

कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA)

क्षेत्रीय कार्यालय / REGIONAL OFFICE

भविष्य निधि भवन, राम चौक, घोड-दौड रोड, सूरत-395001,

BHAVISHYA NIDHI BHAWAN, RAM CHOWK, GHOD DOD ROAD, SURAT-395 001.

PHONE : 0261-2652730, 2652728 FAX : 0261-2652752 E-MAIL : ro.surat@epfindia.gov.in

No G/EPFO/RO/SRT/ADM-II/Outsourcing/275

Date 15.03.2018

NOTICE INVITING TENDER/ निविदा आमंत्रण सूचना

विषय : क्षेत्रीय कार्यालय, सूरत में एक वर्ष के लिए, मानव शक्ति सेवाएँ उपलब्ध करने हेतु निविदा।

Subject: Tender for Providing Manpower Services at Regional Office, Surat for a period of One Year

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, सूरत की ओर से क्षेत्रीय कार्यालय, सूरत में एक वर्ष के लिए, मानव शक्ति सेवाएँ उपलब्ध करने हेतु अनुबंध वी एवं सी में संलग्न सूची के अनुसार प्रतिष्ठित एवं सक्षम आपूर्तिकर्ताओं/एजेंसियों से ऑनलाइन निविदाएँ आमंत्रित की जाती हैं।

For and on the behalf of, Employees' Provident Fund Organisation Regional Office, Surat calls online tenders from reputed and competent suppliers/ agencies for the supply of Manpower Services for a period of One Year, as per the list enclosed in Annexure B & C.

SN	सर्विस का नाम/ Name of the services	अन्तरिम माँग (व्यक्तियों की संख्या) / Tentative Requirement(no. of persons)
1.	सुरक्षा सेवाएँ / Security Services	05
2	हाउस कीपिंग/सफाई सेवाएँ / Housekeeping/ Sweeper services	05
3.	ऑफिस बॉय/एम.टी.ए. सेवाएँ / Office boy/ MTA services	07
4.	डाटा प्रविष्टि प्रचालक / Data Entry operator	10

विस्तृत निबंधन एवं शर्तें, तकनीकी एवं वित्तीय बोलियों का प्रारूप, निविदा प्रक्रिया संबंधी सूचना निविदा दस्तावेज में समाविष्ट है जिसे निम्नलिखित वेबसाइट से डाउनलोड कर प्राप्त किया जा सकता है।

The detailed terms and conditions, format of technical and financial bids and details about tender process are incorporated in the tender document. The same can be downloaded from the following websites:

<http://www.epfindia.com>,

<https://eprocure.gov.in/epublish/app>,

<https://www.tcil-india-electronictender.com>

निविदा दस्तावेज़ का मूल्य / Cost of the Tender Document	Rs. 500/-
निविदा दस्तावेज़ को प्रस्तुत करने की अंतिम तिथि / Last date of Submission of Tender Document	04.04.2018, 1800 hrs
तकनीकी बोलियों को खोलने की तिथि एवं समय / Date and Time of opening of Technical Bids	05.04.2018, 1100 hrs
बयाना राशि जमा / Earnest Money Deposit	Rs. 1,50,000/-

(Handwritten signature)

(पी बी वर्मा)

क्षेत्रीय भविष्य निधि आयुक्त-1
क्षेत्रीय कार्यालय, सूरत



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION

(भ्रम ँयं रोजगार मंत्रालय, भारत सरकार)
(MINISTRY OF LABOUR AND EMPLOYMENT, GOVERNMENT OF INDIA)

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भविष्य निधि भवन, राम चौक, घोड-दौड रोड, सूरत-395001.
BHAVISHYA NIDHI BHAWAN, RAM CHOWK, GHOD DOD ROAD, SURAT-395 001.

PHONE : 0261-2652730, 2652728 FAX : 0261-2652752 E-MAIL : ro.surat@epfindia.gov.in

TENDER FOR SUPPLY OF MANPOWER SERVICES AT
EPFO, REGIONAL OFFICE, SURAT

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TENDER NOTICE

Online tenders are invited through e-procurement portal of TCIL on <https://www.tcil-india-electronictender.com> for supply of Manpower Services at the Employees' Provident Fund Organisation, Regional Office, Surat as per detailed terms & conditions mentioned at annexed with this notice.

