

**UNIVERSITY GRANTS COMMISSION**  
**BAHADUR SHAH ZAFAR MARG**  
**NEW DELHI-110002**

**NOTICE INVITING TENDERS/BIDS FOR MANPOWER SERVICES**

University Grants Commission invites Technical and Financial Bids from duly registered Manpower Service Providers/Organizations based in Delhi, Noida, Gurgaon for providing manpower services to the UGC in the following categories:-

1. The offices of University Grants Commission which are located in three different places as per addresses indicated below:
  - a. UGC Main Office at Bahadur Shah Zafar Marg, New Delhi-110 002
  - b. UGC Branch Office at 35, Feroze Shah Road, New Delhi-110 001.
  - c. UGC branch Office at South Campus of Delhi University, Benito Juarez Marg, Near Dhaula Khan, New Delhi-110 021
2. The required secretarial staff i.e. skilled, Semi-Skilled, Unskilled, shall be provided by the contractor **on contractual basis**. The requirement of secretarial staff are as under:-

	Nos. of positions
a. Skilled	10 approx.
b. Semi-Skilled	85 approx.
c. Unskilled	35 approx.

The actual requirement of manpower may vary from time to time. Job will be awarded through Quality cum Cost Based Selection approach.

**Minimum qualifications of required staff:**

- a. Skilled: II Class Graduate from any recognized university with speed in shorthand at 80 w.p.m. and typing speed at 40 w.p.m. on computer.
  - b. Semi-Skilled: Graduate from any recognized university with typing speed at 40 w.p.m on computer.
  - c. Un-Skilled: 8<sup>th</sup> pass
- d. The rates should be quoted as per details in **Annexure-I**

- e. Sealed tenders alongwith a demand draft of **Rs.20,000/-** in favour of Secretary, UGC, New Delhi may be sent to as earnest money **The Under Secretary(Admn.I/C&D) (Ph.No.23238446) University Grants Commission, Bahadur Shah Zafar Marg, New Delhi – 110 002** should reach the UGC office in Room No. 206 latest by **25<sup>th</sup> February, 2010 upto 2:00 PM.** The cover containing the quotation should be subscribed as under:-

**“QUOTATIONS FOR ENGAGING THE MANPOWER AGENCY”**

**Requirement for Technical Bids:-**

**A. Supporting documents for the following:-**

1. That the Service Provider/Agency/Firm is a duly Registered one with all statutory bodies.
2. Annual Turnover of the Service Provider/ Agency should not be less than Rs.1.50 Crores (This has to be supported with Balance Sheet and IT Return for last 2 years.)
3. The Service Provider/Agency must have proper mechanism for Intake, verification of candidates character and antecedents, Management and Placement of the skilled manpower.
4. Work experience of the Service Provider/Agency of providing skilled manpower, of similar nature, in other PSUs Departments of Government of India during last two years. Copies of job orders and particulars of contract officer in the concerned Govt. Department/PSU may please be furnished(for the purpose of verification).

**B. Undertaking/Acceptance for the following:-**

1. All the statutory / legal liabilities will be handled by service provider / agency and UGC will not be liable for the same in any circumstances
2. Break-up of monthly payment details to each category of outsourced staff alongwith the Service Provider/Agency's service charges will be submitted along with the bills every month to the UGC Office.
3. The Service Provider/Agency will supply manpower of the specified standards only (in terms of qualifications and skill requirements), for each category of manpower.
4. The Service Provider/Agency selected for awarding the job will be required to deposit a interest free security deposit of Rs.0.50 lakh in the form of a Demand Draft in favour of **Secretary, University Grants Commission, New Delhi** with the UGC office as a security which can be forfeited in the event of termination of contract on account of violation of any of the above mentioned terms and conditions.

5. Replacements of manpower as and when sought by the UGC office will have to be provided by the Agency in accordance with the quality norms mentioned above.
6. The job contract will be awarded initially for a period of one year. It is extendable for another one year based on review of the performance of the manpower and the Agency.
7. The Service Provider shall be responsible for getting the character and antecedents of the persons verified from the Police Authorities before putting any person to work and that person should be free from any communicable disease.
8. Any violations of these terms and conditions will lead to termination of the job contract with the Service Provider/Agency, forfeiture of the security amount and blacklisting of the agency for future jobs.
9. Any legal disputes arising out of the Job contract will be settled in Delhi Courts only.

