



**भारतीय प्रबंध संस्थान इंदौर**  
**प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556**

**INDIAN INSTITUTE OF MANAGEMENT INDORE**  
**Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556**

**(E-PROCUREMENT MODE ONLY)**

Notice inviting tender for Engagement of Manpower-Service-Provider for Providing staffing at the premises of IIM Indore Indore and Mumbai campus

Indian Institute of Management Indore invites online bids in Two Bid System (QCBS based evaluation) from technical and financial proposals from experienced and reputed bidders.

सेवा का विवरण Description of Service	निविदा की वार्षिक अनुमानित कीमत Estimated Cost of three years Tender (Exclusive of Service Charges and Applicable Taxes)	अग्रिम जमा Earnest Money Deposit
Engagement of Manpower-Service-Provider for Providing staffing at the premises of IIM Indore Indore and Mumbai campus.	₹ 11 crore per year (₹ 33 crore estimated for 3 years)	5,50,000/-

**Note:**

- Detailed information pertaining to this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore <https://www.iimdr.ac.in/tenders/> and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt of the bids due to internet issues or any other reasons.

Disclaimer: This Tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

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## Section-1 : Schedule of Tender

Sn	Event	Date and Time/Remarks
1	Tender availability on Institute website and Central Public Procurement Portal	10/11/2023 1100 Hrs. Onward
2	Pre-Bid meeting queries submission (if any)	21/11/2023 1700 Hrs.
3	Pre-Bid Meeting	Mode: online (Microsoft Teams meeting) Date: 22/11/2023 Time: 1500 Hrs. Microsoft Teams meeting Join on your computer, mobile app or room device <a href="#">Click here to join the meeting</a> Meeting ID: 415 809 297 158 Passcode: v2vCL8
4	Bid Submissions Start	23/11/2023
5	Bid Submissions Close	28/11/2023
6	Opening of Technical Bid	29/11/2023
7	Presentation by the eligible Bidders	* The details for the presentation will be shared in due course of time to the eligible bidders only.
8	Opening of Financial Bid	To be updated later on CPP Portal
9	All the communication with respect to this tender shall be addressed	Officer (Stores, Purchase and Contracts) Phone: 0731-2439630 Email: stores@iimidr.ac.in

**Note:**

- If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.
- The presentation mode may be online/ offline as per the discretion of the Institute, the same will be binding to all the bidders.

### Section-2 : About IIM Indore

With the objectives of imparting high quality management education and training, the Department of Higher Education, Ministry of Education, Government of India established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017.

Situated atop a scenic hillock, the 193 acre campus of IIM Indore provides an ideal backdrop for contemplative learning. IIM Indore has the latest in teaching aids, rich learning resources, a strong IT backbone, state-of-the-art sports complex and hostels as well as contemporary infrastructure.

### Section-3 : Instruction to Bidders

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore reserves the right to accept or reject bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
6. Useful information for potential bidders is available at- <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

#### Section-4 : Eligibility Criteria & Online Bid submission Procedure

IIM Indore is looking for a prospective Manpower-Service-Provider for Providing staffing at the premises of IIM Indore, Indore and Mumbai campus. In order to apply for this tender, the intending bidders must fulfill the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

##### 4.1 Eligibility Criteria (the bidders must submit the following)

1. Valid PAN, GST Registration, EPFO registration, ESIC registration, Labour registration number/ certificate and Firm establishment / Company incorporation certificate as on the date of submission of the bid (Self-certified scanned PDF files to be uploaded in respective packet of Other Important Documents (OID)).
2. Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents (As per the Annexure-III given in this tender document).
3. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed self-declaration certificate for the Clean Track Record to this effect is to be submitted as per the Annexure-IV given in this tender document.
4. The bidder/ firm should have been incorporated/ established on or before the financial year 2020-21 and currently should be in the same business (Copy of incorporated/ established is to be provided along with the Annexure-V given in this tender document).
5. Past experience of a minimum of three years (consecutive financial years starting from the year 2020-21) in the business of providing outsourced manpower in offices as admin support staff (other than housekeeping/cleaning workers/security services). (Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted as per the Annexure-VI given in this tender document).
6. The bidder must provide the details pertaining to the work experience in the format provided in this tender document (as per the Annexure-VII given in this tender document). If need arises the institute may call the required details in the xls format later on from the respective bidders.
7. The bidder should have an average annual financial turnover of at least ₹ 100 crore per year during the last three consecutive financial years i.e. FY 2020-21, 2021-22, 2022-23. and the bidder firm should be Profitable in each of the previous three financial years A copy of the original certificate from CA having UDIN number to be provided. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VIII, the year in which no turnover is shown would also be considered for working out the average).
8. The bidder is required to submit a current (Issued on or after date of publishing this tender) solvency certificate for a minimum of ₹ 3 crore. The certificate is to be issued by a scheduled commercial bank and the same should be valid till the award of the work.
9. Revenue / Billing as per the following parameters:

Revenue / Billing	Number of contracts
Revenue / Billing of minimum 8.8 crore	From one contracts from this line of business (providing outsourced manpower (admin support staff) other than housekeeping/cleaning workers/security services) for each of the three years*
OR	
Revenue / Billing of minimum 5.5 crore	From each of the two contracts from this line of business (providing outsourced manpower (admin support staff) other than housekeeping/cleaning workers/security services) for each of the three years*
OR	
Revenue / Billing of minimum 4.4 crore	From each of the three contracts from this line of business (providing outsourced manpower (admin support staff) other than housekeeping/cleaning workers/security services) for each of the three years*

\*The bidder has to use the financial year for the purpose of counting one year for the above condition

10. Of the contracts for outsourced manpower (admin support staff), the bidder should have provided more than 100 workers (admin support staff other than housekeeping/cleaning workers/security services) at least for one full year to one of its clients in each of the three years\*\* **and**

11. Provided manpower services of at least 300 workers (other than housekeeping /cleaning workers/ security services) for at least for six months\* in each of the previous three years\*\* to

- Government Offices or Departments (Govt.) or
- Public Sector Undertakings (PSUs) or
- Centrally Funded Technical Institutions or Institutions of National Importance or Autonomous Institutions (CFTIs) established by the Government of India.

\*The monthly bill raised must be for at least 300 workers in at least six of the 12 months in each year.

\*\*The bidder has to use the financial year for the purpose of counting one year for this condition.

12. Copies of the latest ECR report and the latest challans paid towards the contribution for ESI and EPF.

#### 4.2 Online Bid Submission Procedure

Bidders are directed to upload the required, relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected.