2. Reputed, competent and eligible supplier agencies having established experience in the supply of Security services, Housekeeping/ Sweeper services and Office boy/ MTA services, Data Entry Operators Services may apply by downloading the Tender Document (free of cost) from the EPFO Website: www.epfindia.gov.in, or from the Central Public Procurement Portal of Government of India <https://eprocure.gov.in/eprocure/app> or from the TCIL e-procurement portal <https://www.tcil-india-electronictender.com>.

3. The details of the requirement and minimum qualification of the office is as under:

SN	Name of the services	Qualification	Tentative Requirement
1.	Security Services	Minimum Secondary/Metric passed and can read and write in English and Hindi - a. Height-5 feet 5 inch b. Age- between 18 and 50 years	05*
2.	Housekeeping/ Sweeper services	Minimum Secondary/Metric passed and can read and write in English and Hindi Age- between 18 and 50 years	05*
3.	Office boy/ MTA services	Minimum Secondary/Metric passed and can read and write in English and Hindi Age- between 18 and 50 years	07*
4.	Data Entry Operator Services	Minimum 10+2 Examination or equivalent passed and possessing speed of not less than 8000 key depressions per hour Age- between 18 and 45 years	10*

* the exact number may vary depending upon the requirement.

4. The successful bidder on the placement of work allotment order will have to furnish a Bank Guarantee or fixed deposit for Rs 3,50,000/- as Performance security, with validity for the currency of the contract.

5. Bidders shall submit their online bids, as per the format provided in Annexure-B & C and upload the required documents mentioned in Annexure-B.

6. The tenderer need to apply online on the portal of TCIL by visiting the link <https://www.tcil-india-electronictender.com>. The documents, which are to be sent to EPFO in hard copy are as follows.

- a. DD for EMD of Rs 1,50,000/- and DD for Tender document fee of Rs. 500/- in favor of "RPFC, Surat", payable at Surat
- b. Pass Phrase for opening technical and financial bid
- c. Power of Attorney (if applicable)

Note: Only above mentioned documents will be sent to EPFO in hard copy. Rest all the document will be uploaded by the tenderer on the portal of TCIL.

7. The technical bid should be fully filled and all the requisite annexure are to be enclosed with the technical bid only.

8. Online quotations comprising of separate Technical Bid and Financial Bid will be accepted up to 1800 hrs. on 04.04.2018. The technical bids will be opened on 1100 hrs on 05.04.2018. The financial bid will be opened in respect of only those tenderers whose documents are found in order and whose items qualify technically.

9. The bidder shall sign and stamp each page of this tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the technical bid. The Annexure-D should also be submitted along with technical bid. The bidder should fill up the information in the Annexure-B & C enclosed at the end of this document in clear and legible terms. The annexure will also have to be signed and stamped by the firm through its authorized signatory. The tender form is liable to be rejected if it is not complete in any aspect.

10. Interested vendors fulfilling the terms and conditions shall submit their off-line quotations (Pass Phase, Authority letter etc.) along with prescribed EMD in Sealed Envelope super scribed as "Tender For Supply Of Manpower Services" to:-

Regional Provident Fund Commissioner-I
E.P.F.O, Regional Office, Surat, Ghod Dod Road,
Near Ram Chowk, Surat-395001

11. The Employees' Provident Fund Organisation reserves the right to reject all or any of the tenders without assigning any reason thereof. The Tender which is conditional/ incomplete/ belated without earnest money, will not be entertained and the decision of EPFO in this regard shall be final.

12. The term of Manpower supplier services initially will be for one year from date of award of contract tentatively beginning from 16th April, 2018, which may be extended by one year on successful completion of contract for one year.

13. The successful tenderer will have to execute a contract as per terms and conditions mentioned in the tender document.

