



SOUTH ASIAN UNIVERSITY

Akbar Bhawan Campus, Chanakyapuri
New Delhi – 110 021

Phone: +91 -11-24122512-13, Fax: +91-11-24122511 www.sau.ac.in

The South Asian University (SAU) is an international university established by agreement by the eight member countries of the South Asian Association for Regional Cooperation (SAARC), i.e. Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka.

Bid Document for Providing Multi skilled and Clerical/ Secretarial/ Ministerial Staffs

Tender No.: SAU/SP/Manpower/2018/01

Dated: 11/01/2018

Last Date for Submission of Technical & Commercial Bid	Date: 31.01.2018 Time: 3:00 PM
Opening of Technical Bid	Date: 31.01.2018 Time: 3:30 PM
Opening of Financial Bid of short listed Bidders	Date: 12.02.2018 Time: 3:00 PM

This document is exclusively for the purposes of bidding as follows and is not intended to be transferred, reproduced or used in any other form for any other purpose.

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1. The South Asian University (SAU) intends to engage a service provider to outsource the following services of Multi skilled and Clerical/Secretarial/Ministerial Staff initially for a period of one year as under:

S. No.	Type of Service / Manpower	Tentative Requirement
1.	Library Assistant	One
2.	Stenographer	For empanelment
3.	Assistant	Twelve
4.	Receptionist	One
5.	Data Entry Operator	For empanelment
6.	Care Taker	One
7.	Nurse	One
8.	CCTV Operator	One
9.	Office Attendants, Library Attendants, Laboratory Attendants	Fourteen

2. The period of contract may be extended on the same terms and conditions for another year subject to approval of the Competent Authority of the University.
3. The contract is likely to commence from April 2018 and shall continue for a period of one year unless otherwise terminated by the University for a breach of the contract, including for the reasons of deficiency of service, sub-standard quality of manpower deployed, reduction or cessation of the requirement of work.
4. The University shall give a one month's notice for terminating the contract..
5. The requirement of services may increase or decrease during the period of contract.
6. Bids are invited under a two-bid system, i.e. Technical and Financial Bids. Bidders are advised to submit two separate sealed envelopes super scribing "Technical Bid for providing services of Multi skilled and Clerical/Secretarial/Ministerial Staff" and "Financial Bid for providing services of Multi skilled and Clerical/Secretarial/Ministerial Staff". Both sealed envelopes should be kept in a third envelope duly sealed and super scribing "Bids for providing services of "Multi skilled and Clerical/Secretarial/Ministerial Staff" addressed to Assistant Registrar (S&P), South Asian University, Room No. 424, Akbar Bhawan, Chanakyapuri, New Delhi – 110021.



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7. Bidders should submit their technical bids and financial bids in the prescribed format enclosed herewith. No bid would be accepted after expiry of last date and time mentioned in the notice inviting bids.
8. The envelope containing Technical Bid shall be opened first on the schedule date and time in the presence of the bidders or their authorized representatives who wish to be present at that time. Technical Bids shall be evaluated by the committee appointed by the University. Financial Bids of the technically qualified and eligible bidders meeting all the requisite criteria as per this bid document shall only be opened and L1 bidder would be arrived at after considering the price/amount quoted in the financial bid for providing the services for five days in a week. The University reserves the right to negotiate with L1 bidder.
9. Bidders are required to make an Earnest Money Deposit (EMD) of **Rs. 388,000.00** (Rupees Three Lakh Eighty Eight Thousand only), refundable (without interest), accompanied with the Technical Bid in the form of Demand Draft/Pay Order from any of the schedule banks drawn in favour of "South Asian University" New Delhi valid for a period of 90 days. Bids not accompanied by earnest money of the requisite amount or without proper validity will be summarily rejected. The EMD shall be refunded without interest to the unsuccessful bidders after 30 days from the award of contract.
10. The successful bidder shall deposit a Performance Security Deposit of a sum of **Rs. 650,000.00** (Rupees Six Lakh Fifty Thousand only) within 07 days of the receipt of the offer letter. The performance security will be furnished in the form of the Bank Guarantee/Demand Draft/Pay Order/FDR from any of the schedule banks drawn in favour of "South Asian University" New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the bidder. The EMD will be adjusted towards PBG and remaining amount of Rs. 262,000.00 are to be paid as prescribed above.
11. The minimum level of competence of the services to be provided will be as under:

S. No.	Type of Service / Manpower	Competence of service/manpower
1	Library Assistant	<ol style="list-style-type: none">a. Bachelor in Library Scienceb. Good proficiency in working on computers particularly relating to library.c. Good knowledge of both written and spoken English.d. Good communication skills.e. Minimum 2 years' experience of this kind of job.