##### 4.2.1 Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.
Packet-2	GST registration certificate	
Packet-3	EPF registration certificate	
Packet-4	ESIC registration certificate	
Packet-5	Labour registration number/ certificate	
Packet-6	Firm establishment / Company incorporation certificate	

##### 4.2.2: Statutory Documents: Cover-1-To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)
Packet-1	Bidder's Profile	Annexure-I

Packet-2	Check list of the documents to be uploaded	Annexure-II
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV
Packet-5	The bidder/ firm should have been incorporated/ established on or before the financial year 2020-21 and currently should be in the same business (Copy of incorporated/ established is to be provided along with the Annexure-V given in this tender document). Copy of incorporated/ established is to be submitted along with the Annexure-V.	Annexure-V
Packet-6	Past experience of a minimum of three years (consecutive financial years starting from the year 2020-21) in the business of providing outsourced manpower in offices as admin support staff (other than housekeeping /cleaning workers/security services).The bidder must provide the details pertaining to the work experience in the format provided in this tender document (Annexure VI, table 1,2 and 3).	Annexure-VI
Packet-7	Average Annual Turnover certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted along with the Annexure-VII.	Annexure-VII
Packet-8	The Solvency Certificate issued from any of the scheduled commercial bank for a minimum amount of Rs. 3 crores to be submitted in the Packet-9. (The solvency certificate must be Issued on or after the date of publishing this tender).	-

## Section-5 : Scope of Work

- Providing manpower support services at the campuses of the Institute both at Indore and Mumbai for the following nature of services as per the estimated requirement and detail given in **Table-1 of Annexure-A**.
- Providing Uniform of good quality to the selected categories of manpower as per the estimated detail given in Table 2 in Annexure-A. Good Quality means cloth of such as Raymond/Vimal/Grasim. The cloth of the uniform has to be approved by IIM Indore. The stitching of the uniform has to be compulsorily done in Indore through a local vendor. The stitching should be made to measure fitting and the uniform should last at least a year of normal to moderately rugged use at work.
- Providing additional manpower services (over and above the estimated initial requirement as given in Table 1 of Annexure-A) as and when required by the Institute.

ANNEXURE-A (Table 1)

Sl.No	Service Category	Sub Category of service/ Designation	Skill Wise	Required Number at (Indore Campus)	Required Number at (Mumbai)	Detail of Minimum Qualification Required	Detail of Minimum Experience Required
1	Admin Support Staff Services	Assistant Manager (Accounts)	Highly Skilled	2	NIL	M.Com/CA/MB A(Finance)	Five years of relevant post qualification experience
		Assistant Manager (Mumbai Campus)	Highly Skilled	NIL	1	Post Graduation / Professional qualification	Five years of relevant experience
		Communication Executive	Highly Skilled	1	NIL	Post Graduate preferably in Mass Communication	Five years of relevant experience
		Manager Govt. Affairs & Business Development	Highly Skilled	1	NIL	Post Graduation / Professional qualification	Five years of relevant experience
		Senior Secretarial Assistant	Highly Skilled	2	NIL	Post Graduation / Professional qualification	Five years of relevant experience
		Sr. Manager Corporate Communications & Media Relations	Highly Skilled	1	NIL	Post Graduation / Professional qualification	Five years of relevant experience
		Sr Office Associate	Highly Skilled	1	NIL	Post Graduate degree	Five years of relevant post qualification experience / Three years with PG Degree



		Sr Office Associate (Marketing)	Highly Skilled	1	NIL	Graduate degree	Five years of relevant post qualification experience / Three years with PG Degree
		Office Associate	Highly Skilled	30	3	Graduate degree	Two years of relevant experience / Fresher with a PG Degree
		Office Associate (Marketing)	Highly Skilled	3	NIL	Graduate degree	Two years of relevant experience / Fresher with a PG Degree
		Junior Office Associate	Skilled	7	NIL	Graduate degree	Freshers may also apply
		Receptionist	Skilled	2	NIL	Graduate	One year of relevant post qualification experience
		Estate Supervisor	Highly Skilled	1	NIL	Graduate	Five years of relevant experience
		Trainee Office Associate	Skilled	26	NIL	Graduation/BB A/ CA (Inter)	One year of relevant experience
2	Engineering Services	Assistant Engineer (Civil)	Highly Skilled	4	NIL	1st class Diploma in Civil	Five years post qualification experience in similar building construction/maintenance works
		Assistant Engineer (Electrical)	Highly Skilled	1	NIL	1st class Diploma in Electrical	Five years post qualification experience in building electrical installation/maintenance, HT/LT works related to Sub-station etc.
		Assistant Engineer (Electronics & Communication)	Highly Skilled	1	NIL	1st class Diploma in Electronics & Communication	Five years of relevant post qualification experience
		Assistant Engineer (Electronics)	Highly Skilled	1	NIL	1st class Diploma in electronics / electronics & communication	Five years of relevant post qualification experience
		Service Engineer	Highly Skilled	Nil	1	1st class Diploma in electronics / electronics & communication / Hardware Networking or Equivalent Area	Two years of relevant post qualification experience
3	Medical Services	Medical Consultant	Highly Skilled	1	NIL	MBBS Degree	Five years of relevant experience

		Nursing Associate	Highly Skilled	4	NIL	BSc (Nursing) / GNM	Three years of relevant experience
4	Library Services	Assistant Library Professional	Highly Skilled	1	1	Bachelor degree in Library Science or Library and Information Science from a recognised University or Institute on regular mode. Knowledge of computer application to library and information services. Proficiency in MS Office applications. Information	One year of professional experience in a management library
5	Facility Management Services	Facilities Management Associate (AC)	Skilled	1	NIL	10th Pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Facilities Management Associate (Carpentry)	Skilled	4	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Facilities Management Associate (Electrical)	Skilled	14	NIL	10th pass. Preferably ITI Qualified in Electrical trade & having Electrical works License	Three years of relevant post qualification experience
		Facilities Management Associate (Masonry)	Skilled	1	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Facilities Management Associate (Plumbing)	Skilled	15	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Facilities Management Associate (Swimming Pool)	Skilled	1	NIL	10th pass with relevant certificate/diploma	Three years of relevant post qualification experience
		Facilities Management Associate (Technician)	Skilled	1	1	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience

		Facilities Management Associate (Telephone & EPABX)	Skilled	1	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Multi-Tasking Helper	Unskilled	4	1	8th pass with ability to read Hindi	One year of relevant experience
		Facilities Management Associate(ST P Operator)	Skilled	1	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
		Facilities Management Associate (Welding)	Skilled	1	NIL	10th pass. Preferably ITI Qualified	Three years of relevant post qualification experience
6	Gym Support services	Instructor (Gym)	Highly Skilled	5	NIL	Graduate degree with relevant certificate/diploma. B.P.Ed. Desirable	Two years of relevant experience
		Instructor (Physical Training)	Highly Skilled	3	NIL	D.P.Ed. / B.P.Ed. / Graduate with relevant course	Two years of relevant experience
		Instructor (Racquet games)	Highly Skilled	1	NIL	Graduate degree with relevant certificate/diploma. B.P.Ed. Desirable	Two years of relevant experience
		Instructor (Swimming)	Highly Skilled	4	NIL	Graduate degree with relevant certificate/diploma. B.P.Ed. Desirable	Two years of relevant experience
7	Security Services	Advisor (Security)	Highly Skilled	1	NIL	Graduate	Retired police officer of the rank of Dy.SP or above of MP State with twenty years of experience
		Care Taker Supervisor	Highly Skilled	13	NIL	Graduate. Ex Service personnel /Ex Paramilitary Personnel / Ex Police Personnel. Medically fit for civil duty as per service certificate / discharge book (Not below the rank of JCO or	Fifteen years of relevant experience

						Sub- Inspector or equivalent).	
		Lady CareTaker	Skilled	22	NIL	10th pass and physically fit	Three years of relevant experience
		Caretaker	Skilled	99	NIL	10th pass and physically fit	Three years of relevant experience
		Caretaker (ESM)	Highly Skilled	24	NIL	Ex Service personnel / Ex Paramilitary Personnel / Ex Police Personnel. Medically fit for civil duty as per service certificate / discharge book.	Five years of relevant experience
8	Driver	Driver	Skilled	36	NIL	8th pass with Valid Driving License for LMV, HMV, Bus etc. and ability to read and write in Hindi and English	Five years of relevant experience
9	Horticulture	Horticulturist	Highly Skilled	1	NIL	Graduate degree in Botany/Agriculture /Horticulture.	Five years or three years with PG Degree and relevant post qualification experience
10	Photographer	Photographer cum Technician	Skilled	2	NIL	10th pass with relevant certificate/diploma	Three years of relevant post qualification experience

**Important Note:** This requirement of the manpower as shown in Annexure A (Table 1) above is the tentative initial requirement. The Institute may increase or decrease the number and/or designations as per actual requirement at the time of initiation of contract and/or anytime thereafter.

