



SOUTH ASIAN UNIVERSITY

Rajpur Road, Maidan Garhi

New Delhi – 110068

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

The South Asian University (SAU) is an International University established by an 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 Manpower Services (Multi skilled and Clerical/Secretarial/Ministerial Staff) at South Asian University

Tender No.: SAU/SP/Manpower/2022/10

Dated 22.12.2022

Last date for submission of Technical & Commercial Bid	Date: 13.01.2023 Time:3:00 PM
Opening of Technical Bid	Date: 13.01.2023 Time:3:30 PM
Opening of Financial Bid of shortlisted bidders	Date: 18.01.2023 Time:3:00 PM

This document is exclusively for the purpose of bidding as follows and is not intended to be transferred, reproduced for use 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.

S.No.	Type of Service/Manpower	Tentative Requirement
1.	Office Assistant/Library Assistant	Sixteen
2.	Receptionist	One
3.	Caretaker	Three
4.	Nurse	One
5.	CCTV Operator	One
6.	Attendants	Fifteen

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 February 2023 and shall continue for a period of one year unless otherwise terminated by the University for 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 Manpower 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), Room No. ES- 203, 2nd Floor, LSES Building, South Asian University, Rajpur Road, Maidan Garhi, New Delhi-110068.
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 representative who wish to be present at that time. Technical Bid 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. The University reserves the right to negotiate with L1 bidder.



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9. Bidders are required to make an Earnest Money Deposit (EMD) of **Rs. 600000.00** (Rupees Six lakh only), refundable (without interest), accompanied with the Technical Bid in the form of Demand Draft/Pay Order from any schedule bank drawn in favour of “South Asian University”, payable at 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. NSIC & other exemption certificate will not be accepted as EMD.
10. The successful bidder shall deposit a Performance Security Deposit of a sum of **Rs. 600000.00** (Rupees Six lakh only) within 15 days of the receipt of the offer letter. The performance security will be furnished in the form of Bank Guarantee/Demand Draft/Pay Order/FDR from any of the schedule bank drawn in favour of “South Asian University”, payable at New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligation of the bidder.
11. Without prejudice to SAU norms, the minimum qualifications and experience against the required service shall be as under:

S.No.	Type of Service/Manpower	Competence of services/manpower
1.	Library Assistant	a. Bachelor in Library Science b. 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.
2.	Office Assistant	a. Graduate in any discipline (B.Com for working in finance/accounts) b. Good proficiency in working on computer MS Office applications such as Word, Excel and Power Point c. Good drafting ability and capability to produce presentations, reports and letters d. Good knowledge of both written and spoken English. e. Good communication skills f. Minimum 2 years' experience of this kind of job.
3.	Receptionist	a. Female candidate having Bachelor's degree with pleasing personality and good



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		<p>public relations skills.</p> <p>b. Fluent in English and Hindi and an ability to handle visitors, telephone calls etc.</p> <p>c. Knowledge of working on computer.</p> <p>d. Minimum 2 years' experience of this kind of job.</p>
4.	Caretaker	<p>a. Senior Secondary School Certificate (+2) or an equivalent qualification</p> <p>b. Minimum 2 years' experience in this field.</p>
5.	Nurse	<p>a. Senior Secondary School Certificate (+2) or an equivalent qualification and passed in General Nursing and Midwifery course from an institution recognized by the Indian Nursing Council</p> <p>b. Possessing a registration certificate as Nurse</p> <p>c. Minimum 2 years' experience in a recognized general hospital.</p>
6.	CCTV Operator	<p>a. Senior Secondary School Certificate (+2) or an equivalent qualification and a diploma in electronics engineering or in a relevant branch of engineering from a recognized institute.</p> <p>b. Minimum 2 years' experience in the relevant field.</p>
7.	Attendants	<p>a. Non-matriculate</p> <p>b. Ability to handle modern office equipment such as, photocopy machine, fax machine, binders etc.</p> <p>c. Ability of delivering and filing up of papers, maintenance of stationery, office cleanliness.</p>

Salary structure

- a. For the category graduate & above: Applicable to the types of manpower mentioned in above table at **S. No. 1, 2 and 3**. The salary would be Govt. of NCT approved monthly minimum wages effective October 2022 notification plus Rs.1000.00 for each completed year of prior relevant work experience to the maximum of 10 years at the time of selection/screening.



