Request For Proposal (RFP)

For

IT Manpower

Principal Accountant General (A&E) Haryana

Plot No. 4 & 5, Sector-33B, Chandigarh-160020

www.aghry.nic.in

1. Request for Proposal

Sealed quotations are invited for sourcing the services of personnel**,** whose work requirements are detailed in Annexure-I, II and III from eligible and qualified firms with sound technical and financial capabilities for outsourcing the services to the **Office of the Principal Accountant General (A&E) Haryana, Chandigarh,** on behalf of the **President of India** hereinafter referred to as "Purchaser".

1.1 Basic Information

1.1.1 **Purchaser** invites responses ("Proposals") to this Request for Proposals ("RFP") from companies/Agencies ("Bidders") for outsourcing the services contained in Annexure-I, Annexure-II and Annexure-III.

1.1.2 Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline WILL NOT be considered.

1.1.3 Eligible bidders may download the RFP document from the official website www.aghry.nic.in and www.eprocure.gov.in/epublish

1.1.4 Bidders shall submit Bid Security/EMD of Rs.1,00,000/- (Rupees One Lakh Only) in the form of Demand Draft OR in the form of unconditional Bank Guarantee (which should be valid for 9 months from the last date of submission of the bid) in favour of P.A.O. O/o Accountant General (A&E), Punjab, payable at Chandigarh.

1.1.5 **Purchaser** reserves the right to reject any or all the Proposals in whole or in part without assigning any reasons.

1.1.6 This RFP document is not transferrable.

1.1.7 Technical bid will be opened in the presence of the Bidders or authorized representatives, who wish to attend on the specific date and time.

1.2 Scope of Work

1.2.1 **Purchaser** intends to take the services of providing IT services in areas including Technical Manpower for the office. The selected bidder will be responsible to provide the technical manpower as per the details given in Annexure-I, Annexure-II and Annexure-III.

Function	Skill Type/ Number	Desired Qualification	Functionalities required	Salary per month
IT system operation including Data Entry Operator	Semi Skilled/20 (Annex-1)	Knowledge of basic computer application and typing.	Should have experience of 0-3 years in entering customer and accounting data from source documents within time limits.	Rs.21,863/-
	Skilled/3 (Annex-II)	Graduate from UGC/ AICTE recognized Univ. with CCC certification or BE/BTech/BSc (IT)	Complying, verifying accuracy and sorting information to prepare source data for computer entry.	Rs.22,468/-
	Highly Skilled./2 (Annex-III)	Graduate from UGC/ AICTE recognized Univ. with CCC certification or BE/BTech/BSc (IT)	Reviewing data for deficiencies or errors and correcting any incompatibilities and checking output	Rs 28,214/-

1.3 **Eligibility Criteria**

1.3.1 The Company/Firm/Bidder should be registered with the appropriate Registration Authorities, such as Income Tax and GST etc.

1.3.2 The Company/Firm/Bidder should demonstrate capability to deliver services/ manpower of requisite quality.

1.3.3 The Company/Firm/Bidder should be registered under **Employee Provident Fund (EPF) and Employees State Insurance Act (ESI)** or will have to register within a month of this work order.

1.3.4 Turnover of the Company/Firm/Bidder should be more than Rs.50.00 lakh per annum.

1.3.5 The Company/Firm/Bidder should have undertaken and completed Government works successfully.

1.4 **Procedure for Submission of bid:** Both the bids (Technical and Financial) will be submitted in two different sealed envelopes, super scribed as TECHNICAL BID (Tender ID Admn-IV/ Manpower/2019-20/71 dated 28.11.2019) and FINANCIAL BID (Tender ID Admn-IV/ Manpower/2019-20/71 dated 28.11.2019). The envelope containing Technical bid will include :

1.4.1 Duly filled, signed and stamped the Technical Proposal Form as per Annexure-A.

1.4.2 Self attested copies of PAN and GST registration.

1.4.3 Self attested copies of registration under EPF and ESIC (If applicable)

1.4.4 Copy of Balance sheet for last three financial years.

1.4.5 Copies of Government work orders executed by the Company/Firm/Bidder.

1.4.6 Demand Draft of Earnest Money Deposit for Rs.1.00 lakh in favour of PAO, office of the Accountant General (A&E) Punjab payable at Chandigarh. Validity of the demand draft will be 9 months from the last date of submission of bid.

1.4.7 A list of minimum ten employees (5 semi skilled, and 5 for skilled and highly skilled) presently on your rolls.

1.5 **Submission of Financial Bid:** The envelop super scribed as FINANCIAL BID (Tender ID Admn-IV/Manpower/2019-20/71dated 28.11.2019 will contain only Financial Bid in Annexure-B.