## Annexure-A (Table-2)

Detailed Requirement of Uniform			
Category of staff	Tentative No. of staff required	Required Two sets each in one year	Required One set each in one year
Multi Tasking Helper, Facility Management Associate, Assistant Driver, Photographer Cum Technician	85	Good Quality*, Collared, Light Blue Colored Full Sleeves Shirt with one pocket on front and Good Quality* Navy blue Colored Trousers	NA
CareTaker, CareTaker (ESM) and Trainee Care Taker	124	Good Quality*, Collared, Light Blue Colored Full Sleeves Shirt with two epaulets and two pockets with flaps on front with space for batch and Good Quality* Navy blue Colored Trousers, Cotton socks	Good Quality Belt, Cap, A pair of ankle length boots, Sweater, Lanyard, Name Badge
Lady CareTaker	23	Good Quality* Salwar, Kameez (with two epaulets), Dupatta and \Cotton socks	Good Quality Belt, Cap, A pair of ankle length boots, Sweater, Lanyard, Name Badge
CareTaker Supervisor	13	Good Quality* Dark Grey Colored Safari Suit, Cotton socks	Good Quality Cap, A pair of ankle length boots, Jacket, Lanyard, Name Badge

\*Good Quality means cloth of such as Raymond/Vimal/Grasim. The cloth of the uniform has to be approved by IIM Indore. The stitching of the uniform has to be compulsorily done in Indore through a local vendor. The stitching should be made to measure fitting and the uniform should last at least a year of normal to moderately rugged use at work.

## Section-6 : Financial Bid Criteria and Information

The Financial Proposal/Commercial bid format (BoQ) is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>

1. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
2. Bidder shall not tamper/modify the downloaded price bid template (BoQ) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
3. Bidders are advised to quote the offer (inclusive of all charges and expenditure required to be incurred by the bidder for the required scope of work as per the bid document) excluding applicable taxes. Only taxes as applicable shall be paid extra over and above the quoted rates.
4. The payment shall be made as per the financial quotes submitted by the bidder and accepted by the buyer.

**Note 1-** As per Ministry of Finance Order no. **F.6/1/2023 dated January 06, 2023** the minimum service charge should be 3.85% and the service charge should not exceed 7% (including transaction charges). Please note that the bidders quoting the bids of less than 3.85 % of service charges/management fee would be outrightly rejected by IIM Indore even after fulfilment of other technical qualifications by such bidders.

**Note 2-**

- i. Statutory taxes and duties on the above will be reimbursed.

- ii. While making payment to the supplier, TDS (for both direct and indirect taxes) and other statutory deductions will be made by the institute.

**Note 3-** The monthly wage bill shall consist of the following-

- i. 'Basic Pay and Allowances' / 'Wages and VDA for the month', as applicable, and as agreed upon and approved by IIM Indore.
- ii. Employer's Contribution towards EPF/EPS, where applicable.
- iii. Employer's Contribution towards ESI, where applicable.
- iv. Pro-rata payment towards the bonus to be paid under the Payment of Bonus Act, 1965, where applicable.
- v. Arrears of the previous month, leave encashment, leave salary, maternity leave salary as approved by IIM Indore, if any.
- vi. Monthly contribution towards pro rata premium amount for a group insurance policy taken by the contractor for providing benefits as per the Employee's Compensation Act, 1923/ Monthly contribution towards pro rata premium amount of Group medical insurance for manpower deputed at IIM Indore for the contract period (the sum insured of the group medical insurance will be decided by IIM Indore), where applicable.
- vii. Monthly contribution towards the pro rata premium for group accidental insurance for the contract period (the sum insured of the group accidental insurance will be decided by IIM Indore).

Service Charge or Management Fee would be charged by the Contractor as a percentage of the total amount of all the components i.e. (i) to (v) given above.

5. Bidders are requested to upload the duly filled (BoQ) under the cover-2 on the CPP Portal under **Packet-1: Financial Bids in (BoQ) XLS version Filled with all relevant information.**

### Appendix-B Financial Bid (BOQ) - Format for Reference Only

Tender Inviting Authority: Indian Institute of management Indore

Name of Work: Notice inviting tender for Engagement of Manpower-Service-Provider for Providing staffing at the premises of IIM Indore Indore and Mumbai campus

Contract No: Tender No: IIMI/2023-24/02

Name of the Bidder/ Bidding Firm / Company:	
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#### PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Estimated Rate in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	5	6	7
1.01	Service Charge or Management Fee (in percentage) on the monthly wage bill	0.00	0.00	INR Zero Only
Total			0.00	INR Zero Only

### Section-7 : Bid Evaluation

For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Financial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender.

The Technical Evaluation Committee constituted by the IIM Indore shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria have been provided, and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Indore reserves the right to call upon the missing documents/ Clarification on the submitted documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

Only those bidder who fulfill the minimum eligibility criteria to participate in this bid will be considered for the further evaluation purpose i.e. Technical Scores Evaluation.

The bidders will be evaluated based on Quality cum Cost Based Selection (QCBS) criteria with a weightage of 70% on Technical Evaluation (Ts) and a weightage of 30% on financial evaluation. The marks for technical evaluation will be spread across three sections; table 7.1 (15 marks), table 7.2 (15 marks) and presentation as per Table 7.3 (70 marks) and total marks of technical evaluation will be out of 100. Only those bidders who score a minimum of 60 marks as per the below mentioned table will be considered for further evaluation of the financial bid.

**QCBS Formula: The detailed evaluation process will be followed as mentioned below:**

	Technical Evaluation		Financial Evaluation		Result	
Weight-age	70%		30%			
	Marks	Score Calculated	Financial Quote (%)	Score Calculated		
Service Provider 1	75	83.33	7	55.00	74.83	
Service Provider 2	80	88.89	3.85	100.00	92.22	
Service Provider 3	90	100.00	5	77.00	93.10	H1

**Calculation Formula=  $[(C_{low}/C).X] + [(T/T_{high}). X]$**

Where

C = evaluated Bid price

$C_{low}$  = the lowest of all evaluated Bid price among responsive Bids

T = the total Technical score awarded to the Bid

$T_{high}$  = the Technical score achieved by the Bid that was scored best among all responsive Bids.

