



विकास प्रबंधन संस्थान
Development Management Institute

REQUEST FOR PROPOSAL (RFP) - HUMAN RESOURCE SERVICES

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1. Objective of the Request for Proposal (RFP)

Development Management Institute (DMI) is a fully autonomous and board-managed Educational Institution, supported by Govt. of Bihar for addressing the growing needs of development management professionals in the country.

DMI invites RFP under a single stage two envelopes system (Technical Bid and Financial Bid) from the reputed service providers engaged in the deployment of competent Human Resources for provision of House Keeping Services on a continuous basis as well as occasionally without any interruption due to any reason whatsoever.

2. Schedule for the Bid Process

Sl. No.	Information	Details
1	RFP No. and Date	DMI/Proc/09/15-16(04)/2089 Dt-23 rd February 2023
2	Bid validity period	60 days
3	Time and Date of Pre-Bid Meeting	At 16:00 Hrs of 3 rd March 2023
5	Time and Last Date (deadline) for submission of bids	At 11:00 Hrs of 14 th March 2023
6	Time and date of opening of Technical Bid	At 11:30 Hrs of 14 th March 2023
7	Time and date of opening of Financial Bid	At 16:00 Hrs of 17 th March 2023
8	Place of Pre-Bid Meeting & Address for Bid submission & correspondence for all purposes in relation to this RFP.	Development Management Institute Second Floor, Udyog Bhawan, East Gandhi Maidan, Patna - 800 004 (Bihar)

3. Scope of Work

Sealed RFPs are invited from eligible, reputed, and qualified organizations for the assignments as defined under the Terms of Reference Section. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria mentioned in this RFP document's subsequent section. The human resources deployed at DMI, comprising its offices and participants' halls of residence (Hostels), Guest House, 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.

The Institute desires from the Agency to 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	Transit campus at Udyog Bhawan, Second Floor	1,025 m ²
2	Transit Campus at Udyog Bhawan, Ground Floor	365 m ²
3	PG Students' Hostel at Kadamkuan –A	270 m ²
4	PG Students' Hostel at Kadamkuan –B	250 m ²
5	Guest House at Patliputra colony & at Le Grassia Apartments	

4. Minimum Eligibility Criteria

Registration

- The Entity should be incorporated prior to 01st April 2017 as a Private Limited Company or a Public Company.
- The Bidder must be registered under EPF, ESIC, and GST for the Bihar location.
- The Bidder must possess a valid ISO 9001:2000 or 9001:2008 certificate as of the date of submission of the Bid document.

Experience

- The Bidder should have provided housekeeping services to at least five clients, out of which three should be Government Departments/Public Sector Undertakings/ Public Sector Banks/ Public Sector Insurance Companies/ Government Academic Institution etc. preferably in Bihar for a minimum period of one year for each client after 01st April 2018.
- Clients may be same or different in different fiscal years (F.Y.) 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22.

Financial

- The average annual turnover of the three fiscal years (F.Y.) 2019-20, 2020-21 & 2021-22 should be more than Rs. 5.00 (Five) Crores.
- There should be at least one client having minimum annual billing more than or equal to Rs. 30.00 Lakhs (exclusive of tax) in the last five F.Y. 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22. It is not necessary that the client should be same in all five years. Clients may be different. The list of clients should be as per clause-(b) mentioned in the **Experience category**.

Others

- The Bidder by itself or subsidiaries or sister concerns should not be providing security services to DMI at present.
- The Bidder should not have been blacklisted by the Government/ Government Entity/ any other client in the last three years ending until the last date of submitting the Bid.
- The Bidder should have at least 100 manpower on its roll.
- The Bidder should confirm the availability of adequate manpower of requisite qualification and experience for deployment in DMI if awarded the contract.

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.
- The Bidder is requested to quote the rate for the occasional requirements presented at Appendix – III of this RFP.
- Bidders are requested to visit our website (www.dmi.ac.in) regularly for any update/ information related to this RFP. No communication will be made/ advertised separately.

5. Overall Guidelines of the Bid**5.1 RFP Submission - Single Stage Two Envelopes System (Two Bids System)**

The Bidder is suggested to read the entire Bid document very carefully. The proposals need to be submitted in two separate envelopes. The first envelope, called the **Technical Bid**, will contain the documents related to the eligibility, technical quality, and commercial terms and conditions and documents sought in the tender as per Checklists Part A & Part B given in Para 6.2, except the price and relevant financial details.

In the second envelope, called the **Financial Bid**, the price quotation and other financial details are to be submitted as per Appendix-I & II.

Both the envelopes are to be submitted together in a single sealed envelope. The Bidder is required to prepare an index containing particulars of the document, no. of pages and its serial number, and to be placed with the covering letter at the top. The Bidder is requested to clearly mention their e-mail ID and Phone number on the top of the envelope.

Interested agencies/ firms are requested to submit their proposal in a sealed envelope superscripted "RFP for Provision of Housekeeping Services" **latest by 11:00 AM on 11th March 2023.**

5.2 Technical Bid

The interested Bidder is required to submit the documents as per checklists (Part- A & B) as given below

Checklist (Part- A)

Sl. No.	Requirements	Required documents	Document enclosed (Yes/ No)	Enclosed at Page No.
1	Legal Status as Private Limited/ Public Limited and other registrations	Copy of Certificate of incorporation (prior to 01 April 2017)		
		Proof of Office Address in Patna		
		Copy of PAN		
		Copy of GST Registration Certificate for Bihar		
		Copy of EPFO Registration Certificate for Bihar		
		Copy of ESIC Registration Certificate for Bihar		
		Copy of valid ISO certificate		
2	Financial Status	Copy of Audited Financial Statement for		
		F.Y. 2019-20		
		F.Y. 2020-21		
		F.Y. 2021-22		
3	Bidder has not been blacklisted by the Government/ Government Entity/ Public Sector Banks/ Public Sector Insurance Companies or any other.	Self-certified letter on Company's letterhead		

	client in the last three years ending till the last date of submission of the Bid.			
4	Bidder does not have any legal suit / criminal case pending against it for violating PF /ESI/MW Act or any other law.	Self-certified letter on Company's letterhead		
5	Authorized Signatory	A power-of-attorney should accompany the proposal in the name of the signatory of the proposal		
6	The Bidder should have at least 100 manpower on its roll	Copy of ECR (EPFO)		
		April 2022		
		May 2022		
7	Availability of Manpower	June 2022		
		The undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in DMI		
8	Cover letter regarding acceptance of terms & conditions of the Tender	On company's letter head		
9	Cover letter regarding submission of the Financial Bid	On company's letter head		

Checklist (Part- B)

Sl. No	Requirements	2017-18	2018-19	2019-20	2020-21	2021-22	Required Documents	Document enclosed (Yes/ No)	Enclosed at Page No.
A.	Experience, Category and Annual Billing amount								
	Name of clients and Location	Annual billing amount (in INR) exclusive of taxes							
	Clients in Bihar (minimum 05 clients) - Government Deptt/ Public Sector Underretaking/ Bank/Insurance/ Govt Academic Institution								
1							Copy of Work Orders and work completion Certificates		
2									
3									
4									
5									
	Clients - Other than above having contract period of one year or more								
1							Copy of Work Orders and work completion		
2									
3									
4									
5									

								Certificate s		
B.	Average Annual Turnover									
	Annual turnover of the company							Audited Profit and Loss Account		
	Total turnover of all 05 years									
	Average annual turnover of all 03 years (should be greater than Rs. 5.00 Crores)							Turnover certificate issued by a Chartered Accountant		

Separate sheet may be used for submission of information, if required.

5.3 Financial Bid

The Interested Bidder has to submit the financial quote in the prescribed format as given in Appendix I & II with Commercial Proposal covering letter as part of Financial Bid. The financial Bid will be evaluated. The lowest Bidder among financial Bids will be awarded the contract. The Bidder is expected to quote a reasonable, workable rate for service charges which would support them to execute the contract smoothly if awarded. The costs towards employee development or welfare should be accommodated in the service charges.

If more than one price bid quoting the same rates is received, the winning Bidder shall be selected based on the higher position in the rank list prepared as per Para 5.2 above.

5.4 Authentication of Bid

All documents forming part of Technical Bid & Financial Bid need to be authenticated by the authorized signatory.

5.5 Late Bids

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever shall not be entertained.
- The bids submitted by telex/telegram/fax/e-mail etc., shall not be entertained.
- DMI shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents.

5.6 Right of cancellation/rejection of Bid Proposal

- DMI reserves the right to cancel Bid at any stage without assigning any reason.
- DMI reserves the right to reject any or all proposals received in response to this RFP without assigning any reason and to negotiate with any other agency/ firm in any manner deemed fit in the best interest of DMI.

6. Opening of Tenders and Evaluation

- Technical Bids shall be opened as per the schedule mentioned in Para 2 of this Bid document. The authorized bidders' representatives are advised to attend the Bid Opening. During the Bid opening, the envelopes containing Technical Bid shall be opened. The envelopes containing Financial Bid shall be signed by all the committee and other members present and kept unopened for opening at the scheduled date of opening of the Financial Bid.

Initial scrutiny of the Bid shall be done, and the proposal shall be treated as non-responsive if found incongruous in terms of:-

- If not submitted in the format as specified in the RFP document.
- Received without the Letter of Authorization (Power of Attorney).
- Found with suppression of details.

- (iv) Submitted without the documents requested in the checklist.
 - (v) Having incomplete information, subjective, conditional offers, and partial offers submitted.
 - (vi) Having non-compliance with any of the clauses stipulated in the RFP.
- b) The committee shall evaluate the Technical Bids with reference to technical requirements and various other criteria mentioned in the bid documents. Based on the qualifying criteria, a rank list shall be prepared. Bidders who fulfill all the essential parameters as per the technical qualification criteria shall be qualified. First, the technical proposal will be evaluated, and only those bidders who qualify the requirements will go through the next set. Only the Technically qualified bidders shall be further considered for opening and evaluation of Financial Bids. There must be at least three valid responsive Bids for opening of financial bids.
 - c) The financial Bid will be evaluated. The lowest Bidder among financial Bids will be awarded the contract. The Bidder is expected to quote a reasonable, workable rate for service charges which would support them to execute the contract smoothly if awarded. The costs towards employee development or welfare should be accommodated in the service charges.
 - d) If more than one price bid quoting the same rates is received, the winning Bidder shall be selected based on the higher position in the rank list prepared as per Para 7(b) above.

7. Letter of Award, Performance security & execution of the agreement

DMI will issue a letter of award to the successful Bidder. The selected Bidder would be required to Deposit an interest-free Performance Security for a value equivalent to @10% of the total work order (excluding GST) in the form of Demand Draft/ Cheque/NEFT/RTGS in the bank account of DMI within the period of as may be stated in the letter of award. DMI shall reserve the right of negotiation with the successful Bidder. On receipt of security, a contract agreement would be finalized for the award and assigning.

Failure of the successful Bidder to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DMI may award the contract to the next best value Bidder to award in L1 rate or call for new bids.

8. 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 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.
2. 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.
3. 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.
4. 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 demeanor. 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.
5. 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.).

6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. The employees deployed by the agency/ firm will not have any claim to any benefit/ compensation/ direct employment with DMI.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. The agency should ensure that in case of absence of deployed manpower substitute should be provided.
18. DMI may test the skill of the manpower supplied through interview and verification of certificates, if required.



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Minimum Wage details per person per shift (08 Hours) as prescribed by the Govt.

S.No	Particulars	Supervisor (Highly Skilled)	General Support staff (Skilled)	Office staff (Unskilled)	Housekeeping staff (Unskilled)	Pantry staff (Unskilled)	Cook cum caretaker for Guest House (Skilled)
A	Basic Wage per day						
B	Variable DA per day						
C	Other Allowance, if any						
D	Total Wage per day (A+B+C)						
E	Wages for 26 days per person						
Add :	Statutory Contribution						
F	EPF (13%)						
G	ESI (3.25%)						
H	Bonus (8.33%)						
I	Other, if any (please specify)						
J	Gross Wages per person for 26 days (E+F+G+H+I)						
K	Agency Service Charges per person						
L	Total Wages per person (J+K)						
M	Estimated Number required	1	2		13	2	2
N	Total (L X M)						

GST Extra

The Bidder would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government for Outsourcing of Housekeeping services from time to time. For occasional deployment on call will also be paid as per the above rate.

Signature of the Agency with seal and date



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	Transit Campus at Udyog Bhawan Campus (Ground Floor and Second Floor)		
2.	PG Students' Hostels at Kadamkuan		
3	Guest House at Patliputra Colony and Le Grassia Apartments		

GST inclusive

Signature of the Agency with seal and date