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2	Stenographer	<ol style="list-style-type: none">Graduate in any disciplineShorthand Speed 80 w.p.m. in EnglishTyping speed of 40 w.p.m. in EnglishProficiency in MS Office applications such as Word, Excel and Power Point (Tally software for working in finance/accounts)Good drafting abilities and capability to produce presentations, reports and LettersGood knowledge of both written and spoken EnglishGood communication skills.Ability to handle telephonic messages, appointments, diary maintenance etc.Minimum 2 years' experience of this kind of job.
3	Assistant	<ol style="list-style-type: none">Graduate in any discipline (B.Com for working in finance/accounts)Good proficiency in working on computers MS Office applications such as Word, Excel and Power PointGood drafting abilities and capability to produce presentations, reports and lettersGood knowledge of both written and spoken English.Good communication skills.Minimum 2 years' experience of this kind of job.
4	Receptionist	<ol style="list-style-type: none">Female candidate having Bachelor's degree with pleasing personality and good public relations skills.Fluent in English and Hindi and an ability to handle visitors, telephone calls etc.Knowledge of working on computers.Minimum 2 years' experience of this kind of job.
5	Data Entry Operator	<ol style="list-style-type: none">Graduate in any disciplineTyping speed of 40 w.p.m. in EnglishProficiency in MS Office applications such as Word, Excel and Power PointAbility to manage files / project works / casesMinimum 2 years' related experience.



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6	Care Taker	a. Senior Secondary School Certificate (+2) or an equivalent qualification b. Minimum 2 years of experience in the field.
7	Nurse	a. Senior Secondary School Certificate (+2) or an equivalent qualification and passed in General Nursing and Midwifery course from a recognized School of Nursing or other institution recognized by the Indian Nursing Council. b. Possessing a registration certificate as Nurse. c. Minimum 2 years' experience in a recognized general hospital.
8	CCTV Operator	a. Senior Secondary School Certificate (+2) or an equivalent qualification b. A diploma in electronics or in a relevant branch of engineering from a recognized institute.
9	Office Attendants, Library Attendants, Laboratory Attendants	a. 10 th standard or equivalent (10 th pass with science subjects for working in laboratory) b. Must be able to understand English. c. Ability to handle modern office equipment such as photocopy machine, Fax, Binders etc. d. Ability of delivering and filing up of papers, maintenance of stationery, office cleanliness

12. Manpower deployed to provide the services shall not be below 18 or above 58 years of age on the date of the commencement of the contract..

13. The age and qualification may be relaxed in agreement with the University. Wages of the deployed manpower may be fixed by agreement of the University and the contractor.

14. The required manpower deployed by the contractor shall normally be required to work for five days in a week from 9 am to 5.30 pm with a lunch break of 30 minutes from 1 to 1.30 pm. Certain services will be required on six days in a week. The contractor shall provide uninterrupted services to the University and if any of the manpower deployed by it is not available for any reason, the contractor shall provide its replacement immediately. The University may not insist for replacement, if interruption is for a short period and with prior permission of the University. No such interruption shall, however, exceed 12 working days in a year.

