The documents should be numbered and indicated page nos. in an index for reference of attached documents.**
9. Jamia Hamdard reserve the right to bi-furcated the whole tender or reject any/all the tenders without assigning any reason whatsoever.
10. **Tenders should be addressed to the Registrar Jamia Hamdard New Delhi -62.**

The following information will be indicated on the Envelope cover.

- a) Tender for hiring **the supporting staff through, out sourcing for Jamia Hamdard Campus**
- b) Name of Firm. _____
- c) No. of NIT. _____
- d) Clearly indicate the list of enclosures. _____
- e) Clearly indicate on the envelopes **"TECHNICAL BID" OR FINANCIAL BID.**

TENDER FORM FOR HIRING OF SUPPORTING STAFF THROUGH, OUT SOURCING AT JAMIA HAMDARD

1. Due date of tender submission. Latest by 30-06-17(up to 1.00 p.m.)
2. Time and date of tender opening. On 30-06-17(at 3.30 p.m.)
3. Security money. Rs. 5.00 lakh minimum or one month bill amount as decided by the competent authority of Jamia Hamdard shall be deposit by the tenderer before the award of contract.
4. Term of contract. One year or as decided by the competent authority.
5. Registration number of the Firm/Agency.....
6. Name, Designation, Address and Telephone No.....of authorized person of Firm /Agency to deal with.....
7. PAN..... TAN
8. E.S./P.F. No.....(With latest return challan copy)
9. License No. Under Contract Labour (R &A) Act. -----
10. Declaration by the contractor

This is to certify that I/We before signing this tender have and fully understood all the terms and conditions and instructions contained herein and undertake myself/ ourselves abide by the said terms and conditions.

CONTRACTOR'S NAME & SIGNATURE

GENERAL TERM & CONDITIONS OF THE TENDER

1. Sealed Tenders in prescribed formate (ANNEXURE – I, & II) dully filled must be submitted/drop in the tender box placed in the purchase section at Admn. block latest by 30-06-17up to 1.00 p.m.
2. The tender committee will open the tender on 30-06-17 at 3.30 p.m. in presence of interested tenderer/representatives.
3. The contract is likely for a period of one year extendable for further period subject to satisfactory performance. The period of the contract may be further extended after the completion of contract, provided the requirement of the Jamia Hamdard for augmenting its present manpower persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected tenderer/ agency or cessation of the requirement of work or due to any change in Jamia Hamdard policy/rules. The competent authority of Jamia Hamdard, however, reserves the right to terminate this initial contract at any time after giving one week's notice to the selected tenderer/agency.
4. Tenders not confirming the prescribed requirements and non submission of required documents/ copies may be rejected and no correspondence thereof shall be entertained whatsoever.
5. The tender form should be clearly filled in ink legibly or typed. The tenderer should quote the rates & amount tendered by him/them in figure & as well as in words. The tenderer should take care that the rate and amount should be written in such a way that interpretation is not possible. Alterations unless legibly attested by tenderer, shall disqualify the tender. The tender form should be signed by the tenderer himself. **Attested copies of the Registration Number of the firm, license no. under Contract Labours Act, P. F. No. & ESI No. and copy of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/ Organizations, Memorandum of firm and partnership deed if firm is in partnership shall be enclosed.**
6. The rate should be in accordance with the provisions of minimum wages act, labours laws and other standard provision like E.S.I., E.P.F., Bonus, Gratuity, Leave, Uniform allowance etc. to eligible staff.
7. The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation and acceptance of the terms & conditions mentioned on the each paper.
8. No column should be left blank, which would be otherwise, made the tender liable to be rejection.
9. **The preference can be given to those contractors who have minimum 05 years experience of Supply of out-sourcing staff in University, College & Educational Institutes.**
10. Every amount paid to the contractor shall be subject to the deduction of tax at source and other taxes as applicable from time to time by Govt. of India. The tenderer/contractor shall deposit a security in favors of Registrar Jamia Hamdard for an amount of Rs.5.00 lakh minimum or equivalent of one month bill amount whichever is higher or as decided by the competent authority Jamia Hamdard, ether in cash or in the form of Bank Guarantee for the due performance of the contract, before receiving the award/contract letter.
In the event of breach/ violation or contravention of any terms and conditions herein by the contractor, the security deposited shall be forfeited by the Jamia Hamdard, in addition of any amount of penalty as decided by the Registrar Jamia Hamdard shall be recoverable from security amount if not paid by the tenderer.
The security money can be release after completion of successful contract period without any Interest.
11. Tenderer while submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of rejection of the tender.
12. Any Act on the part of the tenderer to influence anybody in the Jamia Hamdard is liable to rejection of his tender.

