

**Tender No. IFCI/CP-HRD-04-2018-19**

पंजीकृत कार्यालय: आईएफसीआई टावर, 61 नेहरु प्लेस, नई दिल्ली - 110019  
फोन:011-26487444/41732000 वेबसाइट: [www.ifcilttd.com](http://www.ifcilttd.com)

**E-TENDER DOCUMENT**

**For**

**SELECTION OF AGENCY/VENDOR FOR PROVIDING OUTSOURCED SERVICE PERSONNEL**

**IFCI LIMITED**

**Regd. Office: IFCI Tower, 61 Nehru Place, New Delhi-110019**

**Website: [www.ifcilttd.com](http://www.ifcilttd.com)**

**Telephone- 011-26487444/41732000**

**INTRODUCTION**

IFCI Ltd., (IFCI) was set up in 1948 as the first Development Financial Institution of India (DFI). IFCI is having its Registered Office at IFCI Tower, 61 Nehru Place, New Delhi-110019 with pan-India presence. IFCI is a Non-Banking Finance Company in the public sector. Established in 1948 as a statutory corporation, IFCI is currently a Govt. of India Company listed on BSE and NSE. IFCI provide financial support for the diversified growth of Industries across the spectrum.

**INSTRUCTIONS TO BIDDERS (ITB)**

- 1. Name of the Work:** Selection of Agency/Vendor for providing outsourced service personnel (Manpower) at IFCI Tower, Nehru Place, New Delhi.
- 2.** IFCI Ltd. (IFCI) invites E-bids in two bid system (Technical & Financial Bid) from experienced and reputed Agencies/Vendors having minimum of five years experience in the field of providing skilled/unskilled personnel at its Regd. Office at IFCI Tower, Nehru Place, New Delhi, as given below:

Sl. No.	Tender No.	<b>IFCI/CP-HRD-01-2018-19/dated 30 May, 2018</b>
i)	Name of the Work	Selection of Agency/ Vendor for providing

		outsourced service personnel at IFCI Tower, 61, Nehru Place, New Delhi.
ii)	Date of advertisement	<b>30/05/2018.</b>
iii)	Pre Bid Meeting	At IFCI Tower, Nehru Place, New Delhi on <b>04/06/2018 at 11.30 hours.</b>
iv)	Earnest Money Deposit (EMD)	A demand draft of Rs. 60,000/- in favour of IFCI Ltd., New Delhi, should be submitted at Regd. Office of <b>IFCI by 20/06/2018 (11.00 a.m).</b>
v)	Last date and time of submission of electronic bid	<b>On 21/06/2018 upto 11:15 a.m.</b> at <a href="http://ifci.etenders.in">http://ifci.etenders.in.</a>
vi)	Opening of Technical bid	<b>On 21/06/2018 at 3.30 p.m.</b> at IFCI Tower, Nehru Place, New Delhi.
vii)	Opening of Financial Bid	<b>On 25/06/2018 at 3.30 p.m.</b> at IFCI Tower, Nehru Place, New Delhi.

3. It is mandatory to download & submit the tender document from the following website (<http://ifci.etenders.in>) only. Bidders are requested to submit their bids prior to last date of submission to avoid **delay due to non-availability of/hanging/increase in traffic of website at last moment or for any reason whatsoever.** Neither IFCI nor the E-Tendering service provider shall be held responsible for any issues such as internet connectivity etc.
4. **IFCI reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.**
5. Bidders who wish to participate in this tender will have to register on line <http://ifci.etenders.in>. To participate in online tenders, bidders will have to procure Digital Signature Certificate (Type-II or Type-III having signing & encryption certificates) as per information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency etc., or they may contact IFCI E-tender service provider M/s Nextenders India (P) Ltd., Contact No.: 020-30187500 (Help Desk 09:30 AM to 05:30PM on all working days.) email : [support.ifci@nextenders.com](mailto:support.ifci@nextenders.com)
6. Bidders already having a valid Digital Certificate need not procure a new Digital Certificate. The bidders are requested to read carefully the user manual available at website <http://ifci.etenders.in> before initiating the process of E-Tendering.
7. Bidder shall submit their offer online in electronic format both for "Technical" and "Financial bid". However, the earnest money deposit as prescribed i.e. in the form of a demand draft of Rs.60,000/- is payable to IFCI should be submitted /delivered by/ at Regd. Office of **IFCI by 20/06/2018 (11.00 a.m.).**
8. Before electronically submitting the tenders, it should be ensured that all the tender papers are digitally signed by the bidders.

**9. On Line submission of bids:** The online bids will have to be digitally signed and submitted in time specified on website <http://ifci.etenders.in> the following manner:-

a) **Technical Bid: Scanned Copies to be uploaded (.pdf or .jpeg format):-**

i) The bidder will have to deposit EMD of Rs.60,000/- (Rupees Sixty Thousand Only) in the form of Demand Draft/Pay Order (PO) issued by any Schedule Commercial bank in favour of "IFCI Ltd. " payable at New Delhi before opening of "Technical Bid" in the office of General Manager (Services),IFCI Ltd., IFCI Tower,7<sup>th</sup> Floor, 61 Nehru Place, New Delhi -110019 and obtain a receipt thereof. They shall upload the scanned copy of receipt as proof of depositing EMD along with technical bid. Otherwise the technical bid in electronic form will not be considered.

ii) The technical information has to be prepared very carefully as indicated in the tender document since it will be the basis for the pre- qualification of bidders. Only relevant and to the point information/document should be uploaded.

Failure to provide any required information, may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing on it. A hard copy of Technical formats i.e. all Annexures, except **Financial Bid Annexures, any other relevant supporting documents including all the pages of tender document be signed along with date as token of acceptance of the terms & conditions of tender and submitted.**

iii) **The bidders are advised to upload these bids well in advance. IFCI will not be responsible for any delay due to increase in traffic, network outages etc.**

b) **Financial Bid: Scanned Copies to be uploaded (.pdf or .jpeg format):-**  
This consists of financial format/schedules only, that are required to be signed.