15. Exigency may require outsourced services even on a holiday.



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16. The contract shall ensure that no details of office, operational process, confidential information, security arrangements, and administrative/ organizational matters are divulged or disclosed to any person by its personnel deployed in the University.
17. The contractor shall be liable to the University for any misconduct by any person deployed in the services of the University and committed during the course of deployment for such services. The contractor shall take appropriate disciplinary action against any such misconduct and inform the nodal SAU department of the action taken in no more than one working day of the receipt of information of any such misconduct. In the case of an unauthorised absence, such action would begin with the supply of a substitute manpower by 1.30 pm of the same day if informed of the unauthorised absence by 9.30 am of the same day for the exigency of University work.
18. The contractor shall ensure that the manpower conforms to the technical specifications, qualifications prescribed in the bid document.
19. The contractor shall be responsible for a proper verification of personal character and professional antecedents of the manpower before its deployment in the services of the University. The manpower engaged by the successful bidder shall not have any adverse police records/criminal cases against them. Proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect should be submitted to the University. The contractor shall also ensure that the personnel deployed are medically fit. The contractor shall not deploy personally and professionally unverified manpower and shall immediately withdraw the manpower found unsuitable by the University on receipt of a communication to this effect from the University.
20. Manpower deployed by the contractor to provide the outsourced services shall be screened by the University and the University reserves its right to reject any such manpower without assigning any reason.
21. The successful bidder shall be required to pay wages to its employees in their bank accounts by the third working day of every month.
22. **Eligibility for the bidders:** While submitting the bid, the bid document must be signed and stamped and to be enclosed along with the Bid document itself as a token of acceptance of all terms and conditions. Bidders are required to enclose self-attested photocopies of the documents along with the Technical Bids in support of their eligibility; failing which their bids shall be summarily rejected and will not be considered any further.
 - i) The bidder shall be registered with EPFO and a copy of the registration certificate issued by the authorities shall be attached with the bid.
 - ii) The bidder shall be registered with ESI authorities and a copy of the registration certificate issued by the authorities shall be attached with the bid.
 - iii) The bidder shall be registered with Labour Commissioner' office and a copy of the



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labour license issued by the Labour Commissioner shall be attached with the bid.

- iv) The bidder shall be registered with Income Tax Authorities and a copy of the PAN issued by the authorities shall be attached with the bid.
- v) The bidder shall be registered for GST with the concerned Department and a copy of GST registration issued shall be attached with the bid.
- vi) A copy of Firm/Company registration certificate shall also be attached with the bid.
- vii) Annual Turnover of the bidder should not be less than Rs. 20.00 Crores in the last three financial years. (This has to be supported with Auditor's report and Income Tax returns for the FY 2014-15, 2015-16 & 2016-17).
- viii) The bidder should not have been blacklisted by any Govt./PSU/International Organization/Embassies/MNCs/University etc. during the last three financial years. A self-declaration to this effect shall be enclosed with the bid.
- ix) The bidder shall have work experience of five years in providing manpower services in Govt./Semi Govt./Autonomous Organizations/PSUs/Corporate/International Organization/ Embassies/MNCs etc. Copies of documentary proof e.g. work order etc. shall be attached with the bid.
- x) Registered office or one of the branch offices of the bidder should be located either in Delhi NCR. Documentary proof of this shall be attached with the bid.
- xi) EMD of **Rs. 388,000.00** duly submitted with the bid document.
- xii) Tender fee of **Rs. 1000.00** duly submitted with the bid document.

Tender Evaluation

The evaluation of tender and award of contract shall be done on the basis of a point-based evaluation system by the Tender Evaluation committee, duly constituted by the University, with the following pattern of scoring.

I. Technical Evaluation: (Minimum qualification points: 60 out of 100)

S.No.	Area of Evaluation	Points
1	Total turnover for providing Multi skilled and Clerical/ Secretarial/ Ministerial Staffs contract in last 3 years (20 points will be awarded for average annual turnover of Rs. 20 Crore for last 3 years. Afterwards, two points will be given for each 5 Crore of turnover up to the full marks)	30



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2	Number of projects handled: <ul style="list-style-type: none">Govt./Semi Govt./Autonomous/PSUs (05 points will be awarded for 1 independent project handled of value of Rs. 50 Lakh & above).MNCs/Corporate (05 points will be awarded for 1 independent project handled of value of Rs. 50 Lakh & above).International Organizations/Embassies/Universities (07 points will be awarded for 1 independent project handled of value of Rs. 50 Lakh & above each).Afterwards two points will be given for each project completed up to the full marks.	30
3	Number of years of experience: <ul style="list-style-type: none">Govt./Semi Govt./Autonomous/PSUs (10 points will be awarded for minimum of 5 years of experience)MNCs/Corporate (5 points will be awarded for minimum of 5 years of experience)International Organizations/Embassies/Universities (15 points will be awarded for minimum of 5 years of experience)Afterwards 5 points will be given for each additional 5 years' experience up to the full marks.	40

Financial Bids of only technically qualified bidders shall be considered.