13. That the contractor shall require to obtain the labor license under the contract labor regulations and abolition act 1970 from the concerned authority within one month from the signing of the agreement. The contractor shall also require obtaining police verification of all their personals deployed by the contractor at Jamia Hamdard campus and submit a copy to Estate office for record.
14. The tenderer should have adequate facilities (infrastructure, qualified and expert manpower) for testing/ screening of personnel to ensure that they conform to the given standards of knowledge/skill and experience before deployment. This aspect is also subject to evaluation/verification by Jamia Hamdard.
15. The age of the outsource staff shall be between 18-40 years.
16. That the contractor shall depute their personnel as per requirement (as and when) by changing the personnel in rotation or replacement subject to the provision that each person does eight hours duty daily, with an exception to their weekly off days. Every person shall work for six days & observe one day off / rest per week in accordance with the Govt. rules. The overtime if performed by the deployed staff shall be paid subject to order of the HOD and approval of the Registrar, Jamia Hamdard. The contractor shall deploy the personnel at the places where it is asked for.
17. That the agency staff shall be available all the time as per their duty roster and they shall not leave their place of duty, failing which the salary of the worker shall be deducted from the bill of the contractor.
18. That the agency shall be responsible to provide immediate replacement to take place of any supplied worker/ staff, who is not available for duty at the place of posting or found not fit for assigned job/work.
19. That the agency/contractor staff shall work under supervision, direction and overall administration of the contractor, who will be subsequently responsible /assumable to the Jamia Hamdard.
20. That the agency/contractor should not have default in payment of statutory dues like EPF/ESI/ Service Tax and Income Tax etc.
21. That the agency shall also be wholly responsible to provide all the benefits viz. P.F., E. S. I, Bonus, Gratuity, Leave, etc., to eligible personnel engaged if admissible.
22. That the contractor shall have to produce documentary proof i.e. Voter Card, Aadhar Card etc. in support of identity of the person deployed at Jamia Hamdard.
23. That the Jamia Hamdard shall have the right to ask the contractor to remove any such person from the Jamia Hamdard, who found not competent and orderly in the discharge of assigned work.
24. The person deployed by the contractor to perform duty shall wear proper Uniforms as prescribed / desired by Jamia Hamdard, in clean & tidy conditions, and Identity card for which Jamia Hamdard shall not pay any extra amount. The contractor shall ensure that their personnel wear the uniform & identity card all times while on duty, failing which a fine of Rs. 100/- per person per day shall be deducted from the monthly bill of the contractor.
25. That the agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. If found subletting the contract can be terminated immediately including action as deemed fit by the competent authority of Jamia Hamdard.
27. That the contractor at his own cost shall maintain appropriate records in reference to deployment of staff, salary payment of ESI & PF etc. and submit a copy along with monthly bill.
28. The contractor must insure that the workers supplied by them are working properly at assigned place as the payment shall be made on the recommendation of head of the department.

29. That the contractor shall be responsible for any loss/theft / pilferage or damages to the properties belonging to Jamia Hamdard, caused by their employees/ staff negligence and will pay / compensate to Jamia Hamdard or allow the amount of loss sustained by the Jamia Hamdard, to be deducted from any such amount found due to the contractor. The responsibility for any such theft or loss or damages / pilferage shall have to be decided on the finding of the inquiry committee, to be constituted for this purpose by the Jamia Hamdard. If considered necessary, Jamia Hamdard will also be free to take up the matter with the police for proper investigations / action and recovery of loss due to such theft / pilferage and damages etc.
30. That the contractor, shall at their own cost, employ/ deploy staff to render aforesaid services to Jamia Hamdard and the contractor shall be solely responsible for timely payment of their wages / salaries, remuneration and other obligatory dues / benefits under any law for the time being in force, or which may come enforce, during currency of contract. the contractor shall comply the all provisions of applicable labour laws and / or any other acts for which such personnel are subjected to and shall keep Jamia Hamdard indemnified from all such acts, omissions, faults, breaches and any claims, payments, loss, demands, injuries, and expenses etc. in connection with such personnel deployed by the contractor. Jamia Hamdard will not be responsible for such acts, omissions, faults, breaches and / any claims, payments, loss, demands, injuries, and expenses etc.
31. The Jamia Hamdard, shall pay per month to the contractor as per minimum wages, ESI, EPF, the service tax will be paid, if applicable. In the event of any hike in minimum wages that increases over the minimum wages, as agreed to as on date, will be paid by Jamia Hamdard to the contractor with effect from the date of increases ordered by the relevant authority of Delhi Administration. The payment shall be subject to TDS and other taxes as applicable on prevailing rates.
32. That the contractor shall complete the payment / disbursement of wages of all their personnel by the 7th day of each month in presence of an officer authorized by the Finance Section of Jamia Hamdard if paid in cash and shall ensure / comply with the provision of minimum wages act, EPF, ESI, Misc. provision act, compensation act and other Rule & Acts as applicable.
33. That the payment will only be made to the contractor on production of payment receipt / clearance certificate to the effect that the contractor has deposited the amount due towards obligatory charges such as ESI, EPF, etc. of the personnel deployed by the contractor.
34. That the monthly bill relating to aforesaid services shall be paid each month by Jamia Hamdard. The contractor shall submit the monthly bill along with the copy of challan of EPF & ESI contribution of the previous month and the list of personnel deployed by the contractor in Jamia Hamdard University indicating their names EPF & ESI numbers and amount individual contribution deposit by the contractor before the concerned authority with proof from the concerned EPF & ESI offices.
35. That the contractor should deploy one supervisor for due diligence of duties who will keep close liaison with officials of Jamia Hamdard and carry on the orders / modifications in the orders from time to time.
36. The tenders not conforming to these requirements will be rejected and no correspondence thereof shall be entertained what so ever.
37. **The tenders should submit an affidavit on non judicial paper to confirm that he has never been blacklisted from any organization or defaulter of EPF & ESI etc.**
38. In case of any dispute or difference, remain unresolved the matter shall be referred to the Arbitrator appointed by the Vice Chancellor of Jamia Hamdard. The Award of the Arbitrator shall be final and binding on the parties. The jurisdiction shall only at Delhi/New Delhi.