**10.** Only one bid would be considered from one firm.

**11.** In case, no bid or single bid is received, the bid will get extended at the discretion of IFCI. The exact date and time of E-Tender will be displayed on the website.

**12.** Validity of bids: Tender submitted by Bidders shall remain valid for acceptance for a minimum period of 90 (ninety) days from the last date of submission of Bid.

**13.** IFCI reserves the right to reject any or all offers without assigning any reasons thereof.

**14.** Conditional bids would be summarily rejected.

**15. Contact Person:** In case of any query, you may contact any of the following officials:

**For quarries related to Tenders**

a) Shri Himanshu Sharma, DGM, Tel. No. 011-41732035

b) Shri Sudhir Kumar, AGM, Tel. No. 011-41732063

**EMAIL ID:** a) [himanshu.sharma@ifcilttd.com](mailto:himanshu.sharma@ifcilttd.com)

b) [Sudhir.kumar@ifcilttd.com](mailto:Sudhir.kumar@ifcilttd.com)

**16. Contact Person:** In case of any query related to website <http://ifci.etenders.in>, you may contact

Shri Sanjay Kumar (Mob. No.87430-42801)

**EMAIL ID:** [sanjay.kumar@nextenders.com](mailto:sanjay.kumar@nextenders.com)

**17. Grievances Redressal :** For any grievances/complainant/ suggestions, Contact Person : Shri Himanshu Sharma, DGM

Email ID: [himanshu.sharam@ifcilttd.com](mailto:himanshu.sharam@ifcilttd.com)

**IFCI LIMITED**  
**Regd. Office: IFCI Tower, 61 Nehru Place, New Delhi-110019**  
**Website: www.ifcilt.com**  
**Telephone- 011-41792800/41732000**

**Name of work: Selection of Agency/ Vendor for providing Outsourced Service Personnel**

**E-Tender No. IFCI/CP-HRD-04-2018-19**

**Dated: 31.05.2018**

**NOTICE INVITING E-TENDER FOR SELECTION OF AGENCY/VENDOR FOR PROVIDING OUTSOURCED SERVICE PERSONNEL**

- 1. E-TENDER : Two (2) years contract with one (1) year extension, for selection of Agency/Vendor for providing outsourced service personnel**

Bids are invited in two bid system (**Technical and Financial bid separately**) from **experienced and reputed Agency/ Vendor located in New Delhi/ NCR for selection of Agency/Vendor for providing outsourced service personnel (OSP) for two years with extension of one year, subject to satisfactory performance/services.**

The offers, in the prescribed format should be filled up online. The Draft/pay order towards Earnest Money Deposit (EMD) for Rs.60,000/- (payable at Delhi) towards Earnest Money Deposit (EMD) in favour of IFCI Ltd. should be deposited at the office of **General Manager, IFCI Tower, 61 Nehru Place, New Delhi**. The detailed e-tender is available on the website of IFCI i.e. [www.ifci.etenders.in](http://www.ifci.etenders.in). The scanned copy of acknowledgment issued for deposit of earnest money be uploaded alongwith tender document at website <http://ifci.etenders.in>.

- The contractor/agency/firm (hereinafter referred to as "Contractor/Bidder") should have minimum three years' experience of providing manpower services in the Public Sector Undertakings (PSUs)/ Public Sector Banks (PSBs) / Multi-National Companies (MNCs)/ Corporates.
- The Contractor's average annual turnover in last three financial years should be minimum Rs.35 lakhs.
- The Contractor should have a Registered Office/Branch office in Delhi/NCR.
- The Contractor should submit detailed profile of its Organization, (giving list of top ten works in terms of revenue in hand and carried out during the last 3 years, names & addresses of the clients, value of work, (completion/performance certificate from the concerned agencies with name of the concerned person, contract mobile/telephone no. and e-mail ID) number of manpower deployed and such other details in respect of works, along with testimonials and other relevant documents, i.e. Proof of Organization, ESI/PF Registration Code,

Company Registration No., GST No., TIN No., Income Tax Clearance Certificate and PAN etc. i.e. including but not limited to all statutory requirements.

- (e) The contractor should also submit proof of Registration of the Agency.
- (f) The contractor should also intimate its official E-mail address and telephone no. for all communication in order to avoid loss of time. All communications from IFCI shall be sent by E-mail/speed post.
- (g) Integrity Pact (IP) shall also be applicable. The Contractor as well as IFCI shall act as per the rules of ethical conduct, applicable under the IP Mechanism for transparent procurement in Public Contracting. The IP shall be submitted along with technical bid by the bidder (Format annex)
- (h) Offers of the bidders who are under suspension/banned/black-listed by any PSU/Govt. Department /PSU Banks/ or otherwise shall not be considered. Further, if any of the partners/directors of the contractor's organization /firm is blacklisted or having any criminal case against him, their tender shall not be considered. **An Undertaking** to this effect should be submitted.
- (i) **The bidder should also deposit EMD of Rs.60,000/- (DD/PO) (payable at Delhi) in favour of IFCI Ltd., New Delhi and obtain a Receipt, scanned copy of which should be uploaded at above mentioned website.**
- (j) Preference will be given to the MSE tenders, who are registered as MSE in any of the recognized body as specified by Ministry of Micro, Small & Medium Enterprises (MSME) as per the provisions of the Public Procurement Policy for MSEs Order, 2012 issued by the Ministry of Micro, Small & Medium Enterprises, Govt. of India.
- (k) MSE vendors are exempted from EMD and Application Money.
- (l) IFCI reserves the right to request for any documents/certificate/clarification from the bidder/contractor relevant to the above qualifying criteria and the same must be submitted within 7 (seven) days of receipt of any such communication from IFCI, failing which suitable action shall be taken by IFCI.
- (m) The contractor shall have to enclose a Checklist/Minimum qualification criteria (Annexure-8) along with the supporting documents.

