

F.No. 6/3/2015-Genl 214  
Government of India  
Ministry of Commerce & Industry  
Directorate General of Foreign Trade  
(General Section)

**E-TENDER DOCUMENT**

E- Tender for Hiring of Manpower Services in DGFT (Hqrs), Udyog Bhawan, New Delhi.

**Critical Dates**

Date of issue of Tender Document	19 <sup>th</sup> June, 2015
Clarification Start Date and time	19 <sup>th</sup> June, 2015, 02.00 PM
Clarification End Date and time	6 <sup>th</sup> July 2015, 03.00 PM
Last Dates & Time for submission of Tender Document	Up to 11.00 A.M. on 7 <sup>th</sup> July, 2015
Date & Time for opening of Tender Document	
Technical Bids	At 12.00 P.M on 7 <sup>th</sup> July, 2015
Financial Bids of eligible Tenders	Would be indicated later.

DGFT

CONTENTS OF TENDER DOCUMENT

Sl. No.	Description of Contents	
1.	Tender Notice	
2.	A. General Terms and Conditions	Annexure-I
3.	B. Specific Terms and Conditions	Annexure-II
4.	B. Proforma for Technical Bid	Annexure-III
5.	C. Proforma for Financial Bid	Annexure-IV
6.	D. List of Documents to be enclosed with Tender	Annexure-V
7.	D. Instructions for Online Bid Submission	Annexure-VI
8.	E. Tender Acceptance Letter	Annexure-VII

214

F.No. 6/3/2015-Genl  
Government of India  
Ministry of Commerce and Industry  
Directorate General of Foreign Trade  
(General Section)


Udyog Bhawan, New Delhi  
Dated: 19<sup>th</sup> June, 2015

Subject: E- Tender for Hiring of Manpower Services in DGFT (Hqrs), Udyog Bhawan, New Delhi.

The Directorate General of Foreign Trade invites e-tenders for Manpower Services [ Data Entry Operators (19) & Stenographers (5) ] from Delhi/NCR based interested firms. The Technical and Financial bids in prescribed format and other required document as per tender notice should be submitted online on CPP portal website i.e. <https://eprocure.gov.in/eprocure/app>. Bidders are requested to furnish/ upload scanned copies of all document in pdf.format. **EMD of Rs. 1 Lakh** drawn in favour of "Accounts Officer, Central Pay & Accounts Office (DGFT), New Delhi" should be submitted to General Section, 202, Udyog Bhawan, New Delhi before last date of bid submission without which the quotations will not be considered. The last date of receipt of tender is by **11:00 A.M. 7<sup>th</sup> July, 2015**. The technical bid will be opened on **7<sup>th</sup> July, 2015 at 12:00 P.M.** The financial bids of only those firms which will qualify the technical bid shall be opened after evaluation of technical bids.

2. The prospective bidders are requested to go through the enclosed General & specific Terms and Conditions of the contract carefully as per annexure-I & II respectively. The bid documents (Technical and Financial) are to be submitted as per Annexure III & IV respectively. The list of required documents is enclosed at Annexure-V. The quoted rate should be inclusive of all charges except taxes. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <https://eprocure.gov.in/eprocure/app>. or from the DGFT website [www.dgft.gov.in](http://www.dgft.gov.in). Financial bids of the short listed firms will be opened for the purpose of awarding the contract. The gross remuneration per month must clearly be indicated in the Financial Bids. The monthly deductions such as EPF, ESI etc. should also be indicated. For any queries or more information Shri Harit Kumar Shakya, FTDO(Genl) at telephone no. 23063451, may be contacted between 11:00 A.M. to 3:00 P.M. on any working day up to 6<sup>th</sup> July 2015.

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement portal for obtaining guidance to fill up online tender.

  
19.6.15  
(Daya Shankar)

Dy. Director General of Foreign Trade

Tel. No: 23063669

Email address: [daya.shankar@nic.in](mailto:daya.shankar@nic.in)

- ✓ 1. FTDO(EDI),with the request to place the aforesaid Notice on the website of the DGFT for wider publicity.
2. CPP portal to publish the tender notice.