The bidder not getting an aggregate score of minimum 60 points in the technical bid shall not qualify for the next stage of opening of the Financial Bid.

Performance Certificate

It is certified that M/s _____ (tenderer) had provided Multi skilled and Clerical/ Secretarial/ Ministerial Staffs to our firm located at _____ for the period from -----(date to date). The annual financial component of the above-said contract is Rs. _____ (in words) _____. The performance of the firm was satisfactory/good/very good.

Signature of the authorized person with seal

Note: The tender evaluation committee may also accept performance certificate in other similar performa and its decision shall be final.



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FINANCIAL

23. Payment shall be made to the successful bidder on monthly basis upon submission of bills after necessary verification/certification rendered by it to the University at the rates so fixed. Rates will remain fixed during the period of contract or during its extension, if any.
24. If any service is availed on a closed day, then payment will be made on the pro-rata basis.
25. The successful bidder shall raise the bill in duplicate along with attendance sheet, along with proof towards making payments on account of ESI, EPF etc. and other certificates, as may be required by the University, and submit the same to The University in the succeeding month.
26. South Asian University is exempted from paying tax viz. Custom and wherever such exemption is claimed, tax exemption certificate will be provided. GST will be applicable as per rule.

Note: The South Asian University is an International Organization declared and recognized by the Central Government in pursuance of Section 3 of the United Nations (Privileges and Immunities) Act, 1947 (46 of 1947) and is therefore entitled to claim refund of Goods and Services Tax (GST) paid on the procurement of Goods and/ or Services. The invoice raised should be in conformity with the various provisions of respective GST Acts.

Legal

27. The contractor will be bound by the details furnished by him/her, while submitting the bid or at any subsequent stage. In case, any of such documents furnished by him/her is found to be false/ misleading at any stage, it would be deemed to be a breach of the contract by the contractor and which may attract legal action besides termination of the contract and forfeiture of the EMD/PBG.
28. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
29. The contractor shall pay wages no lower than the minimum wages as last notified under the Minimum Wages Act 1948 by the Government of NCT of Delhi. Bidders shall take this into account while submitting their financial bids.
30. The contractor shall protect at all times all due interests of the workers. An agreement incorporating the required terms and conditions will be entered into with the successful bidder. The contractor shall comply with statutory requirements to indemnify the University against any claim from workers.



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31. The contractor shall comply with all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the person(s) deployed by the contractor in the University.
32. The successful bidder shall maintain all statutory registers under the applicable law and shall produce the same, on demand, to the concerned authority of the University or to any other authority established under the applicable law.
33. For all intents and purposes, the successful bidder shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this office for outsourced services. No person(s) deployed by the contractor/employer shall have any claim for any form of employment/absorption in the South Asian University.
34. The manpower deployed by the contractor for the contract shall not be entitled to claim, pay, perks and other facilities which may be admissible to casual, ad-hoc, regular/confirmed employees of the University, during the currency or after expiry of the contract.
35. If the contractor fails to comply with any applicable norms and the University incurs any loss/obligation as a result thereof, the University shall have the right to set it off proportionally against any outstanding claims of the contractor.
36. The successful bidder shall be solely responsible for any damages, losses, claims, financial or other injury to any person(s) deployed in the course of their performing the outsourced services, or for payment towards any compensation. The University shall not be liable for payment of any compensation or damages.
37. **Arbitration:** Any disputes arising under the contract shall be referred to arbitration by the President, SAU, whose decision shall be final and binding on the parties.
38. Nothing in this document may be read or implied in derogation from the international character of the South Asian University under international law and its powers, including those exercisable by its President.