## **2. SCOPE OF WORK:**

- 2.01 The category of Outsourced Service Personnel (OSP) required is given below : -
- (i) Receptionist-cum-Telephone Operator(s)-2
  - (ii) Caretaker for crèche-1
  - (iii) Office boys-42
  - (iv) Car Drivers-2

## **3. GENERAL CONDITIONS OF THE CONTRACT (GCC):**

1. **The contract shall be valid for two (2) years extendable by another one year on the basis of performance reviewed by IFCI on yearly basis.** IFCI reserves the right to alter the scope of work/ number of persons hired through them at any stage with suitable adjustment in monthly charges.
2. The rates of wages to OSP shall be fixed by the Contractor in consultation with IFCI after taking into consideration the rates of minimum wages of Govt. of National Capital Territory (NCT), skill and experience of the OSP.
3. Duty hours of these OSP (other than Drivers) would be 9.00 am to 6 pm from Monday to Saturday basis. It is responsibility of the "Vendor/ Contractor" to ensure that the terms of employment of OSPs are in conformity with relevant statutory provision.
4. The OSP deployed in IFCI should have adequate knowledge & experience of jobs/responsibilities for which the service is availed and will work strictly under the direction and administrative control of the Contractor's Manager/ Supervisor. However, the Contractor's supervisory staff will have to execute the work through their staff according to the requirement, need and/or instructions of the designated officers of IFCI. One OSP should be nominated as Supervisor by the contractor.
5. The Contractor shall arrange for the police verification of the persons deployed within one month of the award of work and would issue name badges and Identity Cards to the deployed personnel. Any subsequent changes in the deployment of personnel shall be notified in advance.
6. It is expressly understood that the OSPs as mentioned above to be provided by the Contractor and deployed in IFCI **will be the employee of the Contractor** and will, in no way, be deemed as working under employment of IFCI and **there shall not exist any employer-employee relationship or any legal relationship, whatsoever between IFCI and these workers.** There shall be no vicarious liability of IFCI Ltd. The Contractor or worker/personnel shall have nothing to do with IFCI either in respect of wages/salary or such other statutory benefits or compensation etc. under the Labour laws and other related Laws, i.e. Gratuity, Bonus or Workmen Compensation Act or any other law in force. **The Contractor will be responsible for providing benefits like ESI, PF, Bonus, Group Insurance Scheme etc. under the relevant rules/laws of the State and Central Government. Documentary evidence in support of all the above shall be submitted to IFCI on demand. The Contractor shall be solely liable for any dispute that might arise in any matter in the future on account of violation/non-compliance of Labour Laws/ regulations and IFCI will have no responsibility, whatsoever.**
7. IFCI would not be responsible for any lapse on the part of the Contractor in enforcing the provisions of any Labour Acts/Laws, viz Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971, Industrial Dispute Act, 1947 and (Central) Rules 1957, Employees' State Insurance Act, 1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 (EPF), Gratuity, Bonus etc. It will be the



Contractor's responsibility to abide by all Statutory Laws/ Regulations applicable to the contract labour engaged by him on the contract work.

8. The Contractor will also furnish every month a certificate to the effect that all statutory obligations/requirements have been complied with in regard to Payment of Wages, Minimum Wages, and Contribution paid to PF/ESI/Gratuity/Bonus etc to contractor's staff and employees. IFCI will not assume any responsibility thereto.
9. No residential accommodation/conveyance or otherwise will be provided by IFCI to the employees of the Contractor.
- 10. In case of unsatisfactory performance, IFCI reserves the right to impose penalty/take action against the Contractor at any point of time, which may be by way of termination of contract without any notice or recourse to the Contractor.**
11. Notwithstanding anything contained herein above, IFCI shall have the right to terminate this Agreement at any time during its currency by giving fifteen (15) days Notice to the Contractor without assigning any reason and without liability therefore to the Contractor and IFCI shall be entitled to recover any money becoming due under this Agreement from the Contractor.
12. In case of any damage to IFCI's property/ premises by OSP, the Contractor shall be held responsible. The Contractor will be liable to pay the compensation to IFCI as may be advised by IFCI. The Contractor shall take full responsibility and reimburse and compensate IFCI for any loss/damage/break-down caused to the installation due to negligence of his workers. Amount of compensation may be recovered from the payment of the monthly bills of the Contractor if so warranted.
13. IFCI shall not be responsible for any untoward incident including injury/death/ caused to the OSPs provided by the contractor, at site. It will be the responsibility of the Contractor to abide with all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall accrue to IFCI in this regard. The Contractor shall at all times be solely responsible and/or liable to take adequate insurance for the life and safety of the OSP and shall ensure that the said insurance policies remain live.
14. The Contractor shall keep IFCI indemnified from any liability that may arise on account of action of OSPs and/ or short fall in meeting any statutory obligations required under Labour Laws of the Central/ State Government (s) or any other liabilities of whatever nature which IFCI may now or hereafter be liable to pay or sustain by virtue of or as a result of the performance or non-performance by the Contractor of any of the terms and conditions of this Agreement or applicable laws.
15. The Contractor would have to maintain the records as per directions of the officers in charge at IFCI.
16. The Contractor hereby agrees that he shall not assign or transfer or sub-contract this Agreement or part thereof to any third party under any circumstances.



