

Bid Document

Bid Details	
Bid End Date/Time	26-11-2020 17:00:00
Bid Opening Date/Time	26-11-2020 17:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	25 (Days)
Ministry/State Name	Ministry Of Human Resource Development
Department Name	Department Of Higher Education
Organisation Name	Indira Gandhi National Open University (ignou)
Office Name	Headquarter
Item Category	Human Resource Outsourcing Service
Contract Period	1 Year(s) 12 Month(s) 1 Day(s)
Bidder Turnover (Last 3 Years)	28.99 Lakh (s)
Project Experience Required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Certificate (Requested in ATC), OEM Authorization Certificate, OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.

EMD Detail

Advisory Bank	IDBI Bank
EMD Percentage(%)	0.50
EMD Amount	48319

ePBG Detail

Required	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

ASSISTANT EXECUTIVE

Headquarter, Department of Higher Education, Indira Gandhi National Open University (IGNOU), Ministry of Human Resource Development
(Kumar Gaurav)**Splitting**

Bid splitting not applied.

1. Project experience: The Bidder must have executed at least one single order of 80% value of the Bid or 2 orders each of 50% value of the Bid or 3 orders each of 40% value of the Bid for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company

Human Resource Outsourcing Service (10)**Technical Specifications**

Specification	Values
Core	
Category of Service	Executive
Experience (in Years)	3-7
Number Of Working Days in Week	6
Qualifications	Graduate Degree
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Number of Resources of above mentioned technical specification	Additional Requirement
1	Kumar Gaurav	695002,2nd Floor, Rajadhani Complex Killipalam, Karamana PO Trivandrum- 695002	10	<ul style="list-style-type: none">• Minimum Wage Per Day (Including ESI,PF,ELDI, PF Admin Charge,other components) in INR Exclusive of GST : 784• Number of Service Days in a Month : 22

Human Resource Outsourcing Service (6)**Technical Specifications**

Specification	Values
Core	

Category of Service	Multi-tasking Staff
Experience (in Years)	0-3
Number Of Working Days in Week	6
Qualifications	Secondary
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of Resources of above mentioned technical specification	Additional Requirement
1	Kumar Gaurav	695002,2nd Floor, Rajadhani Complex Killipalam, Karamana PO Trivandrum- 695002	6	<ul style="list-style-type: none"> • Minimum Wage Per Day (Including ESI,PF,ELDI, PF Admin Charge,other components) in INR Exclusive of GST : 708 • Number of Service Days in a Month : 22

Human Resource Outsourcing Service (1)

Technical Specifications

Specification	Values
Core	
Category of Service	Cleaning Staff Female
Experience (in Years)	0-3
Number Of Working Days in Week	6
Qualifications	Under Matriculate
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of Resources of above mentioned technical specification	Additional Requirement
1	Kumar Gaurav	695002,2nd Floor, Rajadhani Complex Killipalam, Karamana PO Trivandrum- 695002	1	<ul style="list-style-type: none"> • Minimum Wage Per Day (Including ESI,PF,ELDI, PF Admin Charge,other

			components) in INR Exclusive of GST : 273 • Number of Service Days in a Month : 22
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Bid Specific Additional Terms and Conditions

1. While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.
2. **PAYMENT OF SALARIES AND WAGES:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
3. **NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
4. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
5. **ISO 9001:** The bidder must have ISO 9001 certification.
6. **AVAILABILITY OF OFFICE OF SERVICE PROVIDER:** An office of the Service Provider must be located in the state of Consignee. **DOCUMENTARY EVIDENCE TO BE SUBMITTED.**
7. **Dedicated /toll Free Telephone No. for Service Support :** BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
8. **Escalation Matrix For Service Support :** Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
9. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
 - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
 - b. Execution certificate by client with order value.
 - c. Any other document in support of order execution like Third Party Inspection release note, etc.

This Bid is governed by the General Terms and Conditions, conditons stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---