1.6 **Evaluation Criteria:**

1.6.1 Technical bid will be opened by Designated Evaluation Committee in presence of the bidders or their authorized representative.

1.6.2 Total number of bids received will be announced to bidders during Bid opening time.

1.6.3 Technical bid will be opened first and will be evaluated on Quality and Cost Based Selection, where 60% will be given to Technical and 40% to the Financial. Only bidders who are eligible will be considered for Financial Bid.

1.6.4 Marks for each item in the Technical bid have been shown in Annexure-A. This will be compared with the norms prescribed within the Office. Prescribed norms will be announced in the presence of the bidders or their authorized representatives before opening the bid.

1.7 **Financial Bid Evaluation**

1.7.1 The Company/Firm/bidder has to submit the bid in two parts, Technical and Financial Bid. Financial bid will be submitted in Annexure-B.

1.7.2 The Financial Bid should contain the **Service Charge** per month per person for providing above type of resources**.** The selected bidder, (hereinafter referred to as **Agency**) will be required to source the resources as mentioned in Bid and the selected resources will be placed on the agency's pay roll. **Purchaser** has already decided the minimum wages to be paid to the resources. Bidder has to quote the service charge for managing per manpower per month.

1.7.3 The Financial Bid shall be binding upon the agency subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e. 180 days after the date of opening the bid.

1.7.4 Formula for evaluation of Financial Bid – Lowest quote (L1) amongst all the bidders will be awarded full marks i.e. 40. Evaluation/scoring of other

bidders with respective quotes P, P1, P2 and so on will be calculated as (L1/P)*40.

1.7.5 The agency shall have to submit along with the bill, the copy of the attendance register and salary register for having made payment to the manpower provided, necessary copies of challan for making payments to the statutory deduction like P.F., ESIC contribution and GST etc in respect of the previous month's payment. If such copies have not been submitted, then the payment of bill will not be made by the Office of the Principal Accountant General (A&E) Haryana. The agency will have to make the payment to the manpower provided within 7 days from the end of month irrespective of the Pending payment from the **Purchaser**. **Purchaser** expects strict compliance of the law.

1.7.6 Minimum Wages Act and applicable labour laws need to be followed by the selected bidder.

1.7.7 **Purchaser** reserves the right to accept or reject any or all the proposals without assigning any reasons.

1.7.8 ***Normal working hours will be 10:00 pm to 06:30 am with half an hour break. However, a few personnel will have to work between 09.30 am to 06.00 pm with half an hour break. Six days working week will be followed.***

1.8 **Service Level Agreement & Penalty**

1.8.1 Agency will carry out initial screening of candidates and ensure that the recommended candidates meet **Purchaser** requirements.

1.8.2 Agency is required to submit the suitable profiles of candidates within 15 working days of receipt of request of resources.

1.8.3 A penalty of Rs.500/- per day will be levied for delay in responding beyond 15 working days. The penalty will be deducted from the monthly bill of the Agency.

1.8.4 Delay in responding for more than 30 days may attract penal action like termination of contract or forfeiting of EMD.

1.8.5 In case of absenteeism for more than 7 days at a stretch (unauthorized), agency has to depute suitable, equivalent or better replacement.

1.8.6 In case of replacement/resign/absence of candidate deployed by agency, there should be minimum 30 days of prior notice period by the agency and 7 days of knowledge transfer with substitute.

1.8.7 In case of absence of manpower from duties, the **Purchaser** shall deduct proportionate amounts from the monthly payment due to the agency.

1.8.8 The agency shall be liable to pay penalty for breach of any conditions of

the Contract/Tender terms and conditions. The Penalty amount shall be decided by the **Purchaser** and will be binding to the agency. The penalty amount shall be recovered from the Agency from the pending amount of the Bills/Security Deposit.

2. Instructions to Bidders

2.1 A pre bid conference (mandatory) will be held on dated 12.12.2019 for explaining the detailed working of SAI and ODMS. All the bidders are advised to attend this pre bid conference, so that they could prepare the Technical Bid accordingly.

2.2 The Bidder shall bear all costs associated with the preparation and submission of its bid and the **Purchaser** will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.3 The Bidder shall furnish the Bid Security (Earnest Money Deposit) of Rs.1,00,000/- in the form of Demand Draft/Unconditional Bank Guarantee favouring P.A.O. Office of the Accountant General (A&E) Punjab, payable at Chandigarh.