17. Any dispute or difference of any nature whatsoever regarding any right, liability, act, omission of either of the Parties hereto arising out of or in relation to this agreement or any matter incidental thereto shall be referred to the arbitration of a single arbitrator as per the provisions of the Arbitration & Conciliation Act, 1966. **The Arbitrator shall be appointed by the Managing Director & CEO of IFCI** and the parties shall bear the costs of such arbitration in equal shares. Such arbitration shall be held in Delhi and the Courts at Delhi alone shall have the jurisdiction to deal with the arbitration proceedings and the awards in accordance with law.
18. The Service charges quoted will remain firm during the currency of the Contract. IFCI shall not be responsible to bear any extra cost due to any statutory/other obligations arising during the currency of the contract, except obligations arising due to increase in minimum wages.
19. Details of cases pending against the contractor with any Court of Law, if any, status thereof, to be submitted.
20. IFCI reserves the right to reject any of the offers at technical/financial stage, if the same is not upto the expectation of IFCI/ does not meet the criteria set by IFCI. IFCI reserves the right to reject any of the offers, if the bidder has quoted abnormally low/high service charges.
21. As already mentioned above, IFCI will not be responsible for any lapse on the part of the Contractor in enforcing of provisions of any Labour Acts /Laws, viz., Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971 / Industrial Disputes Act, 1947 and (Central) Rules 1957, Employee's State Insurance Act, 1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 EPF), Gratuity, Workmen Compensation Act, Bonus Act, etc. It will be the contractor's responsibility to abide by all Statutory Laws/Regulations applicable to the contract labour engaged by him on the Contract Work. It is expressly understood that the OSP deployed by the contractor are not on the rolls of IFCI and no legal relationship of whatsoever subsists between IFCI and such personnel employed by the contractor.
22. Thorough checking of OSPs of the contractor during entry/exit would be done by security staff of IFCI.
23. OSPs to ensure strict discipline and behavior and diligent performance of their duties most befitting to the décor of the most modern mechanized building and the employees of the contractor shall not in any manner cause any interference, annoyance, nuisance etc. to IFCI staff or its business or working and will be liable for immediately replacing/relocating the individual employee if the services rendered by him are not found to be satisfactory.
24. **Outsourced Service Personnel (OSPs) deployed at IFCI by the contractor, during the course of their work, are privy to sensitive information/papers, etc. which are qualified/classified documents. It is expected that OSP deployed by the contractor shall not divulge any such information/ documents/papers to any third party or to any other**

**person who is not suppose to know such information. If any OSP indulges in any such activity, the legal action under Official Secrets Act,1923 shall be taken. The Contractor shall furnish an undertaking that all the necessary instructions/training(s) have been given to all OSPs deployed by them.**

**The Contractor:**

- 25.1 shall treat all Confidential Information belonging to IFCI as Confidential and safeguard it accordingly; and
- 24.2 shall not disclose any Confidential Information belonging to IFCI to any other person without the prior written consent of IFCI, except to such persons and to such extent as may be necessary for the performance of the Contract or except where disclosure is otherwise expressly permitted by the provisions of this Contract.
- 24.3 The Contractor shall take all necessary precautions to ensure that all Confidential Information obtained from IFCI under or in connection with the Contract:-
- (a) is given only to such of the Staff and professional advisors or consultants engaged to advise it in connection with the Contract as is strictly necessary for the performance of the Contract and only to the extent necessary for the performance of the Contract;
- (b) is treated as confidential and not disclosed (without prior Approval) or used by any Staff/OSP or consultants otherwise than for the purposes of the contract.
- 25.4 The Contractor shall ensure that Staff/OSP or its professional advisors or consultants are aware of the Contractor's Confidentiality obligations under this Contract.
- 25.5 The Contractor shall not use any Confidential Information it receives from IFCI otherwise than for the purposes of the Contract.
- 25.6 In the event that the Contractor fails to comply with these Conditions, IFCI reserves the right to terminate the Contract by notice in writing with immediate effect.

**4. INSTRUCTIONS:**

- i) The General Conditions of Contract form part of the E-Tender specifications. **All pages of the E-Tender documents shall be duly signed, stamped and uploaded at website <http://ifci.etenders.in> along with the offer in token**

**of complete acceptance thereof.** The information furnished shall be complete by itself. The e-tenderer is required to furnish all the details and other documents as required.

- ii) E-tenderers are advised to study all the tender documents carefully. Any submission in e-tender shall be deemed to have been done after careful study and examination of the e-tender documents and with the full understanding of the implications thereof. Should the e-tenderers have any doubt about the meaning of any portion of the E-Tender Specification or find discrepancies or omissions in the scope of work or the e-tender documents issued are incomplete or shall require clarification on any of the technical aspect, the scope of work etc., E-tenderers shall at once, contact the authority inviting the tender well in time (so as not to affect last date of submission) for clarification before the submission of the e-tender. E-tenderers' request for clarification shall be with reference to Sections and Clause numbers given in the e-tender documents. The specifications and terms and conditions shall be deemed to have been accepted by the E-tenderers in his offer. Non-compliance with any of the requirements and instructions of the e-tender enquiry may result in the rejection of the tender.

## **5. DATA TO BE ENCLOSED:**

Full information shall be given by the tenderer in respect of the following. Non-submission of this information may lead to rejection of the offer.

- i) **GST & INCOME TAX PERMANENT ACCOUNT NUMBER**  
Certified copies of GST no. & Permanent Account Numbers as allotted by Income Tax Department for the Company/Firm/Individual Partners, etc shall be furnished along with tender.
- ii) An attested copy of the Power of Attorney, in case the tender is signed by an individual other than the sole proprietor.
- iii) Proof of Turnover
- iv) Proof of Monthly Billing
- v) Proof of Registration Number for PF, ESI, Service Tax, TIN No. etc.
- vi) Evidence of minimum Five years experience
- vii) **IN CASE OF INDIVIDUAL TENDER**  
His /her full name, address and place & nature of business.
- viii) **IN CASE OF PARTNERSHIP FIRM**  
The names of all the partners and their addresses. A copy of the partnership deed/instrument of partnership duly certified by the Notary Public shall be enclosed.
- ix) **IN CASE OF COMPANIES**

Date and place of registration including date of commencement certificate in case of Public Companies (certified copies of Memorandum and Articles of Association are also to be furnished)

Nature of business carried on by the company and the provisions of the Memorandum relating thereof

- x) The Contractor should submit details of the terms and conditions of the personnel deployed by him at IFCI at the end of every quarter while submitting his monthly bill for payment. The contractor shall also ensure the police verification of each and every person deployed by him at IFCI.

## **6. EVALUATION OF BIDS:**

- i) Technical bids submitted by the contractor will be opened first and evaluated for fulfilling the Pre-qualification criteria and other conditions in NIT/Tender documents, based on documentary evidences submitted along with the offer.
- ii) In case the same qualifying experience is claimed by more than one agency, then the agency who has executed the work as per documentary evidence submitted shall only be qualified. Further, IFCI reserves the right to ask for further proofs including submission of TDS certificates for the said job.
- iii) Assessing Bidder capacity for executing the current tender shall be as per Notice inviting E-Tender.
- iv) Price bids of shortlisted bidders shall only be opened through conventional price bid opening.
- v) Price bids of unqualified bidders shall not be opened.