14. The schedule of tender is as under:

SN	Particular	Details
1.	Start date/time of issuance of Tender Document	1800 hrs, 15.03.2018
2.	Last date and time for Tender Submission	1800 hrs, 04.04.2018
3.	Date and time for opening of Technical bids	1100 hrs, 05.04.2018

Regional Provident Fund Commissioner-I
Regional Office, Surat.

Annexure 'A'

TERMS AND CONDITIONS

The agency shall be considered for award of contract only if, it agrees to abide by the following terms and conditions:

1. The firm participating in the tender should have been successfully providing Security Services, Office Boy/MTA, Housekeeping staff and Data Entry operator Services to Central/State Government/ Public Sector Units and other Private reputed offices institutions for a minimum period of 3 years.
2. The firm participating in the tender should have an annual turnover of Rs. 30 lakh and above during each of the 3(three) preceding financial years. Copies of profit & Loss Account and balance Sheet duly certified by a Chartered Accountant and copies of I.T Return for the last 3 years have to be enclosed with the tender documents.
3. The firm should possess its own office with telephone/ fax facility. The firm should compulsory satisfy all Government Statutory Norms. Marketing agencies are not considered for tender. They should have Police License/Permission.
4. The firm participating in the tender is required to quote the rate per Security Guard, Office Boy/MTA and Housekeeping staff , Data entry operator, which should include wages, Provident Fund & allied dues, ESI dues, Insurance, Service Charges etc.
5. The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late.
6. In the event of the contract being awarded, the contractor should be prepared to deploy the manpower services as per the minimum requirement in the tender notice, w.e.f. the date of award of contract.
7. The contractor shall deploy only personnel with good conduct and character. In order to ensure the same, Police Verification Certificates in respect of the personnel deployed shall be submitted to the EPFO, Regional Office, Surat at the time of deploying each personnel.
8. The contractor shall maintain close liaison with our office for smooth and efficient performance of duties of the personnel.

9. The firm should be registered under the Provident Fund, ESI and other relevant statutory enactments to the employment of Labour. The contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and / or considered necessary for the efficient performance of this contract. 15. Failure by the contractor to comply with any statutory requirement and / or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the Office.
10. The firm should adhere to all the relevant statutory norms dealing with employment of Labour. All existing statutory regulation of both the State and the Central Government should be adhered to, by the Firm and the prescribed records should be maintained and available for scrutiny by this office. Any failure to comply with any of the regulation or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by the statutory bodies. In such Cases, the Security Deposit made by the firm will be forfeited.
11. The service charges quoted shall be inclusive of cost of issue of identity cards, other expenses relating to maintenance of register, supervisory charges and other charges to be incurred by the contract to satisfy the terms and conditions of tender. The Retaining charges, uniform allowance etc are to be borne by the service provider. The sweeping material, however, will be provided by the Office.
12. The Service provider's persons shall not claim any benefit/compensation/absorption / regularization of services with the office, under the provisions of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from Service Providers) persons to this effect will be required to be submitted by the service provider to this office.
13. The persons deployed by the service provider shall not have any claim to any "Master & Servant" relationship against this office.
14. The Service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
15. The service provider's personnel should be in proper uniform at all times and should possess identity card during the office/duty hours.

- 16 The transportation, food, medical and other statutory requirements under the various Acts/**Government's Rules and Regulations** in respect of each personnel of the service provider will be the sole responsibility of the service provider.
- 17 The Service Provider shall comply with the statutory provisions of the labour laws like minimum wages, bonus etc. and shall pay the personnel deployed, the minimum wages as per the Central Government legislation as applicable to the category of employees from time to time. Complying with the legal rules and regulations of the Central Government governing such Security services, Housekeeping staff and Office Boy/MTA services supply contract would be the sole responsibility of the contractor.
18. The payment of wages during the contract period shall not be less than the minimum wages as notified by the Commissioner of Labour(Central) for the relevant category from time to time. The categorization of minimum wages for the security guards, Office Boy/MTA, Housekeeping staff and Data Entry operator will be taken as per gazette notification dated 19.01.2017 under S.O. 191(E), S.O. 190(E), S.O. 190(E) and S O. 188(E) respectively, as amended from time to time by the office of Chief Labour Commissioner or equivalent authority.
- 19 The service provider shall make payment of wages to the personnel deployed for the services through Bank Account only by 5th of the following month.
- 20 The Service providers shall furnish the bill (in duplicate) towards his services on or before 8th of the following month. Along with the bill, proof regarding payment of wages through the bank account as well as payment of PF dues/ ESI dues/GST deposited during the preceding month should also be furnished.
- 21 The Service provider should possess EPF, ESI and GST Registration certificate.
- 22 The Service provider shall not sublet/transfer/assign this contract or any part thereof to a third party without the prior approval of the Regional P.F. Commissioner-I, Regional Office, Surat.
23. The work Performance must be satisfactory.
24. Rates/Quotations duly filled in, will be received up to the date and time mentioned in the letter.