2.4 Proposals not accompanied by EMD shall be treated as non-responsive and summarily rejected by **Purchaser.**

2.5 Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within **60 days** after award of the work to the successful/suitable bidder on a written request.

2.6 The Earnest Money Deposit (EMD) shall be forfeited, if

2.6.1 A bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form

2.6.2 Or in case of a successful Bidder, if the Bidder fails to sign the contract.

2.7 A prospective Bidder requiring any clarification of the bidding documents may submit his queries, in writing, at the mailing address bholad@cag.gov.in The queries must be submitted in the prescribed format (Annexure-B) only to be considered for clarification. The queries not adhering to the prescribed format shall not be responded. The **Purchaser** will respond in writing, to any request for clarification to queries on the Tender Document, received not later than the dates prescribed.

2.8 Bids shall be valid for 180 days after the date of bid opening as prescribed in the Fact Sheet. A bid valid for a shorter period may be rejected by **Purchaser** as non-responsive. **Purchaser** may solicit the bidders' consent to an extension of Proposal validity (but without the modification in Proposals)

2.9 **Purchaser** may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

2.9.1 Submitted the Proposal documents after the response deadline.

2.9.2 Made misleading or false representation in the forms, statements and attachments submitted in proof of the eligibility requirements.

2.9.3 Exhibited a record of poor performance.

2.9.4 Submitted a proposal that is not accompanied by required documentation.

2.9.5 Failed to provide clarifications related thereto, when sought.

2.9.6 Submitted a proposal with price adjustment/variation provision.

2.10 **Purchaser** will open all bids in the presence of Bidder or their authorized representatives who choose to attend.

2.11 No bidder shall contact **Purchaser** on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of **Purchaser**, he should do so in writing. **Purchaser** reserves its right as to whether such additional information should be considered or otherwise. Any effort by a bidder to influence **Purchaser** in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his EMD.

2.12 On acceptance of Proposal for awarding the contract, **Purchaser** will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the contract agreement, no variation in or modification or the terms of the Contract shall be made except by written amendment signed by the parties.

2.13 **Purchaser** requires that agency selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. Information relating to the work of data entry is of highest confidential nature. The undue use by the Agency of confidential information related to work process may result into termination of work. In case the Agency is found guilty for the same, criminal proceedings may be initiated against the Agency and Agency will be liable for the penalty as imposed by the **Purchaser**.

2.14 ***Normal working hours will be 10:00 pm to 06:30 am with half an hour break. However, a few personnel will have to work between 09.30 am to 06.00 pm with half an hour break. Six days working week will be followed***

3. General Conditions of Contract

3.1 **Standards of Performance:** The Agency shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The agency shall always act in respect of any matter relating to this contract as faithful advisor to **Purchaser**. The Agency shall abide by all the provisions/Acts/Rules etc related to labour laws and tax taw prevalent. The Agency shall conform to the standards laid down in RFP in totality.

3.2 **Payment Terms and Timeline:** Payment shall be made within 15 days of the submission of the bill by the Agency, subject to fulfillment of the following requirements. **However, the Agency will have to make payment to the manpower provided within 7 days from the end of the month irrespective of the pending payment from Purchaser**.

3.2.1 Certificate from the authorized person on behalf of the **Purchaser** in respect of the presence of the manpower provided by the agency and satisfactory work.

3.2.2 The Agency has to issue the appointment letter with terms and conditions of the appointment with a copy to **Purchaser**.

3.2.3 The Agency also has to send monthly salary and emoluments, PF, ESIC slip through email to the concerned employee with a copy to **Purchaser**.

3.2.3 The Agency shall have to submit along with the bill, the copy of the attendance register and salary register for having made payment to the manpower provided along with copies of challans for having made payments of the statutory deductions like PF, ESIC contribution, GST etc in respect of the previous month's payment. If such copies have not been submitted, then the payment of bill will not be made by **Purchaser**.

3.2.4 Income Tax and other taxes, if applicable will be deducted from the bill.

3.3 **Rates:** Service charges payable to the Agency as stated in the Contract shall remain constant and fixed during the Contract period.

3.3.1 Information about the service charges shall be provided as per **Annexure "A"** and if any correction is made, initial shall be put after the correction is made.

3.4 **Sub Contracting:** No Sub Contracting shall be allowed for this project.

3.4.1 The Agency shall not assign the project to any other party, in whole

or in part, to perform its obligation under the Contract, without PURCHASER's prior written consent.

3.5 **Suspension: Purchaser** may, by written notice to the Agency, suspend all payments to the Agency hereunder if the Agency fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension

3.5.1 Shall specify the nature of failure

3.5.2 Shall request the Agency to remedy such failure within a period of not exceeding 15 days after receipt by the Agency of such notice of failure.