CONTRACTORS SIGNAND SEAL

PERFORMA FOR TECHNICAL BID

1.	Names, address of Firm/Agency and Telephone No	Page nos. of tender document
2.	Please specify as to whether tenderer is a sole proprietor/partnership or company. Name, address, Telephone no of the partner/Director should be specified.	
3.	Registration certificate (enclosed the attested copy of Registration Certificate)	No.-----Date----- From-----Date-----	
4.	ISO 9001/2000 certification (Enclosed attested copy of ISO Certificate)	No.-----Date----- From-----Date-----	
5.	EPF Registration Certificate (Enclosed Attested copy of EPF Registration Certificate)	No.-----Date----- From-----Date-----	
6.	ESI Registration Certificate (Enclosed Attested copy of ESI Registration Certificate)	No. -----Date----- From-----Date-----	
7.	Permanent Account Number issued by the Income Tax Department (Enclosed attested copy of PAN)	No. -----Date----- From-----Date-----	
8.	Service Tax Registration Certificate (Enclosed attested copy of Service Tax Registration Certificate)	No. -----Date----- From-----Date-----	
9.	Turnover of the firm during the last 3 financial years. (Enclosed attested copy of auditors report with balance sheet per year)	No.-----Date----- From. 2016 to 2017----- From. 2015 to 2016 ----- From. 2014 to 2015 -----	
10	Proof of experience for providing such services on sufficiently large scale of one single work of Rs. 2.00 crore per annum or two works of Rs. 1.00 crore during the last 3 years. The name/s of such organizations along with number of persons deployed may be submitted.	No.-----Date----- 1. ----- 2. ----- 3. -----	
11.	Proof of experience for providing such services and completed one such work where it has provided at least 100 persons in one organization, Universities, colleges, Educational Institutions during the last 3 years. The name/s of such organizations along with number of persons deployed may be submitted.	No. -----Date----- From-----Date----- From-----Date----- From-----Date-----	

12.	<p>Proof of providing experience and SATISFACTORY performance of similar work done for the Universities, colleges, Educational Institutions, Departments of the Government of India/ statutory bodies/ PSUs/ private sectors for last three years. (A list of such organizations being served and a certificate of satisfactory performance from the concerned department may be provided). The reputation/track record of the bidder will also be verified by Jamia Hamdard</p>	<p>1. copy attached 2. copy attached 3. copy attached 4. copy attached 5. copy attached 6. copy attached</p>	
13.	<p>Firm should have registered in Delhi. Address of Registered office / corporate office.</p>	<p>Registered Office Address ----- ----- -----</p>	

CONTRACTORS SIGNAND SEAL

PERFORMA FOR FINANCIAL BID

I.....Proprietor/Partner/authorized person of M/s..... understand the work and term & condition as entered in the tender document and bound himself/themselves to abide the rule & regulation of Jamia Hamdard. The charges for the deployment of workers as & when as per requirement shall be on minimum wages with E.S.I., P.F., all taxes, other obligations under the law

I also indemnified the Jamia Hamdard from all liability like workers payment, E.S.I. P.F., Bonus & compensation and also other liabilities arises in future.

The total rates for above said services shall be as under (that include all workers, material and all liabilities).

S. N o.	Man Power required	Qualification & Experience of staff	Rates/ wages per month	Charges towards statutory dues with details	Service charges	Total Amount per month	Total Amount to be paid per month to deployed staff.
1.	Jr. Asstt. (for Reception & in offices of the university)	The person should be graduate with fluency in written & spoken English. The person must be well-versed with the use of computer and use of different software, M.S. word & Excel include hospital management software					
2.	Lab. Assistant	Graduate/High School with lab technician course					
3.	Lab. Attendant	High School with Science					
3.	Unskilled worker	9 th pass					
4.	Carpenter	Trade Certificate & well versed in carpentry work					
5.	Mason	Trade Certificate & well versed in carpentry work					
6.	Plumber	Trade Certificate & well versed in carpentry work					
7.	Electrician	Trade Certificate & well versed in carpentry work					

CONTRACTOR SIGN AND SEAL