X = Respective weightage for the process (Technical/Financial) as specified in Bids

Total Score will be calculated on the Technical and Financial marks awarded by the committee members and the applicable QCBS weight-age.

Service Provider 1 =  $83.33 \times 0.7 + 55.00 \times 0.3 = 74.83$

Service Provider 2 =  $89.89 \times 0.7 + 100.00 \times 0.3 = 92.22$

Service Provider 3 =  $100.00 \times 0.7 + 93.10 \times 0.3 = 93.10$

Contract will be awarded to Service Provider 3 as it has obtained the highest Final Score.

The Technical Score parameters are defined below in the following Tables (Table 7.1 and Table 7.2) as given hereunder:

Table 7.1 (Total marks 15)

Sl. No.	Information	2020-21	2021-22	2022-23	Maximum Average Marks *
1	Please specify the number of manpower (more than 100 manpower- admin support staff other than housekeeping/cleaning workers/security services) provided at least for one full year to one of its clients in each of the three years. * Workers between 100-200 - 1 mark * Workers between 201-300 - 2 marks * Workers above 300 - 3 marks				3
2	No. of months (in a year) where the billing was for a minimum of 300 manpower (except housekeeping/cleaning/ security services) as per Section 4, clause no. 4.1, point no. 11 of the tender document * Number of months 6 - 1 mark * Number of months 7-9 - 2 marks * Number of months 10-12- 3 marks Fraction of the month will be ignored				3
3	Total Value of all the Contracts for Manpower Services (except housekeeping /cleaning/ security services) provided in each year (in Rupees) as per Section 4, clause no. 4.1, point no. 9 of the tender document * Total value (in Rupees) above 8.8 cr. To 11 cr. - 1 mark * Total value (in Rupees) above 11 cr. to 14 cr. - 2 marks * Total value (in Rupees) above 14 cr.- 3 marks				3
4	No. of Contracts of value more than ₹ 8.8/5.5/4.4 crores in the year as per Section 4, clause no. 4.1, point no. 9 of the tender document For contract of value more than ₹ 8.8 cr. * Number of contracts 1 - 1 mark * Number of contracts 2 - 2 marks * Number of contracts 3 and more - 3 marks For contract of value more than ₹ 5.5 cr. * Number of contracts 2 - 1 mark * Number of contracts between 3-4 - 2 marks * Number of contracts above 4 - 3 marks For contract of value more than ₹ 4.4 cr. * Number of contracts 3 - 1 mark * Number of contracts between 4-6 - 2 marks * Number of contracts above 6 - 3 marks				3
5	The number of contracts in the year where the number of workers provided to a client was at least 100, at least for one client, as per Section 4, clause no. 4.1, point no. 10 of the tender document * Number of contracts between 1-2 - 1 mark * Number of contracts between 3-5 - 2 marks * Number of contracts above 5 - 3 marks				3

Note: \* The respective marks given in each year (2020-21, 2021-22 and 2022-23) will be considered for working out the average marks.



Table 7.2 (Total marks 15)

Sl. No.	Names of the Govt. Offices / Departments / Institutes / PSUs / CFTIs etc. where the MINIMUM 300 Manpower Services (other than housekeeping /cleaning workers/ security services) had been provided during each financial year (Maximum 5 names to be provided for each year)	Please write whether it is a Central Govt. Office or Department / Central PSU / CFTI / Autonomous Institute established by Govt. of India	Numbers (*) and Marks allocation	Maximum Marks
	<b>For the year 2020-21</b>		Numbers between (1-2) - 1 Mark Numbers between (3-4) - 3 Marks Numbers above (5) - 5 marks	5
1				
2				
3				
4				
5				
	<b>For the year 2021-22</b>			5
1				
2				
3				
4				
5				
	<b>For the year 2022-23</b>			5
1				
2				
3				
4				
5				

**Note:** For every year the marks will be allotted out of 5 based on the numbers in the respective years, cumulative marks (out of 15) will be calculated adding the marks assigned in each year.

\*Number means the number of Govt. Offices / Departments / Institutes / PSUs /CFTIs etc. where the MINIMUM 300 Manpower Services (other than housekeeping /cleaning workers/ security services) for at least for 6 months in each of the previous 3 years has been provided

The eligible bidders will only be invited for a presentation to the screening committee (the screening committee will be constituted by IIM Indore). The screening committee will assess the bidders on the following parameters as mentioned in Table 7.3:

Table 7.3 (Total Marks 70)

Sl. No.	Parameter	Maximum Marks
1	<b>The implementation of HRMS or related solution:</b> * Name the software * Describe the process you may follow to implement the same * User friendliness of the software * How well you understand the mechanism of the software * Demo of the software to be used	18
2	Readiness towards the solution of labour problem in this type of contract	10
3	<b>Type of staffing:</b> * Managerial, Supervisory, Data entry operators, Admin support staff, Multi-Tasking Staff, specifying names of functional areas) * Numbers of such staffing * Qualifications and specialization areas, of provided staffing	10
4	<b>Profile of the bidder:</b> * Metropolitan Presence * Local branch Office * Own employee strength * Organizational hierarchy * Infrastructure of the bidder	10
5	The financial strength of the bidder to ensure smooth and hassle-free financial operations if the work order is awarded. Copy of Audit report without any adverse opinion	8
6	Additional benefits that may be provided to manpower to be deployed at IIM Indore.	12
7	Name of the clients being served presently for providing manpower services.	2

### Section-8 : General Terms and Conditions

1. Tender Type: Two-Bid through Online Mode.
2. Bidder: The expression “Bidder” shall mean the Tenderer who submits the tender.
3. Contractor / Service Provider: The expression “Contractor” or “Service Provider” shall mean the bidder selected by the Institute for the performance of the required services.
4. Officer-in-charge: “Officer-in-Charge” shall mean any officer of the Institute or representative authorized to act as the Officer-in-charge to oversee the day to day operation of the contract.
5. IIMI: “IIMI” or “Institute” shall mean Indian Institute of Management Indore.
6. **Earnest Money Deposit Details:**

- a. EMD of Rs. 5,50,000/- (Rupees Five lakh Fifty Thousand only) should be submitted preferably in the form of Bank Guarantee from any of the Scheduled Banks. However, the bidders may submit the EMD in the form of Account Payee Demand Draft / Fixed Deposit Receipt / Banker’s Cheque/ or RTGS also.

For Online bank transfer the details of IIM Indore account is as under:

- Name of beneficiary: Indian Institute of Management Indore
  - Address: Prabandh Shikhar, Rau-Pithampur Road, Indore-453556, M.P.
  - Account No.: 53018623445
  - Name of the Bank: State Bank of India
  - Branch Address: IIM Indore Campus
  - IFSC Code: SBIN0030525
- b. No exemption in terms of Experience, Turnover and EMD is given to any bidder. Also no Purchase Preference will be given to any bidder, the selection of the contractor will be purely based on the Bid evaluation criteria given in the tender documents.
  - c. The bid security is to remain valid for a period of forty-five days beyond the final bid validity period.
  - d. EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee.
  - e. In case of a successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
  - f. The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
  - g. No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
7. **Validity of Bid:** Bid submitted by the bidder shall remain valid for a period of 120 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right or remedy, in case the Bidder withdraws his bid during the validity period or in case he changes his offer to his benefits, which are not acceptable to IIM Indore.