Qualitative Assessment of Technical bids will be done on the basis of above requirements and a Shortlist of Service Providers/Agencies will be made out of the available offers. Financial Bids of the shortlisted technical bids only will be opened for the purpose of awarding the job. The gross remuneration per month for each category of manpower must clearly be indicated in the Financial Bid. The monthly deductions such as EPF, ESI etc. should also be indicated.

The 'Technical Bid' and 'Financial Bid' are to be submitted in separate sealed envelopes to the undersigned on all working days latest by **25<sup>th</sup> February, 2010 (upto 2:00 PM)**. The subject and particulars of the agency/organization must be clearly mentioned on each of the two sealed envelopes. Technical bids will be opened by the Committee at **2:30 PM** on **25<sup>th</sup> February, 2010**.

Financial bids will be opened at **4:30 PM** on **25<sup>th</sup> February, 2010** in the UGC office by the Committee constituted for the exercise. Shortlisted bidders or their authorized representatives can be present at the time of opening of Financial bids (**4:30PM**) on **25<sup>th</sup> February, 2010**.

For any queries or more information, the undersigned may be contacted between 11 AM to 3 PM on all working days.

(T.R.Sharma)  
Under Secretary  
Ph. No.23238446

## TERMS AND CONDITIONS

1. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
2. The persons supplied by the Agency should not have any Police Records/Criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the Local Police collecting proofs or identity like Driving License, Bank Account Details, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the UGC office. 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 this office for any reasons immediately on receipt of such a request.
3. 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 UGC Office.
4. The service provider has to provide photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The service provider shall ensure proper conduct of these persons in office premises, and enforce prohibition of consumption of alcoholic drinks, Paan, Smoking, Loitering without work and gambling.
5. The transportation food, Medical and other statutory / legal requirements in respect of each personnel of the service provider shall be responsibility of the Service Provider.
6. There should be no Over-writing. Otherwise, the quotation is liable to be rejected.
7. The man-power employed by the Agency should work as per the working days and timings of UGC. No extra wages will be paid for attending the office on weekends / holidays / late sitting. The normal office working hours shall be from 9.00 AM to 5.30 PM.
8. The Agency must submit its bill to the UGC by 5<sup>th</sup> day of each month alongwith the proof of the required documents in respect of the deployed man-power. The payment will be made only on completion of the term and conditions of the Agreement. The Agency shall be solely liable for any violation of provisions of the said Acts or any other Act.

9. The Agency shall be responsible for timely compliance of the obligations under various laws and Acts, namely EPF Acts, ESIC Acts, Bonus Act, Gratuity Act, Workman Compensation Act etc or under any other statutory requirements as applicable to the National Capital Territory, Delhi and amended from time to time in respect of the man-power deployed and also to present the documents as and when required or asked for by the UGC. The contractor shall be the principal employer of the workman and any other staff to be deployed by him /her in the UGC and in no case there shall be a relationship of Employer and Employee between the UGC and the said manpower.
10. The manpower employed by the Agency shall have no right, whatsoever, for any appointment in the UGC in temporary/ adhoc /daily wages /regular capacity on the basis of their work in the UGC.
11. In case any of the person so deployed by the Agency does not come up to the mark in terms of general discipline or does not perform her / his duties properly or indulges in any unlawful activity including riots or disorderly conduct, the Agency on the order of UGC, shall immediately withdraw such person(s) from the premises of the UGC.
12. The Agency shall keep the UGC indemnified against all claims whatsoever in respect of the employees deployed in UGC AT VARIOUS POINT OF TIME. In case any employee of the Agency so deployed enters in dispute of any nature whatsoever, it will be sole responsibility of the Agency to contest the same at appropriate forum(s). In case, the UGC is made a party and is supposed to contest the case the UGC will be reimbursed the actual expenses which shall be paid in advance by the Agency to UGC on demand.
13. The deduction of Income Tax from the bills of the Agency will be made at source under section 194 (c) of the Income Tax Act, 1961 at the rate as applicable from time to time.
14. There will be surprise checking minimum twice in a month by a Section Officer on each floor specially designated for the purpose outside the Administration Division. Shortcomings, if any, pointed out by him shall be restored by the contractor within 24 hours of its bringing to his notice.
15. The Earnest Money Deposited of Rs.20,000/- will be refunded to the unsuccessful bidder without any interest within one month of finalization of contract. It will be adjusted in security deposit to be deposited by successful bidder
16. In case of unsatisfactory services rendered by the contractor, the Secretary, UGC, New Delhi reserves the right to terminate the contract even during the continuance of the contract and no payment will be made after that. Of course, an opportunity shall be provided to him to clarify the position.

