



विकास प्रबंधन संस्थान
Development Management Institute

REQUEST FOR QUOTATION (RFQ) - HUMAN RESOURCE SERVICES

Development Management Institute (DMI) invites quotation under Single Stage Two Envelops System from reputed service providing agencies/ firms engaged in deployment of competent Human Resources for provision of Services in respect of House-keeping, Sanitation and Cleaning (including collection and disposal of different types of wastes), Potted plant's decoration and maintenance thereof, Office Support, Maintenance and Running of Kitchen, Pantry and other catering requirements, make-over and management of special event venues like auditoria/ open venues and their surrounding spaces, floor preparation for special meetings and conferences (comprising activities like dusting, cleaning, polishing, mopping, etc.), support for maintenance of the Institute infrastructure, and other services (either explicitly requested by the Institute or as required to maintain the Institute in a superior state of functioning perfectly presentable, hygienic and clean as required) on a continuous basis as well as occasionally without any interruption due to any reason whatsoever.

Mentioned below the approximate measurement of venue(s) to be maintained, however the venue are likely to change as and when required:

#	Venue	Area (Approximately)
1	Udyog Bhavan, Second Floor	1,025 m ²
2	Udyog Bhavan, Ground Floor	365 m ²
3	PG Students' Hostel at Kadamkuan –A	1003 m ²
4	PG Students' Hostel at Kadamkuan –B	697 m ²
5	PG Students' Hostel at Kadamkuan –C	1115 m ²
6	Residential Flats in Bailey Greens Apartment	8-10 Flats x 170 m ²
7	Permanent Campus at Bihta	15 acres (under development)
8	Venues for special academic events, such as Foundation Day Symposia, Convocation, Seminars, Special Conferences, Meetings, etc. in places other than the ones listed above, as and when required	-

Interested Service providing agencies/ firms may visit the Institute at below mentioned address on **14-Aug-2019 at 3:00 PM** to understand and assess the category-wise requirement.

Development Management Institute (DMI)
Second Floor, Udyog Bhawan
East Gandhi Maidan, Patna - 800 004 (Bihar)

Please Note:

- The general conditions which the selected agency/ firm has to comply with are presented at Appendix – I.
- Current requirements of manpower services on monthly basis, are presented at Appendix – II, however the requirements may vary.
- Occasional requirements are presented at Appendix – III of this RFQ.

REQUEST FOR QUOTATION (RFQ) - HUMAN RESOURCE SERVICES

The following supporting details documents (self-attested) should accompany the proposal (Agency/ Firm are requested to arrange their documents in following order):

1. Cover Letter indicating name of the agency/ firm, its contact details and address, its legal status, quality accreditation/ certificate along with copy of supporting documents
2. A copy of Partnership Deed/ Articles and Memorandum of Association as applicable
3. Copy of the PAN Card
4. PF Registration No. and proof thereof
5. ESI Registration No. and proof thereof
6. GST Registration No.
7. Details of Registration with the Labour Commissioner
8. An affidavit (on Non-Judicial stamp paper of ₹ 100/-) with regard to not blacklisted/ de-registered/ debarred by any government department/ public sector undertaking/ private sector/ or any other organisation for which the Agency/ Firm have executed/ undertaken the works/ services during the last three years
9. Rate quotation as per format available in the RFQ document Appendix II & III.

DMI will consider various features like professional standing of the agency/ firm, as evidenced by its date of inception, structure, governance, record of past service to institutions/ organisations similar to DMI, financial soundness of the firm, quality and availability of human resources as evidenced by their professional certification and past record, employee welfare measures extended by the firm, flexibility and responsiveness of the firm, rate quoted by the agency/ firm, etc. before award of the contract.

RFQ Submission - Single Stage Two Envelops System (Two Bid System)

The quotation need to be submitted in **two separate sealed envelopes**. The first envelope titled as 'Techno-commercial Bid', will contain the documents eligibility, technical quality and commercial terms and conditions and documents sought in the tender, except the price and relevant financial details. Similarly, the second envelop, titled as 'Financial Bid', will contain the price quotation along with other financial details are to be submitted. Both the envelopes are to be submitted together in a single sealed envelope.