8. **Award of Contract:**

Contract shall be awarded to the firm whose evaluated Composite Score (S) will be the Highest under QCBS method. In case the composite score (S) of two or more are found to be the same, the firm with the higher marks in the technical scores shall be awarded the contract. Even though two or more are found to be the same, the firm with the higher experience shall be awarded the contract.

Any effort by a firm to influence IIM Indore in its decision on bid evaluation or placement of Work Order may result in rejection of the firm's bid.

**9. Security Deposit (SD):**

- a) The successful bidders shall have to deposit the performance security (bank guarantee) (of a scheduled commercial bank) of an amount equal to 10% of the total order annual value (the performance guarantee amount will be reviewed quarterly by the Institute after the award of the work order and the contractor will be required to submit the bank guarantee (of a scheduled commercial bank) of the difference amount as and when the 10% of the average quarterly billing exceeds the previously deposited bank guarantee) valid for contract period plus three months, within 15 days from the date of issuance of order / LOI, in the form of DD / TDR / FDR / Bank Guarantee. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the contractor (without any interest), after it duly performs and completes the contract/warranty period in all respects.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract as may be deemed by IIM Indore.
- d) In case, the contractor fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.
- f) In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically.
- g) The Institute may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

**10. CONTRACT PERIOD:**

- a. The requirement of manpower would be initially for three years (subject to the performance of the contractor which will be reviewed on an annual basis) as per the detail provided in Annexure A (Table 1). The contract would be extendable for another two years, one year at a time, on the same rate, terms and conditions, and on satisfactory performance of the Manpower Service Provider (contractor) and its workers, and subject to the requirement of IIM Indore. The performance of the contractor will be reviewed on an annual basis and the contract will be renewed only if the performance of the contractor is as per the expectations of IIM Indore. However, IIM Indore does not guarantee the same volume of work throughout the validity period of the contract. IIM Indore may reduce the strength (no.) of the outsourced manpower deployed or may even increase the strength (no.) of manpower deployed as per the requirement of the Institute during the contract period.
- b. IIM Indore can terminate the contract with three-months notice in case the services are not found satisfactory. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question.

- c. The contractor will be required to give three months' notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three months by either side.
- d. The Contract is liable to be terminated at any time before the completion of normal tenure, owing to deficiency in service or substandard quality of services, or any other reason leading to dissatisfaction of the user(s).

#### 11. PRE-BID MEETING

Pre-bid meeting will be held on Date 22/11/2023 through online mode (details of the meeting is given in the Section-I Schedule of tender) to address the queries of the bidders regarding the tender. Interested bidders must send their query related to this tender document on or before November on November 21, 2023 (any query received after stipulated timeline will not be entertained).

The query may be sent through email on [stores@iimidr.ac.in](mailto:stores@iimidr.ac.in) and [hroffice@iimidr.ac.in](mailto:hroffice@iimidr.ac.in)

#### 12. PAYMENT TERMS

- (a) No advance payment will be made in any case.
- (b) All employees should get the salary on the 1st day of the month for the preceding month as per applicable pay and for the eligible days. The salary should be made direct to the employee's bank saving account and no other mode of payment is acceptable. For the counting purpose of number of man days the bidder may consider the monthly cycle from 21st of previous month to 20th of current month's attendance. Salary slip to be provided to all the employees on a monthly basis.
- (c) The payment will be made within 30 days on submission of original invoice based on the actual shift manned/operated by the personnel supplied by the contractor, along with documentary proof of attendance, payment of wages, EFP and other relevant statutory levies etc.
- (d) The contractors should make payment to the workers on the 1st working day of the month and there should be no linkage between this payment and settlement of the contractor's bill from the Institute. Any delay in payment of wages beyond the 2nd working day of the subsequent month will lead to a penalty of ₹ 10,000/- per day which will be deducted from the monthly bill of the contractor. If the contractor fails to pay the wages till 7<sup>th</sup> of the month the contract may be considered for termination and the Performance Guarantee deposited by the contractor will be forfeited in addition to an appropriate further action, as deemed fit by the Institute.

#### 13. COMMENCEMENT OF SERVICE

The successful bidder should commence the services in all respects as per scope of work tentatively from 01-February-2024 at IIM Indore Campus (Indore and Mumbai).

14. The contractor has to necessarily take EPF code/sub code of Indore Regional Office within 10 days from the award of the work order.

15. Force Majeure: Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.

#### Section-9 : Special Terms and Conditions

- (i) The manpower provided by the manpower service provider (Contractor) to IIM Indore would work on the payroll of the manpower service provider (Contractor). The workers provided to IIM Indore would be the employees of the manpower service provider (Contractor) at all times and in all respects during the period of the contract of the manpower service provider (Contractor) with IIM Indore. There would be no Employee-Employer relationship between the workers of the Contractor and IIM Indore.
- (ii) No employee of the manpower service provider (Contractor) would be deployed at IIM Indore for a continuous period exceeding 11 months.
- (iii) No claim for regularization, direct appointment or any other such claim would be entertained by IIM Indore from the workers deployed by the manpower service provider (Contractor) at IIM Indore either during the validity of the contract or any time thereafter.
- (iv) The rate of wages (including VDA amount) to be paid by the manpower service provider (Contractor) to the workers deployed at the premises of IIM Indore would be as per Central Government Wage rates (Zone B for Indore and Zone A for Mumbai) for appropriate skill categories, as notified and amended from time to time by the office of the Chief Labour Commissioner (Central), or as decided by the Institute, whichever is higher. The Institute may also decide to lower the wage rates in future, if there is any change in the applicable acts/rules.
- (v) Manpower Service provider (Contractor) shall necessarily provide to IIM Indore a copy of one-page bio-data of all the workers to be deployed at IIM Indore, along with copies of their documents in support of necessary qualification and experience as provided in Annexure A, proof of their identity, proof of their address and their police verification report (in original).
- (vi) IIM Indore reserves the right to not accept the deployment (at its premises) of a worker who is not considered by the Institute as having a minimum acceptable level of skill set or minimum required aptitude or knowledge for the role even after fulfilling the necessary qualification and experience criteria as provided in Annexure A.
- (vii) The contractor is necessarily required to provide offer/joining letters to all the employees during their appointment. They are also required to provide experience letters to the employees who are relieved from the deployment of IIM Indore.
- (viii) The contractor is required to complete the full and final settlement of the employees relieved from the deployment of IIM Indore within 30 days of his/her relieving. The contractor must ensure that the claims w.r.t EPFO/Pension/EDLI (if applicable)/ ESIC are settled within three months from the date of the claim raised by the employee/ Institute (in case of death of employee).
- (ix) Manpower service provider (Contractor) would also have to necessarily provide the services of One Site Manager, who would be the Controlling, Disciplinary and the Leave Granting Authority of the Contractor's Staff deployed at IIM Indore. He/She would need to visit IIM Indore on all working days of the month and would handle all the issues (labour, legal, statutory, EPFO, ESIC, Gratuity, employment, leave, salary calculation etc.) pertaining to the manpower staff deployed at the premises of IIM Indore. The visit of the Site Manager may also be requested by the Institute on demand and at short notice of 2-3 hours on non-working days. The Site Manager would necessarily

be a managerial-level employee of the manpower service provider (Contractor) and should be a postgraduate with a minimum experience of five years. The site manager should have good communication skills and have good knowledge of labour laws and EPFO compliances.