17. If any accident occurs with any worker of the contractor while doing his job, the UGC office will not be liable in any way and the sole responsibility will be of the contractor.
18. The contractor shall abide by the terms & conditions of the tender strictly.
19. The PAN / Service Tax Number of the firm may be indicated. The quotations of the firms who do not have PAN will **NOT BE CONSIDERED**.
20. The Contractor shall submit the monthly bill on 5<sup>th</sup> of every month alongwith attendance sheet and the same shall be paid after deduction of usual taxes, if any. The payment will be made after completion of one month and not in advance. However, the Agency shall pay the wages to its staff on the last day of a month.
21. The tenderer should attach a copy of the Work Contract Registration Certificate required under the provisions of the Delhi Sales Tax on Work Contract Act, 1999.
22. The tenderer should also attach a copy of Service Tax Registration Certificate.
23. The tenderer should submit the latest Income Tax Clearance Certificate, Sales Tax Clearance Certificate and Balance Sheet for the last three years.
24. **All future Corrigendum's, Amendments, Revisions, Extensions of bid submission date with regard to this Bid, if any, shall be published only at UGC website and not through press Advertisement. All the bidders are requested to look at the UGC website for this purpose.**
25. The quality of the Candidates to be provided by the agency will be screened by the UGC (or) by the Outside Expert Committee and on satisfaction of the Committee only will be allowed to join UGC. In case of non satisfactory of the quality of the candidates the agency would be liable to provide alternate candidates. If more than 50% candidates are rejected by this process, then the agency will be given first warning. If occurs again then the contract may be cancel due to this reason. There for the selected agencies is advised quality candidates in the first instance itself, so as to avoid such eventuality.
26. **While submitting the bill, the service provider will submit the following certificate / copies of documents:-**
  - a) **Certificate to the effect that all wages for previous month have been disbursed in full.**
  - b) **Copies of documents such as deposit challan alongwith list of person showing deposit of ESIC, EPF with the concerned agencies for previous month**
27. Unless the documents indicated at S.No.26 are received, the payment for the services provided by the Agency shall not be made.

Annexure-I

**UNIVERSITY GRANTS COMMISSION**

Consolidated fixed amount for each Skilled Staff : Rs.8000/- p.m.

Consolidated fixed amount for each Semi-Skilled Staff : Rs.7000/- p.m.

Consolidated fixed amount for each Un-Skilled Staff : Rs.6000/- p.m.

**DETAILS OF RATES TO BE QUOTED BY THE TENDERERS FOR THE AWARD OF CONTRACT FOR SECRETARIAL / ADMINISTRATIVE STAFF SERVICES IN THE UGC OFFICE.**

S.No.	Particulars	Rates quoted
1.	Total amount of wages per month. Skilled - Semi Skilled - Unskilled -	Rs.8000/- p.m. (fixed) Rs.7000/- p.m. (fixed) Rs.6000/- p.m. (fixed)
2.*	Total amount towards ESIC per month in respect of :- Skilled - Semi Skilled - Unskilled -	Rs. _____ Rs. _____ Rs. _____
3.*	Total amount towards EPF per month in respect of :- Skilled - Semi Skilled - Unskilled -	Rs. _____ Rs. _____ Rs. _____
4.*	Bonus: Skilled - Semi Skilled - Unskilled -	Rs. _____ Rs. _____ Rs. _____
5.	Service charges per month to be claimed by the contractor ( % charges to be charged by the firm on the consolidated fixed amount)	Rs. _____
6.	Service Tax ( % of the total amount)	Rs. _____
7.	Education Tax	Rs. _____
8.	Misc.. if any	Rs. _____

Signature with date:

Name & address of the firm alongwith Seal:

**Notes:**

1. The amount to be paid as wages to the staff (Sr. No.1) has been revised upwards and fixed so as to attract quality staff.
2. The firm shall be selected based order on the rates quoted for Sr. No.5, while all other items have been fixed by NCT Govt. of Delhi.