Assistant Registrar (S&P)



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Annexure-I

TECHNICAL BID

For providing services of Multi skilled and Clerical/Secretarial/Ministerial Staff to the South Asian University

1. Name of bidding Company/Firm/Agency (Attach certificate of registration)
2. Name of the Proprietor/Director/Partner of the bidder:
3. Full Address of Registered Office
Telephone:
Fax:
E-mail:
4. Full address of Operating/Branch Office:
Telephone No., Fax:
E-mail:
5. PAN No: (Attach attested copy)_____
6. EPFO No.: (Attach attested copy)_____
7. Labour License details:(Attested copy of registration of bidder with Labour Department)_____
8. GST Registration No.: (Attach attested copy)_____
9. ESI Registration No.: (Attach attested copy)_____
10. Details of Earnest Money Deposit (FDR/DD/PO No./ Date/Drawn on bank)

11. Annual turnover (Attach attested copies of Auditor's report and IT returns)

Year	Amount
2014-15	
2015-16	
2016-17	



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12. The bidder should not have been blacklisted by any Govt./PSU/University/International Organization/Embassies/MNCs etc. during the last three financial years: **(A self-declaration to this effect shall be enclosed)**
13. Details of the similar contract handled by the binding company/firm/agency for Government/Semi Government/Autonomous Organizations/PSUs/International Organization/Embassies/MNCs during the last five year in the following format. Copies of the work order should be provided in support of claim:

S. No.	Details of clients along with address telephone and fax no(s).	Brief details of services being provided	Approx. total amount contract (Rs.)	Duration of contract	
				From	To

Date & Place:

Signature of Authorized Person with Seal
Name:



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Annexure-II

DECLARATION

1. I,Son/Daughter/Wife of Shri....., am competent to sign this declaration and execute this tender document for and on behalf of(bidder);
2.(bidder) has not been blacklisted by any Govt./PSU/University/International Organization/Embassies/MNCs etc. during the last three financial years;
3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false/misleading information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law and forfeiture of the EMD.

Signature of authorized person
Full Name:
Seal:

Date:
Place:



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Annexure-III

FINANCIAL BID

(To be enclosed in a separate sealed envelope)

For providing services of Multi skilled and Clerical/Secretarial/Ministerial Staff to the South Asian University

1. Name of bidding Company/Firm/Agency:
2. All dues and profit shall be included in **Service charges** except wages, EPF & ESI. No other fee or charges in the name of placement, etc. shall be charged by the contractor from the Manpower deployed at SAU.
3. Rates for five days week (in Rupees):

S. No.	Manpower	Service Charges (on the monthly gross bill before statutory deductions and agencies commission in %)
1.	Library Assistant	
2.	Stenographer	
3.	Assistant	
4.	Receptionist	
5.	Data Entry Operator	
6.	Care Taker	
7.	Nurse	
8.	CCTV Operator	
9.	Office Attendants/ Library Attendants/ Laboratory Attendants	

Signature of authorized person
Full Name:
Seal:

Date:
Place:



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Checklist for submission of document with the Technical Bid

1. Application – Technical Bid as per Annexure-I of the bid document.
2. Self-Attested copy of registration of bidder with Labour Department.
3. Self-Attested copy of PAN Card.
4. Self-Attested copies of the IT returns filed by bidder for the three years (FY 2014-15, 2015-16 & 2016-17).
5. Self-Attested copies of balance sheets (Auditor's copy) for the three years (FY 2014-15, 2015-16 & 2016-17).
6. Self-attested copy of GST registration certificate.
7. Self-attested copy of EPFO registration letter/certificate.
8. Self-attested copy of ESIC registration letter/certificate.
9. Self-attested copy of experience certificates/work orders etc. (for details of similar contracts handled by the bidding company/ firm/agency during past five years).
10. Copy of terms and conditions of bid document with each page duly signed and sealed by the authorized signatory of the bidder in token of their acceptance.
11. Earnest Money Deposit (EMD) **Rs. 388,000.00** (Three Lakh Eighty Eight Thousand only) in the form of DD/Pay order/FDR from any of the schedule banks drawn in favour of South Asian University, payable at New Delhi valid for a period of 90 days.
12. Tender Fee of **Rs. 1000.00** (One Thousand only) in the form of DD/Pay order from any of the schedule banks drawn in favour of South Asian University, payable at New Delhi valid for a period of 90 days.
13. Signed declaration as given on annexure-II of the bid document; including a self-declaration that the company/firm/agency is not blacklisted by any Central/State Government Departments/Institutions/Autonomous Body/PSUs/International Organization/ Embassies etc.