General Terms and conditions

1. The currency of the contract will be initially for one year which will be extended for another one year, if work/services found satisfactory;
2. The contractor will have to get the police verification of the DEOs/Stenographers at his own cost and submit the same to this office.
3. The DEOs/Stenographers deployed once will not be changed except with the prior consent of this Directorate.
4. Additional penalty can also be imposed if the contractor violates any of the terms and conditions of the contract.
5. The Directorate reserves the right to cancel the contract at any time without assigning any reason. The service provider will not be entitled to claim any compensation against such termination. In case of any dispute, the decision of the Directorate shall be final.
6. The contract is not transferable.
7. No advance payment in any case would be made.
8. EMD of Rs. 1 Lakh/-(Rupees One Lakh only) from any scheduled commercial bank, payable in favour of the "Accounts Officer, CPAO, DGFT", payable at New Delhi, must accompany the Bid. The EMD/Bid Security should be valid for 75 days from the date of closing of tender. The Tenders received without EMD/Bid Security will be rejected.
9. EMD of unsuccessful bidders will be returned to them after finalization of the contract. EMD of Successful bidder will be returned after submission of Performance Security as mentioned at point 12 below. EMD would not be considered against Performance Security in any case.
10. The amount remitted towards Bid Security is liable to be forfeited if the bidder resiles from the offer after submission of the tender or after the acceptance of the offer by the department or fails to sign the contract.
11. No interest will be paid by the department on the Bid Security/Performance Security Deposited/remitted.
12. The successful bidder shall have to deposit Security of 5 % value of the contract amount in form of Demand Draft, FDR or a commercial Bank Guarantee from a scheduled commercial Bank in favour of "Accounts Officer, CPAO, DGFT", payable at New Delhi. Security deposit shall be valid for a period of sixty days beyond the period of the contract. The security amount shall be deposited with this Directorate within 15 days from the date of award of the contract.
13. The Security deposit will be refunded only after the satisfactory expiry of contract. If services of firm are not found satisfactory or if the firm fails to perform any of the term & conditions of the contract, this Directorate reserve the right to forfeit the security Deposit of firm.
14. In case the firm backs out of the contract midstream, without explicit consent of the Department the firm will be liable to recovery of the higher rates vis-a-vis those contracted with the firm that may be incurred by this Department on any item for which contract has been entered for the balance period of contract through alternative means. The payment for that month and performance guarantee will be forfeited and the firm shall be debarred from any future contracts in the Department.
15. If the work is found un-satisfactory or in disregard of the contract, this office is at liberty to entrust the job to any other firms/party at your risk/expenses;
16. Payment of charges will be made on monthly basis. Firm will submit the monthly bill along with satisfactory service report from the user. Without satisfactory service report from the user bill of firm will not be passed.
17. This office shall not be responsible for damages of any kind for any mishap/accident/injury caused to the DEOs/Stenographers while performing duty for the department. All liabilities legal or monetary shall be borne by the firm.
18. Tax would be deducted at source as per rules.
19. The firm should not have been blacklisted by any Govt. Department/Organization.
20. Preference shall be given to the Micro and Small Enterprises registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board of National Small Industries Corporation or Directorate of handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises. The Micro and Small Enterprises quoting price within price band of L1+15% shall also be allowed to supply a portion of

requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprises.

21. Cutting/ overwriting in the rates mentioned is not allowed. Such bids will not be considered.
22. The rates quoted in financial bid should be valid for atleast 90 days from the last date of submission thereof.
23. Quotation once submitted shall not be allowed to be withdrawn till the tender process is finalized.
24. In the event of any question, dispute or difference arising between the department and the company in relation to any matter arising out of or connected with the services/job assigned to the firm execution under the contract agreement, the same shall be referred to the sole arbitration of an officer to be nominated by ADG concerned. The decision of the arbitrator shall be final and binding on both the parties to the agreement.
25. All disputes rising out of the contracts shall be subject to the jurisdiction of Delhi courts only