3.6 **Force Majeure:** Notwithstanding anything contained in the RFP, the Agency shall not be liable for liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure. For purposes of this clause "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics and quarantine restrictions. The decision of **Purchaser** regarding Force Majeure shall be final and binding on the Agency. If a Force Majeure situation arises, the Agency shall promptly notify to **Purchaser** in writing of such conditions and the cause thereof. Unless otherwise directed by **Purchaser** in writing, the Agency shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.7 **Legal Jurisdiction:** All legal disputes between the Agency and the **Purchaser** shall be subject to the jurisdiction of the courts in Chandigarh, UT only.

4. Proposal Forms

4.1 The following are the response formats to be used by the bidders for proposals related to selection of Agency.

Sr. No.	Form	Details	Eligibility Criteria
1.	Form 1	Covering Letter	
2.	Form 2	General Information	
3.	Form 3	Technical Proposal in Annexure-A (In sealed envelop)	
4.	Form 4	Financial Bid in Annexure-B (In sealed envelop)	
3.	Form 3	Certificate of incorporation	
4.	Form 4	Financial Details (Audited turnover copies)	
5.	Form 5	Summary of providing IT manpower on date of submission of the tender	
6.	Form 6	Address Proof	
7.	Form 7	Registration with Taxation Authority (copy of PAN Card)	
8	Form 8	Copy of registration with Goods & Service Tax	
9.	Form 9	Copy of registration with Employees' State Insurance	
10	Form 10	Copy of registration with Regional Provident Fund Commissioner	

Form 1- Covering Letter
(To be submitted on the Bidder's letterhead)

Date: _____

To

The Deputy Accountant General (Admn)
O/o the Principal Accountant General (A&E) Haryana
Plot No. 4 and 5, Sector-33B,
Chandigarh-160 020.

Ref.: RFP No._____ dated _____

Sub.: Submission of proposal in response to the RFP for Data Entry Operator.

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP No. _____ dated _____ for providing IT manpower in full conformity with the said RFP document.

1. We have read the provisions of the RFP document and terms & conditions that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We agree to abide by this Proposal, consisting of this letter, the Qualification Criteria forms and Proposal form, the duly notarized Board Resolution/Power of Attorney, and all attachments, for a period of 180 days from the date of opening of bid, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. We hereby declare that all the information and statements in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices by any department in Central as well as in State Govt.
6. We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Signature & Stamp of the Bidder

Name of the Bidder: _____
Address of the Bidder: _____

Form 2- General Information

Sr. No	Details to be furnished			
1.	**Details of responding bidder**			
a)	**Name**			
b)	**Address**			
c)	**Telephone**		**Fax**	
d)	**Website**			
2.	**Details of Contact Person**			
a)	**Name**			
b)	**Designation**			
c)	**Address**			
d)	**Telephone no.**			
e)	**Mobile no.**			
f)	**Fax no.**			
g)	**E-mail**			
3.	**Details of Authorized Signatory *(please attach proof)***			
a)	**Name**			
b)	**Designation**			
c)	**Address**			
d)	**Telephone no.**			
e)	**Mobile no.**			
f)	**Fax no.**			
g)	**E-mail**			
4.	**Information about responding Agency**			
a)	**Status of Bidder*(Prop/Partnership/ Private Limited)***			
b)	**No. of years of operation in India**			
c)	**Details of Registration**	Date		
		Ref #		
d)	**Income Tax Registration number.(PAN)**			
e)	**Service Tax /GST Registration No.**			
f)	**Years of operations in India.**			
g)	**Locations and addresses of offices/Branches in Chandigarh, Mohali and Panchkula (in India and overseas)**			
h)	**Are you registered under Shops & Establishment Act**	Yes	No	
		If Yes, give registration no. (attach photocopy)		
i)	**P.F Registration**	No. _____ (Attach photocopy)		
j)	**Employees'State Insurance Act Registration**	No. _____ (Attach Photocopy)		

Form-3 – Certificate of Incorporation
(Please attach relevant documents as proof in support of above declaration)

Form 4 – Financial Details.