- (x) The Site Manager would also be responsible to ensure proper maintenance of the attendance registers of the workers deployed by the Contractor at the work site i.e. IIM Indore. No separate payment would be paid by the Institute to the Contractor for providing the services of the Site Manager.
- (xi) All the workers deployed by the Contractor would have to necessarily mark their daily attendance in the register provided for the purpose. The contractor will be required to provide the facility of robust and latest biometric attendance/touchless attendance to all its manpower staff deployed at IIM Indore and the admin access of that biometric attendance/touchless attendance is also to be provided to the HR Office of IIM Indore. The Institute may also take Biometric Attendance of all the present workers daily. The monthly payment would be made to the Contractor based on the verified attendance of the workers.
- (xii) The personnel deployed under this contract shall maintain proper office decorum. They shall not disclose any confidential official information of the Institute to any unauthorized person.
- (xiii) The workers deployed by the service provider will not indulge in any unlawful or illegal activities or any other activity which is against the interests of the IIM Indore.
- (xiv) IIM Indore would reserve the right to demand removal or replacement of any worker or workers or Site Manager deployed by the Contractor at the premises of IIM Indore without giving any reason to the Contractor or to the worker. The Contractor would have to fulfill such demand immediately.
- (xv) Subletting/Transfer/Assigning of Contract, whether in part or full, by the Contractor will lead to termination of Contract and forfeiture of the performance guarantee/security deposit.
- (xvi) Qualification and Experience Criteria as prescribed in Table 1 of the Annexure-A. In case suitable candidates are not found and the institute is of the opinion that adequate efforts have been made by the supplier, the qualifications and experience criteria may be relaxed at the discretion of the IIM Indore for workers having prior work experience in similar roles at IIMs or IITs either directly or through any manpower service provider.
- (xvii) It would be the responsibility of the manpower service provider (Contractor) to ensure strict legal and statutory compliance to all the applicable Acts and the Acts that may become applicable in future during the validity of the contract (such as the ESI Act,1948; the EPF & MP Act,1952; the Payment of Bonus Act,1965; the Payment of Gratuity Act, 1972; the Contract Labour (R&A) Act, 1970; the Maternity Benefit Act, 1961; the Equal Remuneration Act, 1976; the Payment of Wages Act,1936; the Minimum Wages Act, 1948; the BOCW (RE &CS) Act, 1996, the Child labour (P&R) Act, 1986; the Industrial Disputes Act, 1947; the Interstate Migrant Workmen (RE &CS) Act, 1979; the Industrial Employment (SO) Act, 1946; the Sexual harassment of Women at Workplace (P,P &R) Act, 2013; the Employee's Compensation Act, 1923 etc.) as amended from time to time, Rules made thereunder, and all the subsequent Regulations, Ordinances, Orders and Instructions etc. issued from time to time regarding these matters by the central government or the concerned government offices. The contractor would have to indemnify IIM Indore against any obligation/payment/loss, or any demand other than the monthly management fee to be paid by IIM Indore to the manpower service provider (Contractor), made either by the workers of the manpower service provider (Contractor) or by the government authorities/departments in this regard. The contractor would fulfil all the responsibilities of an employer and also those of the Principal Employer with regard to payments, benefits and other entitlements of the workers deployed by the Contractor at IIM Indore. The contractor's failure to comply with any act/rule/regulation/ordinance/order/instruction etc. or non-payment of any wage, allowance, benefit or other entitlements due to the workers deployed by the Contractor would attract suitable

financial penalty as decided by IIM Indore in addition to any financial obligation, arising out of a non-compliance by the Contractor, to IIM Indore in this regard. In case of non-payment of the penalty amount by the Contractor within fifteen days of communication by IIM Indore, subsequent additional penal charges @ ₹5000/- per day may be charged by the Institute until the penalty amount is deposited in the bank account of IIM Indore.

- (xviii) The manpower service provider (Contractor) would also be responsible for any loss/theft/sabotage/damage caused to the Institute property/assets/items by the workers deployed by the Contractor. IIM Indore would be free to deduct an appropriate amount for any such damage/loss from the monthly payment to be made to the Contractor.
- (xix) The contractor has to take group medical insurance from a company having a branch office in Indore (covering the employee and the spouse) and a group accidental insurance for all the employees deployed at IIM Indore. The pro rata monthly premium amount of the group medical insurance and group accidental insurance will be reimbursed to the contractor alongwith the monthly bill. The sum insured of the group medical insurance and group accidental insurance will be decided by IIM Indore.
- (xx) The requirement of manpower may be in shifts (8 hours) and throughout the year including holidays for some of the services (primarily caretakers, caretaker supervisors, facility management associates, drivers, instructors and nursing associates). Appropriate arrangement would be made by the manpower service provider (Contractor) to fill in the weekly off days/holidays/leave days with the replacement, if requested by the Institute. The requests for the replacement, if any, would be made by the Institute at least 24 hours in advance.
- (xxi) It would be the responsibility of the Contractor to necessarily provide a copy of the duly filled-in monthly wage register in Form B along with the monthly bill for providing manpower services to IIM Indore latest by the 2nd working day of the next Month. A copy of the ESI and EPF challans, PT challans, GST Invoice, and bank statement specifying the wage transaction for the month and any other statutory compliance as applicable would also be required to be submitted with the wage bill. The payment would be transferred online into the account of the Contractor within thirty working days of the submission of complete documents (bill, wage register, EPF and ESI Challan, PT challans, GST Invoice, and bank statement specifying the wage transaction for the month and any other statutory compliance as applicable etc.) after necessary verification by the Institute and if the documents submitted by the Contractor are complete and in order.
- (xxii) The Contractor would be responsible for all the injuries and accidents occurring with the workers deployed by the Contractor. In this regard, the Contractor would have to necessarily purchase a group insurance policy providing benefits at par with the Employee's Compensation Act, 1923, as amended from time to time, for the workers who are not covered under the ESI Act and deployed by the Contractor at IIM Indore. A copy of the Insurance policy would be required to be submitted by the Contractor along with the bill for the first month. In case there is already a policy bought by the Contractor providing similar benefits, a copy of the same can be provided.
- (xxiii) There would be no fee/charge paid to the Contractor at the start of the contract for the initial Deployment / enrolment / staffing of manpower of the Contractor at IIM Indore as per the requirement given in Annexure-A (Table 1).
- (xxiv) The Institute may ask the Contractor to provide a copy of the necessary documents/data/challan/report/return/appropriate forms or registers, updated copy of the Labour License etc. and it would be the responsibility of the Contractor to provide such documents/data/appropriate forms or registers etc. to the Institute within 48 hours, failing which, appropriate penalty as decided by IIM Indore may be levied on the Contractor.
- (xxv) All the important communications would be made through email. The Contractor would have to take appropriate necessary action on receipt of any communication sent by the Institute on email.