Specific Terms & Conditions

1. The actual requirement of manpower as DEO is approximately 19 but it may vary from time to time Standard/benchmark for the services sought for Data Entry Operator is as under:
  - (a) Qualification-Graduate in any stream
  - (b) Proficient in computer Operations (MS Words, EXCEL & Power Point internet)
  - (c) Knowledge of typing in English/Hindi
  - (d) Reading & Writing in Hindi & English
  - (e) Knowledge of Shorthand preferable
2. The actual requirement of manpower as stenographer is approximately 5 but it may vary from time to time, Standard/Benchmark for the services sought for Stenographer is as under
  - (a) Qualification-Graduate in any stream
  - (b) Proficient in Computer Operations (MS Word, EXCEL & Power Point Internet)
  - (c) Reading & Writing in Hindi & English
  - (d) Knowledge of Shorthand having speed @ 80 word per minute.
3. The candidates should be graduate or with higher educational qualification with good knowledge of English and Hindi typing and proficient in computer operations with knowledge of MS Word, Excel, Internet etc. Candidates should have a minimum typing speed of 40 w.p.m. in English and 30 w.p.m. in Hindi. After deployment if at any point of time, if this office is not satisfied with the performance of any DEO/Stenographer, the firm shall withdraw that DEO/Stenographer and depute another DEO/Stenographer whatsoever will be desired. Copies of educational qualifications, experience etc. of DEO/Stenographer's to be deputed will be furnished to this office before they start working.
4. The manpower has to be provided within 10 days of award of contract.
5. The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make adequate enquires about the character and antecedents of the persons before their engagement for the purpose. The Character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police. Proofs of identity like driving license, bank account details, previous work experience, Proofs of residence and recent photograph and a certification to this effect should be submitted to this office.
6. The firm should have previous experience of last 5 years in providing Manpower Services to minimum 5 Government Ministries/Departments/PSUs. A complete list of clients serviced during the last five years shall be provided alongwith the value of contracts executed.
7. The interested Firms/Bidders shall also be registered with the Government authorities such as ESI, EPF, Service Tax, Labour Commissioner and Income Tax Authorities and a Copy each of the registrations shall be attached with the bid.
8. The firm must undertake to pay Minimum Rates of wages to the workers engaged as per the applicable orders of Govt. of NCT[They shall furnish a notarized affidavit to the effect that the workers going to be employed in the performance of the contract would be paid minimum wages as per applicable orders of Govt. of NCT of Delhi and all statutory requirements w.r.t. ESI, EPF, Factories Act, I.D. Act, Contract Labour (Regulation and Abolition) Act, would be complied with reference to those workers].
9. The bidder will have to specify the amount to be charged towards service charges for providing the DEOs. It may also be noted that in order to eliminate frivolous bids and disguised charges/ deduction form salary of personal service providers bidding at zero percent service charges shall be disqualified.

10. The Service provider shall engage necessary persons as required by this office from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary/ wages in time i.e. before 6<sup>th</sup> day of every month, failing which a penalty @Rs .500/- per day will be charged on the firm which will be deducted from the Bill(s) produced by the agency.
11. The service provider's personnel shall not claim any benefit/ compensation/regularization or services from this Office under the provision of Industrial Dispute Act,1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to this Office.
12. The service provider will have to remove from the office, any debarred persons, who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements. The service provider shall replace immediately any its personnel, if they are unacceptable, to the office because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice this office.
13. The service provider shall ensure proper conduct of his personnel in office premise, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work .
14. It is obligatory on the Contractor to ensure that wages paid should not be less the minimum rates fixed by the Government, from time to time and all statutory requirements must be incorporated in salary.
15. The service provider will submit the bill in triplicate in respect of particular month by the third working day of the next month.
16. No wage/ remuneration will be paid to staff for the days of absence from duty.
17. The service provider shall provide a substitute well in advance, if there is any probability of the persons leaving the job or being absent due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
18. The manpower provided by the firm shall be required to work between 9:30 to 6:00 P.M. with a lunch break of 30 minutes form 1:30 PM to 2:00 PM on all working days. However, in special circumstances, the Manpower may also be called up to provide service, if required on closed holidays and odd hours.