## **7. AUTHORISATION AND ATTESTATION:**

Tenders shall be signed by a person duly authorized/ empowered to do so. An attested copy of the Power of Attorney, in case the tender is signed by an individual other than the sole proprietor / partner shall be submitted along with the tenders. In case of company, the same shall be accompanied by the Board Resolution authorizing the person to sign the documents on behalf of the company.

## **8. SECURITY DEPOSIT:**

Upon acceptance of E-Tender, the successful E-Tenderer is required to deposit an amount of Rupees two lakh only, as Security Deposit. The security Deposit should be furnished before commencement of the work by the contractor. Security Deposit may be furnished in any one of the following forms:-

- i) Pay Order/Demand Draft in favour of IFCI Ltd.
- ii) Local cheques of scheduled banks, subject to realization.

- iii) Bank Guarantee from Scheduled Commercial Banks.
- iv) The Security Deposit shall not carry any interest.
- v) The validity of Bank Guarantees towards Security Deposit shall be upto the completion period as stipulated in the Letter of Intent/Award +3 Months, (i.e. 63 months) and the same shall be kept valid by proper renewal till the acceptance of Final Bills of the Contractor, by IFCI.
- vi) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as may be advised by IFCI. IFCI shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- vii) IFCI reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the Contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contracts with IFCI.

#### **9. RETURN OF SECURITY DEPOSIT:**

Security Deposit shall be refunded/Bank Guarantee(s) released to the Contractor after deducting all expenses /other amounts due to IFCI under the contract/other contracts entered into with them by IFCI.

#### **10. BANK GUARANTEES:**

Where ever Bank Guarantees are to be furnished / submitted by the contractor, the following shall be complied with:

- i) Bank Guarantees shall be from Scheduled Commercial Banks.
- ii) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as advice by IFCI. IFCI shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- iii) In case the Bank Guarantees are not extended before the expiry date, IFCI reserves the right to invoke the same by informing the concerned Bank in writing, without any advance notice/communication to the concerned bidder/contractor.
- iv) E-Tenderers to note that any corrections to Bank Guarantees shall be done by the issuing Bank only through and amendment in an appropriate non judicial stamp paper.
- v) The Original Bank Guarantee shall be sent directly by the Bank to IFCI under Registered Post (Acknowledgement Due), addressed to the General Manager (Services), IFCI Ltd., IFCI Tower, 61-Nehru Place, New Delhi-110019.

#### **11. EXECUTION OF CONTRACT AGREEMENT:**

The successful e-tenderers' responsibility under this contract commences from the date of issue of the Letter of Intent by IFCI. The contractor shall submit an unqualified acceptance to the Letter of Intent/Award within the period stipulated therein.

The successful e-tenderer shall be required to execute an agreement in the prescribed form, with IFCI, within 15 days after the acceptance of the Letter of Intent/Award, and in any case before releasing the first running bill. The contract agreement shall be signed by a person duly authorized/empowered by the e-tenderer. The expenses for preparation of Agreement document shall be borne by the e-tenderer

## **12. REJECTION OF TENDER AND OTHER CONDITIONS:**

- i) IFCI reserves the right to accept or reject the tenders without assigning any reason whatsoever.
- ii) Conditional e-tenders, unsolicited e-tenders, e-tenders which are incomplete or not in the form specified or defective or have been materially altered or not in accordance with the e-tender conditions, specifications etc., are liable to be rejected.
- iii) E-Tenders are liable to be rejected in case of unsatisfactory performance of the contractor with IFCI or contractor who do not comply with the latest guidelines of Ministry/Commissions of Govt. of India. IFCI reserves the right to reject a e-tenderer in case it is observed that they are overloaded and may not be in position to execute this job as per the required schedule. The decision of IFCI will be final in the regard.
- iv) If the e-tenderer who is a proprietor expires/resigns after the submission of his e-tender or after the acceptance of his tender, IFCI may at their discretion, cancel such e-tender. If a partner of a firm expires after the submission of tender or after the acceptance of the e-tender, IFCI may then cancel such e-tender at their discretion, unless the firm retains its character.
- v) IFCI will not be bound by any Power of Attorney granted by changes in the composition of the firm made subsequent to execution of the contract. They may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the e-tenderer concerned.
- vi) If the e-tenderer gives wrong information in his e-tender, IFCI reserves the right to reject such e-tender at any stage or to cancel the contract if awarded and forfeit the Earnest Money/Security Deposit/any other money due.
- vii) Canvassing in any form in connection with the e-tenders submitted by the e-tenderer shall make his offer liable to rejection.
- viii) In case the proprietor, Partner or Director of the Company/Firm submitting the E-Tender, has any relative or relation employed in IFCI, the authority inviting the

E-Tender shall be informed of the fact as per specified format,(Annexure-5) along with the offer.

- ix) The successful e-tenderer should not sub-contract part or complete work detailed in the e-tender specification undertaken by him.
- x) IFCI shall not be liable for any expenses incurred by the e-tenderer in the preparation of the tender irrespective of whether the e-tender is accepted or not.

### **13. LAW GOVERNING THE CONTRACT AND COURT JURISDICTION:**

The e-tenderer shall be governed by the law for the time being in force in the Republic of India. The civil court having original civil jurisdiction at New Delhi shall alone have exclusive jurisdiction in regard to all claims in respect of the Contract.

### **14. ISSUE OF NOTICE:**

- i) **Service of notice on contractor:** Any notice to be given to the e-tenderer under the terms of the contract shall be served by sending the same **by Registered Post/Speed Post/E-mail** to or leaving the same at the Contractor's last known address of the principal place of business (or in the event of the contractor being a company, to or at its Registered Office). In case of change of address, the notice shall be served at changed address as notified in writing by the Contractor to IFCI. Such posting or leaving of the notice shall be deemed to be good service of such notice and the time mentioned to the condition for doing any act after notice shall be reckoned from the date so mentioned in such notice.
- ii) **Service of notice on IFCI:** Any notice to be given to IFCI under the terms of the Contract shall be served by sending the same by post to or leaving the same at IFCI address or changed address as notified in writing by IFCI to the Contractor.