Sr. No	Details to be furnished	
1.	**Turnover of Agency (in Rs lakhs)**	
a)	FY 2016-17	
b)	FY 2017-18	
c)	FY 2018-19	

Form 5- Summary of providing IT manpower

Sr. No	Name & Address, Phone No. of Client	No. of persons Supplied	Period of Contract	Whether Govt./Semi Govt. / Corporation/ Board/Govt. PSUs	Value of Engagement	Reason for termination (if currently not valid)

*Please provide Work Order **AND** Client Letter/ Job Completion Certificate for each of the projects/manpower provided mentioned above**. In absence of any of the above documents, details shall not be considered for evaluation***

Form-6 – Address Proof
(Please attach relevant documents as proof in support of above declaration)

Form-7 – Registration with Taxation Authority
(Please attach relevant documents as proof in support of above declaration)

Form-8 – Registration with RPFC
(Please attach relevant documents as proof in support of above declaration)

Form-9 – Registration with ESIC
(Please attach relevant documents as proof in support of above declaration)

Form-10 – Registration with GST
(Please attach relevant documents as proof in support of above declaration)

Annexure `A' Technical Proposal

Sl.No.	Nature of Activity	Per Person/ day	Marks
1.	No. of Pension Revision Cases, whose data can be entered into SAI Pension Application		**6**
2.	No. of Pension Revision Cases that can be diarized Cases into SAI		**6**
3.	Data Entry of returned cases in ODMS		**6**
4.	Reconciliation of Data received in ODMS and transferred to SAI		**6**
5	No. of ePost than can be made.		**6**
6.	Proficiency in working with SAI (Describe in 100 words)		**15**
7.	Proficiency in working with ODMS (Describe in 100 words)		**15**

Annexure `B' Financial Proposal

Name of Company	Service/Administrative Charge (% of Basic Salary per person per month) (excluding PF + ESIC Contribution)

Annexure `C'

Sl.No.	Section No.	Clause No.	Reference/Subject	Clarification Sought

Note: ***The queries not adhering to the above format shall not be responded.***

4.2 FACT SHEET

Sl.No.	P A R T I C U L A R S	D E T A I L S
1	RFP No.	**Admn4/DEOs/2019-20/**
2	Earnest Money Deposit (EMD) in form of Demand Draft	Earnest Money Deposit of **Rs. 1,00,000/-** only. Demand Draft in favour of **PAO O/o the Accountant General (A&E) Punjab, Chandigarh** from any of the nationalized scheduled commercial bank.
3	Last date and time for submission of pre-bid queries by email bholad@cag.gov.in	**09-DEC-2019** Dy Accountant General (Admin) O/o Pr Accountant General (A&E) Haryana, Plot No. 4 & 5, Sector 33B, Chandigarh.
4	Pre-bid conference date and place	**12-DEC-2019** Conference Hall, 1st floor, O/o Pr. Accountant General (A&E) Haryana, Plot No. 4 & 5, Sector-33B, Chandigarh.
4	Last date and time for submission of bid	**16-DEC-2019 upto 1100 hrs**
5	Opening of Technical Bid	**16-DEC-2019 at 1100 hrs**
6	Opening of Financial Bid	**16-DEC-2019 at 1530 hrs**
6	Bid Validity	**180 days from the date of opening**
7	Security Deposit (EMD) validity period	**6 months beyond expiration of contract period.**

5. Checklist (Summary of compliance to requirement of tender)

Sl. No.	Description of requirement		Attachments	Yes/ No
1	EMD		Demand Draft	
2	Covering Letter	Form-1		
3	General Information	Form-2		
4	Certificate of Incorporation	Form-3		
5	Financial Details	Form-4	Copy of Balance Sheets	
6	Summary of providing IT manpower on date of submission of the tender	Form-5		
7	Address Proof	Form-6		
8	Registration with Taxation Authorities	Form-7	Copy of PAN Card	
9	Registration with RPFC	Form-8	(Optional)	
10	Registration with ESIC	Form-9	(Optional)	
11	Registration with GST	Form-10		

ANNEXURE-I (Semi-Skilled-I)

List of duties requiring primary knowledge of Computer and typing.

1. Entry of data into SAI Pension Application.
2. Diarizing of Pension Revision Cases into SAI
3. Entry of data of returned cases in ODMS

ANNEXURE-II (Skilled-II)

List of duties requiring Intermediate knowledge of Computer Applications.

1. Updating of data in MY PENSIONER facility on DDO's page.
2. Reconciliation of Data received on ODMS transferred to SAI
3. E-Post of digitally signed RPPO to DDOs/Pensioners
4. Email of digitally signed pdf of RPPO to Treasury Officers and possibly to DDOs

ANNEXURE-III (Highly Skilled)

List of duties requiring Proficient knowledge of Computer Applications.

1. Grievance Redressal information from ODMS/SAI
2. Report development and generation for ODMS/SAI/ePost interface.
3. Maintenance of ODMS.
4. Transfer of cases from ODMS to SAI

Deputy Accountant General (Admn)