**PROFORMA FOR TECHNICAL BID**

To,

The Dy. Director General of Foreign Trade  
Directorate General Of Foreign Trade  
Udyog Bhawan  
New Delhi-110011

Subject: Tender for Hiring of Manpower Services in DGFT (Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No. . 6/3/2015-Genl. Dated 19<sup>th</sup> June, 2015 The information regarding technical details as desired is as per following details:-

1. Name of tendering Company/Firm/Agency : \_\_\_\_\_
2. Name of Proprietor/Director of Company/Firm Agency. : \_\_\_\_\_
3. Full Address of Reg. Office : \_\_\_\_\_  
Telephone No : \_\_\_\_\_  
Fax No. : \_\_\_\_\_  
Email Address : \_\_\_\_\_
4. Date of incorporation/registration of the Agency (Copy of the registration letter to be enclosed) : \_\_\_\_\_
5. The details of the PAN, Service tax number and other Statutory Registration.(Attested Copy) : \_\_\_\_\_
6. ESI Registration. No. : \_\_\_\_\_
7. EPF Registration. No. : \_\_\_\_\_
8. Experience Details (Department wise). : \_\_\_\_\_
9. EMD details (Amount, Name of the Bank, Branch: \_\_\_\_\_  
DD/PO No. & date etc.)

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Name of the bidder:

Complete Address/ Tel No./Mob:



PERFORMA FOR FINANCIAL BID

To,

The Dy. Director General of Foreign Trade  
Directorate General Of Foreign Trade  
Udyog Bhawan  
New Delhi-110011

Subject: Tender for Hiring of Manpower Services in DGFT (Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter 6/3/2015-Genl. Dated 19<sup>th</sup> June, 2015 The information regarding Financial details as desired is as follows:-

PROFORMA for Financial Price for per DEO per Month

SI. No.	Item Head	Rate
1.	Wages payable per worker per month (as per Minimum Wages)	
2.	ESI	
	Employee's contribution (%)	
	Employer's contribution (%)	
3.	Employee Provident Fund(if applicable)	
	Employee's contribution (%)	
	Employer's contribution (%)	
4.	Service charges (In Rs.)	
5.	Service Tax(%)	
	Total	

PROFORMA for Financial Price for per Stenographer per Month

SI. No.	Item Head	Rate
1.	Wages payable per worker per month (as per Minimum Wages)	
2.	ESI	
	Employee's contribution (%)	
	Employer's contribution (%)	
3.	Employee Provident Fund(if applicable)	
	Employee's contribution (%)	
	Employer's contribution (%)	
4.	Service charges (In Rs.)	
5.	Service Tax(%)	
	Total	

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we

understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.

List of Documents to be enclosed with tender

1. Scanned copy of EMD of Rs. 1,00,000/- drawn in favors of "Accounts Officer, CPAO, DGFT, New Delhi."
2. Self Attested copy of PAN card.
3. Self Attested copy of Service Tax Registration certificate.
4. Self Attested copies of Experience certificates of 5 years in at least 5 Govt. Ministries/Departments/ PSUs.
5. Self Attested copies of Income tax return for last three year 2011-12, 2012-13 & 2013-14.
6. Self Attested copies of Proof of Annual turnover for Rs.1.5 Crores per year for last three year 2011-12, 2012-13 & 2013-14.
7. Self Attested copies of Satisfactory service certificates from at least 3 Govt. Department as mentioned in annexure-II.
8. Certificate/self declaration on Stamp Paper that firm has never blacklisted by any Govt. Ministry/Department.
9. Self attested copy of ESI registration.
10. Self attested copy of EPF registration.
11. Self attested copy of registration with Labour Commissioner.
12. Scanned copy of Tender Acceptance letter.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site thro’ their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without

any exception and have understood the entire document and are clear about the requirements of the tender requirements.

- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to – [cphp-nic@nic.in](mailto:cphp-nic@nic.in).

\*\*\*\*\*

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

Date:

To,

---

---

---

---

---

**Sub: Acceptance of Terms & Conditions of Tender.**

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

---

---

---

---

---

---

---

---

---

---

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

---

---

---

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)