### **15. RIGHTS OF IFCI:**

IFCI reserves the following rights in respect of this contract during the original contract period or its extensions if any, as per the provisions of the contract, without entitling the e-tenderer for any compensation.

- a) To terminate the contract or get any part of the work done through other agency or deploy IFCI's own/hired/otherwise arranged resources, at the risk and cost the contractor after due notice of a period of two weeks by IFCI in the event of:-
  - i) Contractor's continued poor performance
  - ii) Corrupt act of Contractor
  - iii) Insolvency of the Contractor
  - iv) Persistent disregard to the instructions of IFCI
  - v) Assignment, transfer, sub-letting of contract without IFCI's written permission
  - vi) Non fulfilment of any contractual obligations



vii) In the opinion of IFCI, the contractor is overloaded and is not in a position to execute the job as per required schedule

b) To effect recovery from any amounts due to the contractor under this or any contract or in any other forms, the moneys IFCI is statutorily forced to pay to anybody, due to contractor's failure to fulfil any of his obligations. IFCI shall levy overheads of 5% on all such payments along with interest.

**16. RESPONSIBILITIES OF THE E-TENDERERS IN RESPECT OF LOCAL LAWS, EMPLOYMENT OF WORKS ETC.:**

The following are the responsibilities of the contractor in respect of observance of local laws, employment of personnel, payment of taxes etc.

- i) The e-tenderer shall fully indemnify IFCI against any claims of whatsoever nature arising due to the failure of the contractor in discharging any of his responsibilities hereunder:
- ii) The e-tenderer at all times during the continuance of this contract shall, in all his dealings with local labour for the time being employed on or in connection with the work, have due regard to all local festivals and religious and other customs.
- iii) The e-tenderer shall comply with all applicable State and Central Laws, Statutory Rules, Regulations etc. such as Payment of Wages Act, Minimum Wages Act, Workmen Compensation Act, Employer's Liability Act, Industrial Dispute Act, Employers Provident Act, Employees State Insurance Scheme, Contract Labour (Regulation and Abolition) Act 1970, Payment of Bonus & Gratuity Act and other Acts, Rules and Regulations for labour as may be enacted by the Government during the tenure of the Contract and having force or jurisdiction at Site. The Contractor shall also give to the local Governing Body, Police and other relevant Authorities all such notices as may be required by the Law.
- iv) The e-tenderer shall obtain independent License under the Contract Labour (Regulations and Abolition Act, 1970) as required from the concerned Authorities based on the certificate (Form-V) issued by the Principal Employer/Customer.
- v) The e-tenderer shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liveable on account of his operations in executing the contract.
- vii) The e-tenderer shall be responsible for proper accommodation including adequate medical facilities for personnel employed by him.
- viii) The e-tenderer will be directly responsible for payment of wages to his workmen within the period specified in relevant statute. A pay roll sheet given all the payments given to the workers and duly signed by the e-tenderer 's representative should be furnished to IFCI site for record purpose, if so called for.
- ix) In case of any class of work for which there is no such specification as laid down in the contract, such work shall be carried out in accordance with the instructions and requirements of IFCI.

**17. Maintenance of Registers and forms:** The e-tenderer shall be responsible to maintain the registers/forms as required under the prevalent labour laws in force from time to time, including the following:

**Under the Contract Labour (Central) Rules, 1971 :**

- a. Form XIII - Register of workmen employed by contractor (Rule 75).
- b. Form XIV - Employment card issued by contractor (Rule 76)
- c. Form XV - Service Certificate (Rule 77)
- d. Form XVI - Muster Roll (Rule 78 (1) (a) (i)).
- e. Form XVI - Register of Wages (Rule 78 (1) (a) (i)).
- f. Form XVII - Register of wages-cum Muster Roll (in case of weekly payment).
- g. Form XIX - Wage slip (Rule 78 (b)).
- h. Form XX - Register of deduction for damages or loss (Rule 78(1)(a) (ii)).
- i. Form XXI - Register for fines (Rule 78 (1) (a) (ii)).
- j. Form XXII - Register of advances (Rule 78 (1) (a) (ii)).
- k. Form XXIII - Register of overtime (Rule 78 (1) (a) (iii)).
- l. Form XXIV - Register to be sent by the contractor to licensing officer (Rule 82 ) (1).

The contractor shall maintain the above Registers/Forms>Returns neatly, completely and legibly for inspection by various statutory authorities and the company officials even at short notice. The contractor shall also comply with all the directions/notifications issued by the Govt. of India from time to time and issue circulars/notices in compliance thereof.

**18. INSURANCE:**

- i) It is the sole responsibility of the contractor to ensure insurance of OSPs, office boys, drivers, desk worker, etc. against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's compensation Act. The work shall be carried out in protected area and all the rules and regulations of the IFCI in the area of project which are in force from time to time will have to be followed by the contractor.
- ii) If due to negligence and or non-observation of safety and other precautions by the contractors, any accident/injury occurs to the property/manpower belong to third party, the contractor shall have to pay necessary compensation and other medical expense, if so required by the appropriate authorities.

**19. STRIKES & LOCKOUT:**

For all purposes whatsoever, the employees of the contractor shall in no case be deemed to be in the employment of IFCI.

**20. ARBITRATION & RECONCILIATION:**

- i) In case amicable settlement is not reached in the event of any dispute of difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the contractor in any manner touching upon the contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration of the arbitrator appointed by IFCI.
  - ii) The award of the Arbitrator shall be binding upon the parties to the dispute.
  - iii) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of the arbitration shall be the place from which the contract is issued or such other place as the Arbitrator at his discretion may determine.
  - iv) The cost of arbitration shall be borne equally by both the parties.
  - v) Work under the contract shall be continued during the arbitration proceedings.
- 21.** Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by IFCI and future blacklisting of the contractor.

**22. MONTHLY PAYMENT:**

- i) The payment would be made on a Monthly basis after the close of each month against the invoice of the contractor. The monthly bill for the above said contract shall be submitted by the contractor by 7<sup>th</sup> of the following month and payment shall be released upon satisfactory performance, by the end of the month after adjusting any cost borne by IFCI due to any reasons, any damages caused by the contractor or his employees, down time etc., as applicable. The payment for the preceding month shall be made in the succeeding month on submission of the following documents:-
- ii) Photo copies of Wages Payment Sheet for the previous month duly signed by individuals.
- iii) Photo copies of Bank Challans of previous month for the amount deposited in the bank for ESI and PF along with certificate.
- iv) Certificates in regard to payment made in accordance with the latest Minimum Rates of Wages as fixed from time to time as per the State Govt., Delhi Administration or the Central Govt. whichever is higher. The Contractor will furnish every month a certificate to the effect that all statutory obligation/ requirements have been complied with in regard to wages, contribution to PF/ ESI/ Gratuity etc to their staff and IFCI will not assume any responsibility thereto. (Specimen given below)
- v) If the payment of OSP is not made on the 7<sup>th</sup> of following month, a penalty of Rs.500/- per day shall be levied for such delay on the contractor by IFCI. This will

be in addition to penalties/fine that may be imposed by appropriate statutory authority under the relevant provisions of applicable law.

**23. General Conditions of the Contract (GCC) will form the part of the contract.**

**24. Annexures: The following to be submitted with bids duly signed.**

- i) Annexure-1 (OFFER FORWARDING LETTER/TENDER SUBMISSION LETTER)
- ii) Annexure-2 (DECLARATION BY AUTHORISED SIGNATORY OF BIDDER)
- iii) Annexure-3 (NO DEVIATION CERTIFICATE)
- iv) Annexure-4 (DECLARATION FOR RELATION IN IFCI)
- v) Annexure-5 (FORMAT FOR SEEKING CLARIFICATION)
- vi) Annexure-6 (NON DISCLOSURE CERTIFICATE)
- vii) Annexure-7 (CERTIFICATE)
- viii) Annexure-8 (Checklist/Minimum qualification Criteria)
- ix) Annexure-9 Financial bid
- x) Annexure-10 Integrity Pact (Agreement)

**Annexure -1**

**OFFER FORWARDING LETTER/TENDER SUBMISSION LETTER**  
(To be typed submitted in the letter Head of the Company/firm of Bidder)

---

Offer Reference No.....

Dated:.....

To,

(Write Name & Address of Officer of IFCI inviting the Tender)

Dear Sir,

Sub: Submission of Offer against Tender Specification No:.....

I/We hereby offer to carry out the work detailed in the Tender Specification issued by IFCI Limited, ....., in accordance with the terms and conditions thereof.

I/We have carefully perused the following listed documents connected with the Tender documents and shall abide by the same.

1. Amendments/Clarifications/Corrigenda/Errata/etc issued in respect of the Tender documents by IFCI.
2. Notice Inviting Tender (NIT) (Technical Bid)
3. Financial Bid
4. Documents referred to in Para 1 of NIT
5. Forms and Procedures

Should our Offer be accepted by IFCI for Award, I/we further agree to furnish 'Security Deposit' for the work as provided for in the Tender Conditions within the stipulated time as may be indicated by IFCI.

I/We further agree to execute all the works referred to in the said Tender documents upon the terms and conditions contained or referred to therein and as detailed in the appendices annexed thereto.

I/We have deposited/depositing herewith the requisite Earnest Money Deposit (EMD) as per details furnished in the check List.

**Authorised Representative of Bidder**

Signature:

Name:

Address:

Place:

Date:

**DECLARATION BY AUTHORISED SIGNATORY OF BIDDER**  
(To be typed submitted in the letter Head of the Company/firm of Bidder)

---

To,  
(Write Name & Address of Officer of IFCI inviting the Tender)

Dear Sir,

Sub: **Declaration by Authorised Signatory**

Ref: 1) NIT/Title of the work. Name of Tender Specification No.....,  
2) All other pertinent issues till date

I/We hereby certify that all the information and data furnished by me with regard to the above Tender Specification are true and complete to the best of my knowledge. I have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I further certify that I am authorized to represent on behalf of my company/firm for the above mentioned tender and a valid Power of Attorney to this effect is also enclosed.

Yours faithfully,

(Signature, Date & Seal of Authorized  
Signatory of the Bidder)

Date:

Enclosed : Power of Attorney

**Annexure -3**

**NO DEVIATION CERTIFICATE**

(To be typed submitted in the letter Head of the Company/firm of Bidder)

---

To,

(Write Name & Address of Officer of IFCI inviting the Tender)

Dear Sir,

Sub: **Declaration by Authorised Signatory**

Ref: 1) NIT/Tender Specification No.....,  
2) All other pertinent issues till date

We hereby confirm that we have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by IFCI and in case of such observance at any stage, it shall be treated as null and void and his tender shall deemed to be withdrawn.

We also hereby confirm that we have neither set any Terms and Conditions and nor have we taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

We further confirm our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact and acceptance to Reverse Auctioning process.

We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Thanking you,

Yours faithfully,

(Signature, Date & Seal of Authorized  
Signatory of the Bidder)



**Annexure -4**

**DECLARATION FOR RELATION IN IFCI**

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder failing which the offer of Bidder is liable to be summarily rejected)

-----  
To,  
(Write Name & Address of Officer of IFCI inviting the Tender)

Dear Sir,

**Sub: Declaration for relation in IFCI**

Ref: 1) NIT/Tender Specification No. \_\_\_\_\_

I/We hereby submit the following information pertaining to relation/relatives of Proprietor/Partner (s)/Director(s) employed in IFCI

**Tick(✓)any one as applicable:**

1. The Proprietor, Partner(s), Director(s) of our Company/Firm DO NOT have any relation or relatives employed in IFCI

OR

2. The Proprietor, Partner(s), or Director(s) of our Company/Firm HAVE relation/relatives employed in IFCI and their particulars are as below:

(i)

(ii)

Signature of the Authorised Signatory

Note:

1. Attach separate sheet, if necessary.
2. If IFCI Management come to know at a later date that the information furnished by the Bidder is false, IFCI reserves the right to take suitable against the Bidder/Contractor.