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- b. For the category matriculate but not graduate: Applicable to the types of manpower mentioned in above table at **S. No. 4, 5 and 6**. The salary would be Govt. of NCT approved monthly minimum wages effective October 2022 notification plus Rs. 800.00 for each completed year of prior relevant work experience to the maximum of 10 years at the time of selection/screening.
 - c. For the category non-matriculate: Applicable to the type of manpower mentioned in above table at **S. No. 7**. The salary would be Govt. of NCT approved monthly minimum wages effective October 2022 notification plus Rs. 600.00 for each completed year of prior relevant work experience to the maximum of 10 years at the time of selection/screening.
12. Manpower deployed to provide the services shall not be below 18 or above 55 years of age on the date of the commencement of the contract.
 13. The age may be relaxed by the competent authority, if necessary, in agreement with the applicable norms of the University.
 14. The required manpower deployed by the contractor shall normally be required to work for five days in a week from 09:00 AM to 5:30 PM with a lunch break of 30 minutes from 01:00 to 01:30 pm. Some 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.
 16. The contractor 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 of the manpower 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 report of any such misconduct. In case of an unauthorized absence, such action would begin with the supply of substitute manpower by 01:30 pm of the same day if reported of the unauthorized absence by 09:30 am of the same day for the exigency of University work. In case of any request for replacement of the manpower made to the Contractor by the administrative head of the place of performance of the manpower and under intimation to the Registrar, the contractor may be required to provide a competent replacement within such period of time as may be considered reasonable in the attending facts and circumstances. The contractor shall communicate his active email address and working landline and mobile telephone numbers also to the administrative head/reporting officer



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of the place of performance of the manpower and by the time of deployment of the said manpower for the said performance.

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. **Eligibility for the bidders:** While 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 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) Average 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 year 2019-20, 2020-21 & 2021-22).
 - 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.



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- ix) The bidder shall have experience of five years in providing manpower services in Govt./Semi Govt./Autonomous Organizations/PSUs/Corporate/International Organization/Embassies/MNCs etc. Copy 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 in Delhi/NCR. Documentary proof of this shall be attached with the bid.
- xi) EMD of **Rs. 600000.00** (Rupees Six lakh only) duly submitted with the bid document.
- xii) Tender fee of **Rs. 1000.00** (Rupees one thousand only) duly submitted with the bid document.

22. 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:

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

S.No.	Area of Evaluation	Points
1.	Meeting minimum turnover for providing Multi skilled and Clerical Secretarial/ Ministerial Staffs contract in last 3 years will be given 20 marks as in the bracket (20 points will be awarded for average annual turnover of Rs. 20 Crore for last 3 financial years. Afterwards, 02 points will be awarded for each 5 Crore of turnover up to the full marks).	30
2.	Number of project 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 of value of Rs. 50 Lakh & above).• Afterwards 02 points will be awarded 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 5 years of experience).• MNCs/Corporate (05 points will be awarded for minimum of 5 years of experience).• International Organizations/Embassies/Universities (15	40



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	points will be awarded for minimum 5 years of experience). <ul style="list-style-type: none">• Afterwards 05 points will be awarded for each project completed up to the full marks.	
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Financial bids of only technically qualified bidders will be considered for opening. The bidder not getting an aggregate score of minimum 60 points in the technical bid shall not qualify for next stage of opening of the Financial Bid.

Performance certificate

It is certified that M/s _____ (bidder) had provided Multi skilled and Clerical/Secretarial/Ministerial Staff to our organization 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.

Name & Signature of the authorized person with seal
Office Telephone Number (LL)

Note: The tender evaluation committee may also accept performance certificate in other similar proforma 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. Rate will remain fixed during the period of contract or during its extension, if any.

Each monthly bill must accompany the:

- (i) List of employees with their date of engagement.
 - (ii) Declaration regarding compliance of all statutory provisions relating to Wages, Provident Fund, and Employees State Insurance etc. in respect of the person(s) deployed.
 - (iii) The service provider shall furnish EPFO/ESIC number and other details for verification of payment.
 - (iv) Copies of authenticated documents of payments of such contributions of EPF, ESI etc. in respect of all the outsourced staff.
 - (v) The service provider shall raise bill in duplicate on monthly basis 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 on or before 10th of every month. Subject to correctness of the bill, the University shall make endeavor to make payments to the contractor within 15 days from the date of the receipt of the invoice.
 - (vi) For the purpose of attendance the service provider shall also provide biometric attendance system.
 - (vii) The payment of wages to the personnel deployed shall be done by 7th of each month and should in no way be linked to the payment of the bill of the contractor. For this, the service provider shall open bank account of all the personnel deployed and transfer the salary directly to their accounts by 7th of every month. Compliance of this action may be given in writing to the University within 10 days of issue of this letter.
 - (viii) No price escalation in the name of wages or salary would be entertained by the University during the contract or extended contract period.
24. The contractor/service provider may pay the festival allowance up to one month's basic salary to all the outsourced staff who have been working with SAU for at least 6 months and above. The quantum of allowance to be paid will be decided by the University and the same will be reimbursed to the contractor/service provider.
25. If any service is availed on a closed day, then payment will be made on the pro-rata basis.
26. The University may ensure that interests of workers are not compromised by the service provider and employees get their dues in a timely manner. An agreement incorporating terms and conditions to the effect may be entered into with the service provider. The



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service provider may be required to comply with statutory requirements to indemnify the University against any claim from employees.

27. The amount payable as share of employee on account of ESIC/EPFO would be deducted from the salary of the employee and statutorily employer's contribution would be borne by the University. The service provider would furnish EPFO/ESIC number and other details for verification of payment. ESIC card should also be issued to eligible staff to avail medical facilities.
28. All dues and profit shall be included in Service Charges except Wages, EPF & ESI. No other fees shall be charged by the contractor from the Manpower deployed at SAU.
29. 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

30. 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 contractor and which may attract legal action besides termination of the contract and forfeiture of the Earnest Money/Performance Security Deposit.
31. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
32. The contractor shall not pay the wages 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.
33. The contractor shall protect at all times all due interest 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 form workers.
34. The contractor shall comply with all statutory provisions relating to Wages, Provident Fund, and Employees State Insurance etc. in respect of the person(s) deployed by the contractor in the University.



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35. 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.
36. For all intends 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.
37. 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.
38. If the contractor fails to comply with any applicable norms and the University incurs any loss/obligation as a result thereof, the University shall also have the right to set it off proportionally against any outstanding claims of the contractor against the University. Neither any term of a contract resulting from this bidding or its any interpretation or any usage, practice, correspondence, understanding and/or acquiescence between the contractor and the University nor any period of deployment of any manpower shall operate as an estoppel against any relevant University norms (such as any relevant University Bye Law) in force, including in respect of the minimum qualifications and experience, and responsibilities of the required service.
39. 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.
40. **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.
41. 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 attested certificate of registration):
2. Name of the Proprietor/Director/Partner of the bidder:
3. Full address of Registered office:
Telephone No.:
Fax:
Email:
4. Full address of operating branch office:
Telephone No.:
Fax:
Email:
5. PAN No.: (attach attested copy) _____
6. EPFO No.: (attach attested copy) _____
7. Labour License details: (attach 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
2019-20	
2000-21	
2021-22	



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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 bidding company/firm/agency for Govt./Semi Govt./Autonomous Organization/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

Name & Signature of authorized person with seal



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Annexure-II

DECLARATION

1. I, _____ Son/Daughter/Wife of Shri _____ am competent to sign this declaration and executed this (tender document for an 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/document 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 Earnest Money/Performance Deposit.

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 fees shall be charged by the contractor from the Manpower deployed at SAU.
3. Service charges for deployment of Manpower at the University.

S.No.	Types of Manpower	Administrative/Service Charges (on the monthly gross bill before statutory deductions in % only)
1.	Office Assistants/ Library Assistants	
2.	Receptionist	
3.	Caretakers	
4.	Nurse	
5.	CCTV Operator	
6.	Office 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 last three years (FY 2019-20, 2000-21 & 2021-22).
5. Self-attested copies of balance sheets (Auditor's copy) for the last three years (FY 2019-20, 2000-21 & 2021-22).
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 certificate/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) of **Rs. Rs. 600000.00** (Rupees Six lakh only) in the form of DD/Pay order/FDR (released) 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** (Rupees one thousand only) in the form of DD/Pay order from any of the schedule bank drawn in favour of South Asian University, payable at New Delhi valid for a period of 90 days.
13. Signed declaration as given in 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.