- (xxvi) As and when the Institute requires more manpower, the designation with brief job profile, minimum qualification and experience requirement and CTC range will be shared with the manpower service provider (Contractor). The manpower service provider (Contractor) would have to identify suitable candidates and provide their CVs (minimum 8-10 CVs per position) and other details. IIM Indore authorities will conduct an interview/skill test to check the suitability of the candidate and inform the name of the selected candidate to the manpower service provider. The deployment of the selected candidate should be completed within ten days of receiving such communication from the Institute. In case any of the candidates suggested by the manpower service provider (Contractor) is deployed at IIM Indore, a one-time sourcing fee in absolute rupees per candidate finally deployed at IIM Indore, would be paid by the Institute along with the wage bill for the month in which the initial deployment of such candidate is made at IIM Indore.
- (xxvii) The Institute may tell the manpower service provider (Contractor) to replace the uniform provided to any worker or all the workers if it is not appropriate or is worn out. The detail of the uniform to be provided by the manpower service provider is available in Table-2 in Annexure A.
- (xxviii) The payment towards the Management Fee or Service Charge would be made monthly along with the wage bill for the month submitted by the Contractor. The wages should necessarily have been paid to all the workers deployed at IIM Indore before submission of the wage bill. IIM Indore would have the right to deduct the penalty amount, if any and if it is not paid by the Contractor, from this payment.
- (xxix) The contract may be terminated before the contract period owing to deficiency in service or substandard quality of the service. IIM INDORE reserves the right to terminate the contract at any time after giving one months' notice.
- (xxx) The Agency will be bound by the details furnished to IIM INDORE while submitting the bid or at subsequent stage. In case, any documents/information furnished by the agency is found to be false at any stage, it would be deemed to be a breach of the terms of contract, leading to legal action, besides termination of contract.
- (xxxi) If the successful agency merges with any other similar organization after award of the contract/ changes the name of the agency, such merger legal document/ name change documents should be submitted for the IIM Indore's approval for change in the management.
- (xxxii) The agency shall provide the photo ID cards to all the personnel deployed containing personal information such as name, address, date of birth, age, blood group and identification mark, contact details and references etc.
- (xxxiii) Dispute resolution: In the event of any conflict or dispute arising out of or in connection with the Contract the Parties shall endeavor to settle such disputes amicably. If a dispute is not resolved within 30 (thirty) days, the same shall then be resolved through the mechanism of a Dispute Resolution Committee. This Dispute Resolution Committee shall be constituted by Director IIM Indore. If the Dispute Resolution Committee is not able to resolve the matter within 30(thirty) days of its formation, the dispute will be referred to the Director IIM Indore and the decision of the Director (IIM Indore) will be final and binding to the Contractor. In case of any dispute concerning this the jurisdiction of the competent courts will be within the territorial jurisdiction of the city of Indore only.
- (xxxiv) The bidder should quote for all the services mentioned above, as part bidding is not allowed, failing which the bid will be rejected.
- (xxxv) IIM Indore may issue amendment/corrigendum to tender documents before the due date of submission of bid. Any amendment/corrigendum to the tender document, if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender documents, it is

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**Date: November 10, 2023**

'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.

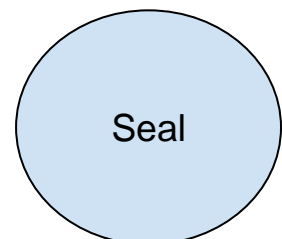
Annexure-I : BIDDER's PROFILE

Name of the entity		
Date of Incorporation / Establishment		
PAN Number		
GST Registration Number		
Bank Details	Account Number	
	IFSC Code	
	Bank Name	
	Branch Name & Address	
Office Address for Postal Communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:

Place:

Signature of Authorized Signatory:



**ANNEXURE-II****CHECK LIST OF THE DOCUMENTS TO BE UPLOADED AS MENTIONED IN SECTION-4****4.2.1 Other Important Documents (OID): To be uploaded as a readable PDF File on the CPP Portal:**

Upload as Under	Details	Supporting Documents	Complied (yes/ No)
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.	
Packet-2	GST registration certificate		
Packet-3	EPF registration certificate		
Packet-4	ESIC registration certificate		
Packet-5	Labour registration number/ certificate		
Packet-6	Firm establishment / Company incorporation certificate		

**4.2.2: Statutory Documents: Cover-1-To be uploaded as a readable PDF File on the CPP Portal:**

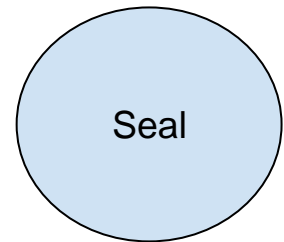
Upload as Under	Details	Supporting Documents (As per)	Complied (yes/ No)
Packet-1	Bidder's Profile	Annexure-I	
Packet-2	Check list of the documents to be uploaded	Annexure-II	
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III	
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV	
Packet-5	The bidder/ firm should have been incorporated/ established on or before the financial year 2020-21 and currently should be in the same business (Copy of incorporated/ established is to be provided along with the Annexure-V given in this tender document). Copy of incorporated/ established is to be submitted along with the Annexure-V.	Annexure-V	

Packet-6	Past experience of a minimum of three years (consecutive financial years starting from the year 2020-21) in the business of providing outsourced manpower in offices as admin support staff (other than housekeeping /cleaning workers/security services).The bidder must provide the details pertaining to the work experience in the format provided in this tender document (Annexure VI, table 1,2 and 3).	Annexure-VI	
Packet-7	Average Annual Turnover certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted along with the Annexure-VII.	Annexure-VII	
Packet-8	The Solvency Certificate issued from any of the scheduled commercial bank for a minimum amount of Rs. 3 crores to be submitted in the Packet-9. (The solvency certificate must be Issued on or after the date of publishing this tender).	-	

Date:

Place:

Signature of Authorized Signatory:



**Annexure-III**

To,  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Indore – 453 556

Subject : DETAILS OF EMD DEPOSITED, WITH A SELF-DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS

Dear Sir,  
I/we hereby submit our tender for the required scope of the tender at IIM Indore along With other required documents.

I/we are enclosed herewith the following towards Earnest Money Deposit.

Particular	Amount	Transaction No & Date	Bank Name	Remarks
Earnest Money Deposit (EMD)	Rs. 5,50,000/			

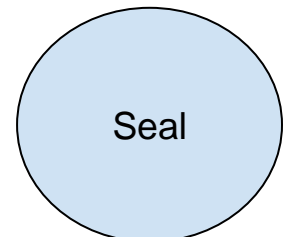
I/We have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

Date:

Place:

Signature of Authorized Signatory:



**Annexure-IV**

**SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

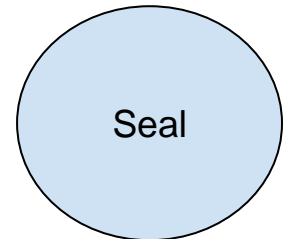
I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

Date:

Place:

Signature of Authorized Signatory:



**Annexure-V**

**NUMBER OF YEARS FROM ESTABLISHMENT**

The bidder/ firm should have been incorporated/ established at least for a period of Three years (on or before the financial year 2020-21) and currently should be in the same business.