**Annexure -5**

**FORMAT FOR SEEKING CLARIFICATION**

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)

-----

To,  
(Write Name & Address of Officer of IFCI inviting the Tender)

Dear Sir,

Sub: **Request for Clarification**

Ref: 1) NIT/Tender Specification No.: .....,  
2) All other pertinent issues till date

Sl no	Reference of Document	clause Tender	Existing provision	Bidder's query	IFCI's clarification
1					
2					
3					
4					
5					
6					

Yours faithfully,

(Signature, date & seal of Authorized Representative of the Bidder)

**NON DISCLOSURE UNDERTAKING(INTEGRITY PACT)**

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)

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NON DISCLOSURE UNDERTAKING (INTEGRITY PACT)

I/We understand that IFCI \_\_\_\_\_ is committed to Information Security Management System as per their Information Security Policy.

Hence, I/We M/s \_\_\_\_\_

who are submitting offer for providing services to IFCI Ltd. against Tender Specification No. \_\_\_\_\_ hereby undertake to comply with the following in line with Information Security Policy of IFCI \_\_\_\_\_,

\_\_\_\_\_

- To maintain confidentiality of documents & information which shall be used during the execution of the Contract.
- The documents & information shall not be revealed to or shared with third party which shall not be in the business interest of IFCI

(Signature, date & seal of Authorized Signatory of the bidder)

Date:

**Annexure -7**

(On Company Letter Head)

Ref No. \_\_\_\_\_

Dated: \_\_\_\_\_

IFCI Ltd.  
IFCI Tower  
61, Nehru Place  
**NEW DELHI-110 019.**

**CERTIFICATE**

It is certified that all the dues of personnel deployed at IFCI Site, for the existing contract, have been paid upto ..... , in accordance with the latest minimum rates of wages, as fixed by the State Govt. / Delhi Administration wages act/ state regulation order. All the statutory obligations/requirements have been compiled with, in regards to payment of wages, contribution to PF/ESI/Gratuity/Bonus etc. and any other dues have been met and IFCI will not assume any responsibility thereto. The Contract Labour (Regulation & Abolition) Act, 1970 and (Central ) Rules, 1971 have also been complied with.

Further, certified that the consolidated monthly payment challans to ESI & PF authorities includes the contributions deducted from all personnel deployed at IFCI Tower.

Regards

Signature  
(Name of the Concerned Person)

For & on behalf of (Name of Company)  
Seal of the Company

### Annexure-8

#### **Name of work: Selection of Agency/ Vendor for providing Outsourced Service Personnel**

#### **Checklist/ Minimum Qualification Criteria**

The following are the essential requirements to be fulfilled in order to qualify for price bidding

<b>S. No.</b>	<b>DESCRIPTION</b>	<b>Essential/ Desirable</b>	<b>Enclosed (Y/N)</b>
<b>I</b>	<b>LABOUR LAWS</b>		
	(1) Employee's PF & Miscellaneous Provision Act, 1952 (Valid PF code required)	Essential	
	(2) ESI Number & DATE (Valid ESI code required)	Essential	
<b>II</b>	<b>TAXATION REQUIREMENT</b>		
	(1) GST Number (pls attach proof)	Essential	
	(2) Income Tax Act: PAN Number Required		
	(3) Trade Tax/ Vat/Tin No.		
	(4) Company Registration No.		
<b>III</b>	<b>WORKS POLICY REQUIREMENTS</b>		
	1. EMD Rs.60,000/- in the form of Pay order/Demand Draft.	Essential	
	2. Acceptance of Terms & Conditions- Signature on all pages without conditions of the contractor		
<b>IV</b>	<b>FINANCIAL SOUNDNESS</b>		
	1. Income tax returns for last three 3 years.	Essential	
<b>V</b>	<b>QUALIFYING CRITERIA</b>		
	1. Average annual financial turnover during last 3 years ending 31st March 2017 not less than Rs.35 lakh.	Essential	
	2.The contractor having 5 years experience in similar work, please attached documents.		
	3.The contractor should submit detailed profile of the Organization, (giving list of works in hand and carried out during the last 5 years, names & addresses of the clients, value of work, (completion/performance certificate from the concerned agencies with name of the concerned person, contract mobile/telephone no. and e-mail ID)) number of manpower deployed and such other details in respect of works, along with testimonials and other relevant documents.		
	4) The contractor also submit proof of Registration for providing Manpower Services		

<b>VI</b>	The contractor should have any office in Delhi/NCR for the last 3 years	Desirable		
<b>VII</b>	Whether registered with MSME, if yes, please enclose certificate			
<b>VIII</b>	Self Declaration that contractor has not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude		Essential	
<b>IX</b>	Self certificate that the contractor has not been blacklisted by IFCI or any other organization where he has worked. Further, if any of the partners/directors of the contractor's organization /firm is blacklisted or having any criminal case against him, their tender shall not be considered. An Undertaking to this effect should be submitted.			
<b>X</b>	Self certificate that contractor will abide by all statutory and regulatory requirements while carrying out the work			
<b>XI</b>	Attached (Annexure-1 to 8) duly signed by the contractor			
<b>XIII</b>	Communication details: (a) Official E-mail address of at least 2 concerned person (b) Name and telephone and mobile nos.	Essential		

**Note : Non fulfillment of any/all of the above requirements (Essential) can entail disqualification of the bidder.**

All the above conditions accepted

Name, Signature, Seal of the Contractor with date)

**Annexure-9**

**Name of work: Selection of Agency/Vendor for Providing Outsourced Service Personnel**

**FINANCIAL BID**

**SCHEDULE OF RATES**

<b>S. No.</b>	<b>Job Description</b>	<b>Service Charges on total monthly bill (to be quoted in %)</b>
1.	<b>Outsourced Service Personnel (OSP) :</b> Desk work/ receptionist(s)/ Telephone Operator (s)/ Car Driver(s)/ caretaker(s)/ Office boy (s), etc.	
2.	Estimate of OSP required - Minimum - 40 - Maximum - 60	
<b>Note: The rates quoted in the tender should be exclusive of GST and/ or any other applicable tax.</b>		

Name, Signature, Seal of the Contractor with date)