25. The Regional P.F. Commissioner-I, Surat reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same without assigning any reason thereof.
26. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexure enclosed.
27. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between words and figures, the rates indicated in figures shall prevail. All overwriting/cutting/insertions shall be authenticated and attested.
28. Rates/Quotations should be submitted and signed by the firm with its current business address.
29. The Contractors should satisfy themselves before submission of the Rates/Quotation to the Regional P.F. Commissioner-I that they meet the qualifying criteria and capability as laid down in the Annexures.
30. Notwithstanding anything contained herein, the Regional P.F. Commissioner-I reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
31. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act 1948, shall be taken care by the contractor. The Contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The Regional P.F. Commissioner-I shall not entertain any claim arising out of mishap, if any, he/she shall be reimbursed/indemnified by the contractor.
32. No other person except Contractor's authorized representative shall be allowed to enter the offices. Within the premises of the offices, the Contractor's personnel shall not do any private work other than their normal duties.

33. Contractor shall be directly responsible for any/all dispute arising between him and his personnel and keep the Regional P.F. Commissioner-I indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
34. Contractor shall be solely responsible for payment of wages/salaries, other benefits and allowances to his personnel that might become applicable under any Act or order of the Government. The Regional P.F. Commissioner-I, Surat shall not have liability whatsoever in this regard and the Contractor shall indemnify this Regional P.F. Commissioner-I against any/all claims which may arise under the provisions of various Acts, Government Orders etc.
35. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff
36. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
37. In the event of satisfactory performance of the Service provider (Contractor) during the contract period, the contract may be extended by 1 (One) year on the same terms & conditions of this tender.
38. Any dispute between the tenderer and the Department shall be subject to the exclusive jurisdiction of courts of Surat (Gujarat).
39. The person signing the tender form (or any other document forming part of the contract) on behalf of another, shall be deemed to warranty that he has the authority to sign such documents and if, on inquiry it appears that the person so signing had no authority to do so, the purchaser, may without prejudice to other civil and criminal remedies against the contract, holds the signatory liable for all costs and damages and forfeiture of the earnest money, and may act accordingly.
40. A single service provider will be selected for all the services, hence bids be quoted accordingly.

SCOPE OF WORK

41. The scope of work is guarding and cleaning the office premises where high value equipments like Servers, Desktop Computers, Thin Clients, and Printers etc are installed in the office and Sensitive Government files are kept. During the contract period, the firm shall depute requisite number of Security Guards for guarding purpose at the above mentioned office premises. The guarding will be as prescribed. The personnel engaged in for Guarding shall be only males and shall be in the age group of 18 to 50 years. The Guards shall be courteous but firm in manner and smart in conduct. The office boy/MTA shall need to carry out all works like photocopying transfer of files/records and any other related work assigned by the authorities
42. The duties of the Data Entry Operator would broadly include typing from the written drafts/Documents, entering the details in system, printing of documents and any other related work assigned by the office. The personnel shall perform all the duties assigned by the authorities to whom they are attached from time to time.
43. Normally the working hours for DEOs deployed by the contractor shall be between 09.30 a.m. to 06.00 p.m. with a lunch break of break of half an hour in between. The person deployed should invariably reach office before 9.30 a.m every day and perform the duties.
44. The supervisor shall carry out surprise checks at the Security provided Sites and Housekeeping area and monitor the alertness and performance of all the security guards/housekeeping staff particularly the security guards performing duty during night shift. At the time of checks during nights, the supervisor shall make entry in the security register regarding their checks. Apart from this, the Supervisors shall obtain performance certificate in the prescribed format on monthly basis from the authorized officer towards the work performance of the Security Guards, Housekeeping staff and Office Boy/MTA.
45. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the Office.
46. If the security Guard, Housekeeping staff, Office Boy/MTA and Data Entry Operator(DEO) is absent in his duties another person should be deployed in his place so that the work is not affected. No excuse will be entertained for the lapse. If the performance of the Guard/Housekeeping staff/Sweeper/office boy/MTA/Data Entry

Operator(DEO) is not satisfactory even after intimation to the Supervisor or any authorized staff of the firm, 20% of monthly salary will be deducted as penalty for the poor service. If the performance does not improve or deteriorates further, the contract will be terminated and a penalty of 1 month salary will be charged or realized from the Security deposit.

47. For the purpose of proper identification of the Guards, Housekeeping staff and Office Boy/MTA/ DEO supervisor deployed for services the firm shall issue photo identity cards to them and the personnel shall display the identity cards at the time of duty. The service provider should be in a position to supply proper uniform to personnel deployed.
48. The security guards should be trained in fire fighting and should be fully knowledgeable in the use of fire fighting equipments and fire extinguishers.
49. The Commissioner or any other person authorized by the Commissioner shall be at liberty to carry out surprise checks on the personnel deployed by the firm in order to ensure that the personnel are properly carrying out their duties.
50. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative organizational matters as all are of confidential/secret nature. In case, the Department comes to know about any such act done by the service provider's personnel, the office reserves the right to cancel the agreement and in that case the Security Deposit will be liable to be forfeited.

SCHEDULE OF BILLS AND PAYMENT OF CHARGES:

51. The bidder shall quote rates of wages as well as other statutory liability as specified in Annexure-C of the tender document on monthly basis. However the payment of wages as well as other dues shall be released on the basis of actual attendance of the person so deployed with EPFO, RO, Surat. the exact requirement of Security guards/office Boy/MTA, Housekeeping Staff / DEOs may vary and therefore the agency should be able to provide/ withdraw the manpower at a very short notice.
52. Bill shall be paid on a monthly basis for the services rendered. The service provider would be required to submit the monthly bill for the service month on or before 8th of the following month, along with the proof of payment of wages for the month and

statutory dues for the preceding month. The bills, if complete in all respects, would be paid by the office within 07 working days of the receipt of the bill.

53. No advance payments will be made during the contract. Apart from the normal working hours, if any additional service is required by this department, the firm shall provide such service without fail.
54. The payment will be made after proper deduction of TDS as per prevailing rules/rates.
55. In case this office receives any complaint regarding non-payment of any kind of wages to any personnel, the amount payable to these personnel will be recovered from Contractors bill or from the security deposit and paid to such personnel.
56. In the case of termination of contract payment made in excess, if any, shall be refunded by the firm to the Office.
57. The firm providing Security Services, Housekeeping staff and Office Boy/MTA shall not have any legal rights to proceed against the Office in the event of late payment due to unforeseen reasons.

PENALTIES:

58. Contractor will attract a penalty of Rs. 1000/- (Rupees One Thousand only) per day per person if service fails due to absence or any other reason.
59. In the event of failure in maintaining the security/housekeeping service/Office Boy/MTA on any day up to the desired standard, in part or full, the contractor is also liable to penalty @ 1000/- (Rupees One Thousand only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Regional P.F. Commissioner- I, RO, Surat will be final and binding on the contractor and shall not be subject to dispute or arbitration.
60. *The agency agree to deposit Rs. 3,50,000/- as Performance Security for the contract. Performance security will be forfeited in the event of a breach of contract by the supplier. Performance Security will be payable after 60 days from the date of successful completion of all contractual obligations of the agency under the above contract.*

We agree to the above terms and conditions.

Signature with Date _____

Name of the Company/ Firm _____

Seal of Firm _____

ANNEXURE-'B'
Technical Bid Document

SN	Subject	Description
1	Name of the Registered Firm/Agency	
2	Address of Firm/Company (with Tel / Fax No. and email.)	
3	Registration Number of firm / agency	
4	Name, Designation, Address, Phone num / email of the responsible person.	
5	No. of Years of Experience in providing Manpower Services.	
6	Name and address of 5 biggest clients to whom the manpower services were provided in last 3 years.	1. _____ 2. _____ 3. _____ 4. _____ 5. _____
7	Approximate Number of manpower staff deployed in the Company/firm in the month of Feb,2018	
8	Annual turnover during the last 3 Financial years certified by Chartered Accountant. (copy of CA certificate is enclosed)	In Rs.
	Financial Year 2014-15	
	Financial Year 2015-16	
	Financial Year 2016-17	

9	Copy of IT return for FY 2014-15, 2015-16 and 2016-17	Yes/No
9	Permanent Account Number-PAN (Copy is enclosed)	
10	Goods and Service Tax Registration No (Copy is enclosed)	
11	Provident Fund Registration No (Copy is enclosed)	
12	E.S.I. Registration No (Copy is enclosed)	
13	License Number under Contract Labour(R&A) Act,1970 , if any	
14	Details of Earnest Money Deposit of Rs. 1,50,000/-	DD No. _____
		Date _____
		Drawn on Bank _____
15	Annexure -D attached	Yes/No
15	Any other detail	

DECLARATION

I hereby certify that the information furnished above is true and correct to best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage I/We will be blacklisted and will not have any dealing with the Department in future. I/We also undertake to abide by all the terms and conditions furnished in the Tender Notice inviting quotations for providing Security Services, Office Boy/MTA and Housekeeping staff/DEOs at the EPFO, RO Surat.

Place:

Date:

(Signature of Authorized Signatory with Date & Seal)

ANNEXURE-C
Financial Bid Document

1. Name of the agency:
2. Address:
3. Name and Address of the proprietor/Partners/Directors:
4. Contact person(s) with mobile number:
5. Monthly rate quoted for different service cadres are as follows:

Sl No	Description	Security Guards	Office Boy/MTA	House-keeping Staff	Data Entry Operator
		In Rs.	In Rs.	In Rs.	In Rs.
1	Basic Wages				
2	Dearness Allowance(DA)				
3	Total Wages (Basic wages + DA)				
4	EPF on Basic wages+DA@13.15% ##				
5	ESI on Basic wages+DA @ 4.75% \$\$				
6	Total Statutory charges (Sl No 4+ Sl No 5)				
7	Total of wages and statutory charges (Sl No 3 + Sl No 6)				
8	Service charges per month				
9	Total charges per person (Sl No 3+ Sl No 6 & Sl No 8)				
10	Number of persons to be supplied	5	7	5	10
11	Total Charge for one type of service (Sl No 09 X Sl No 10)				
12	Grand Total (in figures and words) (sum of all columns under Sl No 11)				

subject to the maximum wage ceiling limit under the EPF & MP Act, 1952, as amended from time to time.

\$\$ subject to the maximum wage ceiling limit under the ESIC Act, 1948, as amended from time to time..

Note:

1. If a firm quotes "NIL" Service Charges/Consideration, the Bid shall be treated as unresponsive and will not be considered.
2. For calculation of monthly rates, 30 days in a month will be taken as standard.
3. In addition to above rates, GST as per applicable rates will also be payable.

Declaration:

I hereby certify that the information furnished above is true and correct to the best of knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

Place:

Date:

(Signature of Authorized Signatory with Date & Seal)

ANNEXURE-D

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:-

To,
Regional Provident Fund Commissioner-I,
Regional Office, Surat

Subject: - Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

2. I/We hereby certify that I /We have read the entire terms and conditions of the tender documents from Page No.....to (Including all documents like annexure(s), schedule(s), etc....) which form part of the tender document and I /we shall abide hereby by the terms / conditions/ clause contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt Department/ Public sector under taking.
6. I /We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of Bidder, with Official Seal)

ANNEXURE-E

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

2. E Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Bidders will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, EPFO has decided to use the portal <https://www.tcil-india-electronictender.com> through TCIL, a Government of India Undertaking. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender®. A portal built using ElectronicTender's software is also referred to as ElectronicTender System® (ETS). Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Tender Bidding Methodology:

Sealed Bid System

- Single Stage Two Envelope
- 1. Broad Outline of Activities from Bidder's Perspective: Procure a Digital Signing Certificate (DSC)
- 2. Register on Electronic Tendering System® (ETS)
- 3. Create Marketing Authorities (MAs), Users and assign roles on ETS
- 4. View Notice Inviting Tender (NIT) on ETS
- 5. For this tender -- Assign Tender Search Code (TSC) to a MA
- 6. Download Official Copy of Tender Documents from ETS
- 7. Clarification to Tender Documents on ETS
 - Query to EPFO (Optional)
 - View response to queries posted by EPFO
- 8. Bid-Submission on ETS
- 9. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant Bid-Part
- 10. Post-TOE Clarification on ETS (Optional)
 - Respond to EPFO Post-TOE queries

11. Attend Public Online Tender Opening Event (TOE) on ETS

- Opening of relevant part (i.e. Financial-Part)
- (Only for Technical Responsive Bidders)

2. For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC) also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, Bidders need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

2. After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

3. **Important Note:** To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Center' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

4. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	Customer Support: +91-11-26241790 (Multiple Telephone lines) (Monday to Friday from 9:30 AM to 6 PM except on Govt. Holidays) Emergency Mobile Numbers: +91-9868393775, 9868393717, 9868393792 (pl. call in case of emergency during non-office hours)
E-mail ID	ets_support@tcil-india.com

EPFO Contact	
EPFO Contact Person	Assistant PF Commissioner, (ADM-II)
Telephone/ Mobile	0261-2652728(extn 105,302) [between 9:30 Hrs. to 17:45 Hrs. on working days]
E-mail ID	ro.surat@epfindia.gov.in

5. Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on ETS (unless specified for Offline Submissions). Broad outline of submissions are as follows:

- Submission of Bid-Parts/ Envelopes
 - Technical-Part
 - Financial-Part
- Submission of information pertaining Bid Security/ Earnest Money Deposit (EMD)
- Submission of digitally signed copy of Tender Documents/ Addendum

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

(Regional Provident Fund Commissioner-I
E.P.F.O, Regional Office, Surat, Ghod Dod Road,
Near Ram Chowk, Surat-395001

2 The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

- Original copy of the Bid Security in the form of a Bank Guarantee.
- Original copy of the letter of authorization shall be indicated by written power-of-attorney.
- Pass Phrase for both bid parts i.e. Technical & financial.

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

2. As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE) even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

3. **CAUTION:** All bidders must fill Electronic Forms™ for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the Electronic Forms™ and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the Electronic Forms™ is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the Electronic Forms™, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the Electronic Forms™ and the 'Main-Bid', the contents of the Electronic Forms™ shall prevail. Alternatively, the Buyer organization reserves the right to consider the higher of the two pieces of information (eg the higher price) for the purpose of short-listing, and the lower of the two pieces of information (eg the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

5. Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

6. Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted into the 'Time Locked Electronic Key Box (EKB)' after the corresponding deadline of Bid Submission, and before the commencement of the Online TOE. The process of submission of this Pass-Phrase in the 'Time Locked Electronic Key Box' is done in a secure manner by first encrypting this Pass-Phrase with the designated keys provided by the EPFO.

7. There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to EPFO office for the Public Online TOE.

2. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

3. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

4. ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed Instructions are given on relevant screens.

5. ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

6. There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Other Instructions

For further instructions, the Bidder should visit the home-page of the portal <https://www.tcil-india-electronicstender.com>, and go to the User-Guidance Center

2. The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links (including links for User Manuals) are provided under each of the three categories.

3. **Important Note:** It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

ANNEXURE-F

SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following 'SEVEN KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of -- Marketing Authority (MA) [ie a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
4. For responding to any particular tender, the tender (ie its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.
5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining Overall Bid-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.

ANNEXURE-G

Minimum Requirements at Bidder's End to bid through TCIL portal

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- Microsoft Internet Explorer 7.0 or above
- Digital Certificate(s)