Interested agencies/ firms are requested to send their offer in a **sealed envelope superscribed "RFQ for Provision of Human Resource Services" latest by 04:00 PM on 21-Aug-2019** to -

The Purchase Coordinator
Development Management Institute (DMI)
Second Floor, Udyog Bhawan
East Gandhi Maidan, Patna - 800 004 (Bihar)

Important Notes:

- The process of evaluation is given at the end of this RFQ document.
- The date and time for opening the quotations will be announced/communicated in due course.
- DMI reserves right to cancel the RFQ without assigning any reason at any point of time.

Appendix – I**General Conditions for Compliance by the Service Providing Agency/ Firm**

The following general conditions will apply in respect of the services provided by the firm:

1. The contract between DMI and the service providing agency/firm shall ordinarily be for one year from the date of award of contract; however, it may be extended for a further period on mutually agreed terms, subject to satisfactory performance on the part of the agency/ firm. Either party shall have right to terminate the contract by giving a month's notice in writing.
2. The agency/ firm shall not engage the services of any sub-contractor or third party or transfer the contract to any other person/ agency/ firm/ party.
3. The agency/ firm shall be fully responsible for and accountable to DMI for the services entrusted to them under the contract, including any act of commission and/or omission on the part of the staff/workers deployed by them.
4. The human resources deployed at DMI, comprising its offices, participants' halls of residence, faculty/ staff quarters, its upcoming campus(es), and other venues for special academic and other events engaged by DMI for such occasions, will be utilized according to the continuously evolving needs and exigencies of the Institute.
5. The Human Resources engaged for the performance of different services should have basic levels of literacy appropriate to the job requirements, and should have **adequate competencies** to discharge their duties independently and as per the needs of the Institute. The supervisory staff should possess leadership and communication skills to liaise with the authorities of DMI and its stakeholders, and should bear pleasant manners and demeanour. Among others, firms/ agencies willing to deploy Human Resources certified by appropriate national agencies in their relevant trades will be preferred. The selected agency/ firm will be required to produce documentary evidence in support of the competencies of the HR deployed by it to the satisfaction of DMI.
6. The agency/ firm will have to ensure that their employees deployed at the Institute will observe discipline and decorum, and conduct themselves in that spirit in their interactions with the stakeholders (employees, participants of PG and other programmes, alumni of DMI, Board and Society members, visitors, well-wishers, etc.).
7. All the manpower deployed by the agency/ firm should wear proper uniform as proposed by the agency/ firm. The agency/ firm should provide proper uniform along with ID card to their deployed employees.
8. The firm/ agency will not engage the services of children and have the credentials of all persons deployed at any of the work places of the Institute duly verified by appropriate and competent statutory competent authorities, including, if necessary, the Police Department. A copy of such certificates will be furnished to the Institute for records and the Institute will, in no way, be responsible for any inadequacy on the part of the agency/ firm in this regard.
9. The selected agency/firm will be responsible for compliance with all statutory requirements and obligations, including those relating to employment of labour, service conditions of labour, payment of minimum wages, employees' state insurance, payment of bonus and provident fund contribution, enhancement of wages from time to time in accordance with the notifications issued by the Govt. of Bihar/Govt. of India.
10. Any liability regarding payment to the employees, or arising due to non-compliance with any of the labour laws or due to any human loss/injury during the course of work, will be the sole and personal responsibility of the selected agency/firm.

11. In case the selected agency/ firm does not provide satisfactory services for any period of time, DMI reserves the right to have the services provided by any third party of its choice, and the costs incurred thereof have to be borne by the selected agency/ firm.
12. The engagement will be for a year from the date of conclusion of contract between DMI and the selected agency/ firm, and the contract does not confer any right for continuation or extension of the contract on any account. This will be purely short term temporary arrangement on contractual basis.
13. The employees deployed by the agency/ firm will not have any claim to any benefit/ compensation/ direct employment with DMI.
14. The Service providing agency/ firm will raise monthly bills for the persons deployed in the various premises of the Institute based on attendance maintained by the firm in a manner agreeable to DMI. The Institute will pay agency commission and payment of wages paid to the staff after deducting employee's contribution to EPF, ESIC and other benefits, which will be made directly by the agency/ firm in the accounts of the persons deployed, at rates applicable to different categories of services. DMI will reimburse the contribution in respect of such employee benefits to the agency/ firm against an invoice supported by proof of such payments. All payments to the agency/ firm will be net of applicable TDS which will be deposited by the Institute directly to the authorities concerned, and proof of such remittances will be made available to the agency/ firm on a periodic basis.
15. In addition, all materials for cleaning, maintenance, polishing, finishing and such other operations, including spares, of superior quality acceptable to the Institute, have to be arranged by the agency/ firm. The Institute will reimburse the cost of such materials used for the Institute against an invoice to be raised by the agency, suitably supported by the purchase bills/ receipts from reputed agencies, including payment of GST, along with service charges payable to the agency/ firm.
16. The Contract will be entered into between the Institute and the agency/ firm, or a Work Order issued, based on the tentative category-wise human resources agreed to be deployed in the various venues, and payment will be made on pro-rata basis for any increase or decrease in the number of persons to meet the needs of the Institute operations.
17. The rates quoted in the offer will be revised, as and when the rates are revised by the agency/ firm based on the notifications of any statutory body.
18. The Institute reserves the right to reject any or all proposals received in response to this RFQ without assigning any reason and to negotiate with any other agency/ firm in any manner deemed fit in the best interest of DMI.
19. The successful Service Providing agency/ firm will have to submit interest free Security Deposit equivalent to 10% of the value of the annual contract at the time of execution of contract. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Agency will be liable to be forfeited by DMI besides annulment of the Contract.
20. There will be one weekly off for the manpower deployed; for any other holiday institute reserves the right to call the manpower deployed to attend the services asked.
21. The manpower agency should ensure that in case of absence of deployed manpower substitute should be provided.
22. The agency should submit list of employees to be deployed after signing of the contract with DMI. DMI may test the skill of the manpower supplied through interview and verification of certificates, if required.
23. DMI may instruct the agency/ firm to replace any manpower on account of their indiscipline/ misconduct etc.

A. Costs for Manpower Services - MONTHLY DEPLOYMENT

#	Venue	Category	Per Unit Rate			Total Unit Rate (Per Shift) (D=A+B+C)	Estimated Unit Requirement (E)	Total Cost (D*E)
			Remuneration/ Month (Per Shift) (A)	Statutory Obligations (B)	Agency Service Charges (C)			
		Supervisor				1		
		General Office Support Staff				3		
1	Udyog Bhawan Second Floor and Ground Floor, Gandhi Maidan	Pantry Staff (including bearers)				3		
		Cleaning Staff				3		
		Sanitation Staff				1		
2	PG Students' Hostel at Kadamkuan (A, B & C)	Cleaning Staff				4		
		Sanitation Staff				3		
3	Residential Flats in Bailey Greens Apartment	Pantry Staff (including bearer)				1		

One Shift means: 08:00 Hours of services**B. Costs for Materials/ Consumables/ Decorative Items**

#	Item (Sanitation, Cleaning and other materials, Perfumes, Disinfectants, Tools, Equipment, Consumables, and Spares etc.)	Estimated Cost Per month (₹) for Regular Materials/ Consumables/ Decorative Items	Remarks (if any)
1	Udyog Bhawan Campus (Ground Floor and Second Floor)		
2.	PG Students' Hostel at Kadamkuan (A,B & C)		

Costs for Manpower Services - OCCASIONAL DEPLOYMENT

#	Venue	Category	Remuneration Per Shift (A)	Statutory Obligations (B)	Agency Service Charges (C)	Total Unit Rate (Per Shift) (D=A+B+C)
		Supervisor/ Caretaker				
	Occasional deployment at	General Office Support Staff				
	a. Transit Campus, Udyog Bhwan, Gandhi Maidan					
	b. Hostel at Kadamkuan (A, B & C)					
	c. Residential Flats in Bailey Greens Apartment	Sanitation and Hygiene Staff				
	d. Permanent Campus (under construction) at Bihta	Housekeeping/ Maintenance Staff				
	e. Any other location as and when required					
		Pantry Staff (including bearers)				

One shift means 8 Hours of services as per requirement

(Handwritten signatures and initials)

Process of Evaluation

Step 1: The techno-commercial bid will be evaluated based on the bidders past experience, financial strength and other technical capabilities, as per following (Please provide documentary proof as indicated in the table below):

#	Evaluation Criteria	Maximum Score	Distribution of Score					Documentary Proof
1	Presence in different states (Presence in one state means - minimum 1 Project ongoing in the respective state)	25	1 state = 5	2 states = 10	3 states = 15	4 states = 20	5 or above states = 25	Work Orders and Proof of existence in the state (Rent Agreement of Office Premises/ Proof of property registration in case it is owned by the firm/ proprietor)
2	Past Years of Similar Experience (Excluding current financial year)	25	3-4 years = 5	5-6 years = 10	7-8 years = 15	9-10 years = 20	11 or above years = 25	Work Orders / Agreement
3	Annual Turnover (in ₹) of last three financial years	25	0.50 - 2.50 Crore = 5	2.51 - 5.00 Crore = 10	5.10 - 7.50 Crore = 15	7.51 - 10.0 Crore = 20	10.10 crore or above = 25	Audited Financial Statement
4	Number of clients serving in continuation for three or above years with minimum allocated manpower ≥ 10 (Including current financial year)	25	1-3 clients = 5	4-5 clients = 10	6-7 clients = 15	8-9 clients = 20	10 or above clients = 25	Work Orders / Agreement

The minimum qualifying marks for shortlisting in techno-commercial bid will be 60 out of 100 (Maximum Score). Experience will be counted in absolute number. For example total experience of 10 Years 06 Months (or below) = 10 Years, however total experience of 10 Years 07 Months (or above) = 11 Years.

Step 2: The financial bids will be opened of only the techno-commercially compliant offers (as indicated in the first instance above). However, the financial bids of technically non-compliant offers would not get opened. The financial bid will be evaluated on a maximum score of 100 and the respective scores will be calculated, as indicated in the table below:

Particulars	Bidder A	Bidder B	Bidder C	Bidder D	Bidder E
Amount (₹) Quoted in Financial bid	X1	X2	X3	X4	Disqualified on the basis of techno-commercial bid
Score Obtained in Financial bid	$Y1 = 100 - \left(\frac{X1}{X1+X2+X3+X4} \right) 100$	$Y2 = 100 - \left(\frac{X2}{X1+X2+X3+X4} \right) 100$	$Y3 = 100 - \left(\frac{X3}{X1+X2+X3+X4} \right) 100$	$Y4 = 100 - \left(\frac{X4}{X1+X2+X3+X4} \right) 100$	-

Step 3: Final Score

The score obtained in stage 1 (techno-commercial bid) and stage 2 (financial bid) will further be added to derive the final score of respective bidders as shown in the table below:

Particulars	Maximum Score	Bidder A	Bidder B	Bidder C	Bidder D	Bidder E
Score Obtained in Techno-commercial bid	100	80	75	85	60	55
Score Obtained in Financial bid	100	Y1	Y2	Y3	Y4	Disqualified for further process of evaluation
Total Score	200	80+Y1	75+Y2	85+Y3	60+Y4	-

The bidder who obtain highest score in stage 1 and 2 (meeting other criteria); shall be considered as potential bidder for award of the contract.