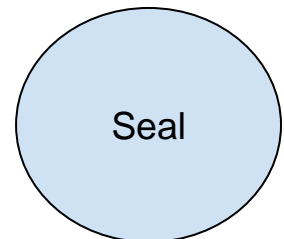
Sn	Name of firm	Date of Establishment/ Incorporation	Remarks
			Copy of incorporated/ established is to be provided along with this Annexure

Currently the firm is in the same business (Yes/No) : \_\_\_\_\_

Date:

Place:

Signature of Authorized Signatory:





**Annexure-VI**  
**WORK EXPERIENCE**

Past experience of a minimum of three years (consecutive financial years starting from the year 2020-21) in the business of providing outsourced manpower in offices as admin support staff (other than housekeeping/cleaning workers/security services).The bidder must provide the details pertaining to the work experience in the format provided (table 1,2 and 3 respectively) in this tender document

**Table 1**

Name of the Bidding Organization / Entity:

\*The bidder has to use the financial year for the purpose of counting one year for the above condition

Sl. No.	Information	2020-21	2021-22	2022-23	Whether a Copy of the experience certificate (issued by the client) along with a copy of the work order issued by the client/ work completion certificate issued by the client along with a copy of the work order issued by the client
1	Please specify the number of manpower (more than 100 manpower- admin support staff other than housekeeping/cleaning workers/security services) provided at least for one full year to one of its clients in each of the three years. * Workers between 100-200 - 1 mark * Workers between 201-300 - 2 marks * Workers above 300 - 3 marks				Yes / No
2	No. of months (in a year) where the billing was for a minimum of 300 manpower (except housekeeping/cleaning/ security services) as per Section 4, clause no. 4.1, point no. 11 of the tender document * Number of months 6 - 1 mark * Number of months 7-9 - 2 marks * Number of months 10-12- 3 marks Fraction of the month will be ignored				Yes / No
3	Total Value of all the Contracts for Manpower Services (except housekeeping /cleaning/ security services) provided in each year (in Rupees) as per Section 4, clause no. 4.1, point no. 9 of the tender document * Total value (in Rupees) above 8.8 cr. To 11 cr. - 1 mark * Total value (in Rupees) above 11 cr. to 14 cr. - 2 marks * Total value (in Rupees) above 14 cr.- 3 marks				Yes / No

4	<p>No. of Contracts of value more than ₹ 8.8/5.5/4.4 crores in the year as per Section 4, clause no. 4.1, point no. 9 of the tender document</p> <p>For contract of value more than ₹ 8.8 cr.</p> <ul style="list-style-type: none"> <li>* Number of contracts 1 - 1 mark</li> <li>* Number of contracts 2 - 2 marks</li> <li>* Number of contracts 3 and more - 3 marks</li> </ul> <p>For contract of value more than ₹ 5.5 cr.</p> <ul style="list-style-type: none"> <li>* Number of contracts 2 - 1 mark</li> <li>* Number of contracts between 3-4 - 2 marks</li> <li>* Number of contracts above 4 - 3 marks</li> </ul> <p>For contract of value more than ₹ 4.4 cr.</p> <ul style="list-style-type: none"> <li>* Number of contracts 3 - 1 mark</li> <li>* Number of contracts between 4-6 - 2 marks</li> <li>* Number of contracts above 6 - 3 marks</li> </ul>				Yes / No
5	<p>The number of contracts in the year where the number of workers provided to a client was at least 100, at least for one client, as per Section 4, clause no. 4.1, point no. 10 of the tender document</p> <ul style="list-style-type: none"> <li>* Number of contracts between 1-2 - 1 mark</li> <li>* Number of contracts between 3-5 - 2 marks</li> <li>* Number of contracts above 5 - 3 marks</li> </ul>				Yes / No

Date:

Place:

Signature of Authorized Signatory:

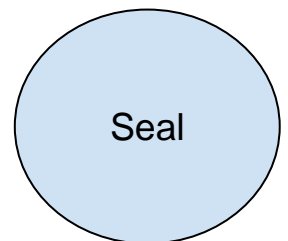


Table 2

Sl. No.	Names of the Govt. Offices / Departments / Institutes / PSUs / CFTIs etc. where the MINIMUM 300 Manpower Services (other than housekeeping /cleaning workers/ security services) had been provided during each financial year (Maximum 5 names to be provided for each year)	Please write whether it is a Central Govt. Office or Department / Central PSU / CFTI / Autonomous Institute established by Govt. of India	Whether Copy of the Work Order / Contract/ success full completion certificate attached
For the year 2020-21			
1			Yes / No
2			Yes / No
3			Yes / No
4			Yes / No
5			Yes / No
For the year 2021-22			
1			Yes / No
2			Yes / No
3			Yes / No
4			Yes / No
5			Yes / No
For the year 2022-23			
1			Yes / No
2			Yes / No
3			Yes / No
4			Yes / No
5			Yes / No

\*Number means the number of Govt. Offices / Departments / Institutes / PSUs /CFTIs etc. where the MINIMUM 300 Manpower Services (other than housekeeping /cleaning workers/ security services has been provided

Date:

Place:

Signature of Authorized Signatory:

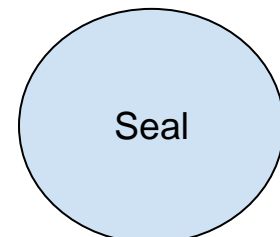


Table 3

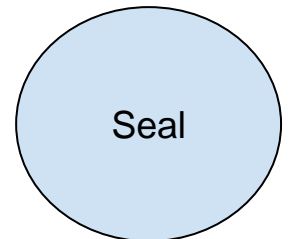
## Format of Work Experience Certificate

A	B	C	D	E	F	G	H	I	J	K
Sl. No.	Name of the Organisation where manpower services have been provided	Type of Organisation where services have been rendered (Government Offices or Departments, PSUs, • Centrally Funded Technical Institutions or Institutions of National Importance or Autonomous Institutions (CFTIs) established by the Government of India	Financial Year e.g. (2020-21, 2021-22, 2022-23)	Start date of contract in DD/MM/YYYY format	End date of contract in DD/MM/YYYY format	Total number of months (in a financial year)	Nature of manpower provided (Type of admin support staff other than housekeeping/cleaning workers/security services) eg- Office staff/Engineering services/Driver/Managerial level staff/Medical support staff etc	Number of manpower provided in the contract mentioned in column B and G of this table(admin support staff other than housekeeping/cleaning workers/security services) eg- Office staff/Engineering services/Driver/Managerial level staff/Medical support staff etc.	Value of manpower services in each financial year in rupees	Page number of the tender document to be specified on which the Copy of the experience certificate (issued by the client) along with a copy of the work order issued by the client/ work completion certificate issued by the client along with a copy of the work order issued by the client is attached

Date:

Place:

Signature of Authorized Signatory:



**Annexure-VII****AVERAGE ANNUAL TURNOVER**

The bidder should have an average annual financial turnover of at least ₹ 100 crore per year during the last three consecutive financial years i.e. FY 2020-21, 2021-22, 2022-23. and the bidder firm should be Profitable in each of the previous three financial years A copy of the original certificate from CA having UDIN number to be provided

Financial Year	Annual Turnover (Figure in Rs.)	Profit (Figure in Rs.)	Remarks
2020-21			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted with this Annexure
2021-22			
2022-23			
AVERAGE ANNUAL TURNOVER :			

Note: The year in which no turnover is shown would also be considered for working out the average.

Date:

Place:

Signature of Authorized Signatory:

