



**GOVERNMENT OF INDIA**  
**NATIONAL DISASTER MANAGEMENT AUTHORITY (NDMA)**  
**NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029**

**Tender No. OUTSOURCING/ NDMA/2014-15**

**BID DOCUMENT**

**TENDER FOR OUTSOURCING OF SERVICES OF SECRETARIAL AND VARIOUS  
OTHER PERSONNEL FOR USE NATIONAL DISASTER MANAGEMENT AUTHORITY  
NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029**

**(Visit us at [www.ndma.gov.in](http://www.ndma.gov.in))**

**Not transferable**

**Price of Bid Document: Rs.500.00**  
**No. of Pages: 27**

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**NATIONAL DISASTER MANAGEMENT AUTHORITY**  
**NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029**

No. **OUTSOURCING/ NDMA/2014-15**

Dated: **23.04.2014**

**Notice Inviting Tender For outsourcing of services of secretarial and various other personnel for use in National Disaster Management Authority**

1. Sealed bids on behalf of the President of India, are invited under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed & experienced Companies /Firms /Agencies for outsourcing of services of secretarial and various other personnel for the use in the office of National Disaster Management Authority, New Delhi for a period of one year from the date of contract.

The office of NDMA is situated at New Delhi/Delhi.

Sr. No.	Description of Services	Estimated Cost	Cost of Bid Document
1	<b><u>Services of secretarial and various other personnel for the use in the office of National Disaster Management Authority, New Delhi</u></b>	Rs.2,16,00,000	Rs.500

**2. Schedule –**

Sale of bid Document	:	<b>From 23.04.2014 to 15.05.2014</b> (Time 10:30 hrs to 15:00hrs.)
Last date & time for receipt of bids	:	<b>15.05.2014</b> (upto 15:00 hrs.)
Date & Time for opening of Technical Bid	:	<b>15.05.2014</b> (Time 16:00 hrs.)
Date & Time for opening of Financial Bids for technically qualified contractors	:	To be notified later
Place of opening the bids	:	NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029

**Validity of bid: 90 days from the date of Opening of tenders.**

3. Intending bidders may obtain tender documents from National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029 (on all working days between **10.30 hours and 15.00 hours**) up to **15.04.2014** on payment of **Rs.500/- (non-refundable)** by Demand Draft from any of the Scheduled Bank drawn in the favor of **DDO, NDMA, New Delhi**.
4. Tender document can also be downloaded from the website [www.ndma.gov.in](http://www.ndma.gov.in) Tender documents downloaded from the NDMA web site- [www.ndma.gov.in](http://www.ndma.gov.in) are also acceptable provided the requisite tender fee/cost i.e. **Rs.500/-** is enclosed in the form of Account Payee Demand Draft drawn on any of the Scheduled Banks payable at New Delhi in favour of **DDO, NDMA, New Delhi** at the time of submission of bid document. The downloaded tender forms without tender cost will not be accepted.
5. The interested Companies/ Firms/ Agencies may put bid document complete in all respects along with Earnest Money Deposit (EMD) of **Rs.10,00,000=00 (Rupees Ten Lakh only)** and other requisite documents **from 10:30 AM on 23.04.2014 to 15:00 PM of 15.05.2014** in the Tender Box kept in National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029
6. This office reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029, in this regard shall be final and binding on all.

**-/Sd.**

(Partha Kansabanik)  
Under Secretary (Gen.)  
NDMA, NDMA Bhawan, A-1, Safdarjung Enclave  
New Delhi-110029.

## SECTION II

### INSTRUCTIONS TO BIDDERS

#### **SERVICES TO BE PROVIDED**

1. **Services to be provided:** are given in Section V
2. **Eligible Bidders**
  - a. Bidder should be registered with the labour department of the Central / State Government.

3. **Cost of Bidding**

Bidder may obtain tender documents from National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029 (on all working days between **10.30 hours and 15.00 hours**) up to **15.05.2014** on payment of **Rs.500/- (non- refundable)** by Demand Draft from any of the Scheduled Bank drawn in the favor of DDO NDMA payable at New Delhi. Tender documents downloaded from the NDMA web site- [www.ndma.gov.in](http://www.ndma.gov.in) are also acceptable provided the requisite tender fee/cost i.e. **Rs.500/-** is enclosed in the form of Account Payee Demand Draft drawn on any of the Scheduled Banks payable at New Delhi in favour of DDO NDMA New Delhi at the time of submission of bid document. NDMA in no case will be responsible for these costs regardless of the conduct or outcome of the bidding process.

4. **Bid Document**

- 1.1 Bid document includes

- a. Instructions to bidders
- b. General Condition (Commercial) of contract
- c. Special conditions of contract
- d. Services to be provided
- e. Bid form
- f. Letter of authorization to attend bid opening
- g. Certificate on Non-participation of near relatives in the tender.
- h. Financial Bid document.
- i. Declaration

- 1.2 The bidder is required to examine all instructions, forms, terms and specifications in the Bid documents. Failure to furnish all or any of the information required as per Bid document or submission of the bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.

- 1.3 A prospective bidder requiring any clarification on the Bid documents shall notify in writing. National Disaster Management Authority shall respond in writing to any request for the clarification of bid document which it receives not later than 3 days prior to the date of opening of the Tender.

5. The tendering Companies / Firms / Agencies are required to enclose photocopies of the following documents (**Duly attested by Gazetted Officer of the Government of India**), along with the Qualifying Bid signed on each page with seal to **establish bidders eligibility and qualifications**, failing which their bids shall be summarily/out rightly rejected and will not be considered any further :

(a) Copy of Registration certificate with Labour Department;

(b) Copy of PAN / GIR card;

(c) Copy of the IT return filed for minimum TWO financial years during last three years i.e. from **2010-11, 2011-12 & 2012-2013**.

(d) Copies of EPF and ESI certificates;

(e) Copy of the Service Tax registration certificate;

(f) Certified extracts of the Bank Account containing transactions during last one year (i.e. 2013-2014. The Placement Agency should have at least Rs 3 crore (Rupees Three Crore Only) of Annual turnover in last three financial years (2010-11, 2011-12 and 2012-13). Turn over certificate from Chartered Accountant along with ITR for the last three financial years (2010-11, 2011-12 and 2012-13) to be enclosed (copy of balance sheet and profit and loss statements etc. need not be enclosed).

(g) Work experience certificate issued not below the head of unit/Gazetted officer/Manager of **Central Govt. / State Govt. / PSU** for similar work for minimum two years during the last five years (i.e from **2009-2010 to 2013-14**).

## 6. **Amendment to Bid Document**

- (i) At any time, prior to the date of submission of bid, the NDMA may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by amendments.
- (ii) The amendments shall be notified in writing to all prospective bidders and these amendments will be binding on them.

## 7. **Document comprising the bid**

The bid prepared by the bidder shall comprise the following components.

- a. Documentary evidence established in accordance with clause 5 of Section II that the bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.
- b. Bid security furnished in accordance with clause 11 of Section II
- c. A clause by clause compliance as per clause 10 of Section II
- d. Bid form and Financial Bid completed in accordance with clause 8 and 9 of Section II.
- e. All documents as required by clause 5 of Section II.

## 8. Bid Form

The bidder shall complete the bid form (Section VI) and the appropriate Financial Bid furnished in the bid document as per Section VIII.

## 9. Bid Price

The bidder shall quote as per Financial bid given in Section VIII for the services of secretarial and various other personnel for use National Disaster Management Authority to be provided.

- (i) The price quoted by the bidder shall remain fixed during entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- (ii) "Discount" or extra charges if any mentioned by the bidders shall not be considered unless these are specifically indicated in the financial bid.
- (iii) The contractor will maintain proper record as required under the Law /Acts. The contract will remain valid for one year however contract may be extended for further period up to one year if agreed mutually by the contractor and National Disaster Management Authority on the same rate, terms and conditions subject to the satisfactory performance of the work.
- (iv) The Firm/Agency quoting less than 2% (TDS percentage) as service charges will be disqualified financially.

## 10. Clause by clause compliance

A clause by clause compliance of General conditions (commercial) of contract (Section III), and special condition (Section IV), shall be given along with the bid.

## 11. Bid Security

- 11.1 The Earnest Money Deposit (EMD) of Rs.10,00,000/- (Rupees Ten Lakh only), refundable **(without interest)**, should be necessarily accompanied with the 'Technical Bid' of the agency in the form of Fixed Deposit Receipt (FDR) / Bank guarantee from any of the Scheduled bank drawn in favor of DDO NDMA New Delhi payable at New Delhi valid for a period of 45 days beyond the final bid validity period. **Offer not accompanied by earnest money of the requisite amount or without proper validity will be summarily rejected.**
- 11.2 The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. The successful bidder's security (EMD) will be discharged upon the bidder's acceptance of the award of contract satisfactorily in accordance with clause 15 and furnishing the performance security.

Further, if the agency fails to deploy workforce against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

11.3 The bid Security may be forfeited:

- a. If bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form accordance with clause 2 of Section III

11.4 The bid shall be filled either typed or printed and all pages numbered consecutively and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract.

11.5 The bids with overwriting/erasures will not be entertained.

## 12. Submission of Bid:

The bids have to be submitted under two bid system i.e. (1).Technical Bid and (2).Financial Bid. The interested agencies are advised to submit two separate sealed envelopes addressed to Under Secretary (Adm), National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029 & subscribing "Technical Bids For Outsourcing of services of secretarial and various other personnel for use in the office of National Disaster Management Authority, New Delhi ," and "Financial Bids For outsourcing of services of secretarial and various other personnel for use in the office of National Disaster Management Authority, New Delh". Both sealed envelopes should be kept in a third envelope sealed with wax/packing PVC tape, subscribing "Bid for Outsourcing of services of secretarial and various other personnel for use in the office of National Disaster Management Authority, New Delhi". The bid document completed in all respects along with Earnest Money Deposit (EMD) and other requisite documents may be put in the Tender Box kept in National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029 from **10:30 AM on 23.04.2014 to 15.05.2014 till 15:00 hours.**

- a. Any bid received after the dead line for submission of bids shall be rejected and returned to the bidder.
- b. To furnish a bid not in accordance with 11.1 shall be rejected as non-responsive at the bid opening stage and returned to the bidder unopened.
- c. The bid security of unsuccessful bidder will be discharged /returned (without interest) as early as possible but not later than 30 days after the expiry of the period of bid validity.
- d. Conditional bids will out rightly be rejected.

## 13. Bid Opening:

The envelope containing Technical Bid shall be opened first on the scheduled date and time at **15.05.2014** at the National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029 in the presence of the representatives of the Companies, Firms / Agencies as per **Section IX**, if any, who wish to be present on the spot at that time. Technical Bids shall be evaluated by the competent authority. Financial bids of technically qualified, eligible contractors meeting all the requisite criteria only shall be opened on a date & place to be notified later in presence of short listed contractors or their authorized representatives.



## 14. Evaluation:

- 14.1 The National Disaster Management Authority, New Delhi shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly submitted and whether bids are generally in order. Minor deficiencies like spelling mistakes in bid document can be waived off at the discretion of this office.
- 14.2 A bid will be considered as non-responsive –
- i. If the Bid security amount drawn is less.
  - ii. If the Bid security/cost of tender form is not drawn as given in NIT.
  - iii. If the bid validity is less than 90 days
  - iv. If bids are not sealed properly with sealing wax/packing PVC tape or bids sealed with gum or staple.
  - v. If bids submitted with conditions other than those specified in the Bid document.
  - vi. If the bids are received later than the specified time of closing of the bid
  - vii. If there is discrepancy between words and figures, the amount in words shall prevail. If the Contractor does not accept the correction of the errors, his bid shall be rejected.
  - viii. Canvassing of any form.
- 14.3 A substantially responsive bid is one, which conforms to all the terms and conditions of the Bid document without material deviation. A bid determined as substantially non-responsive will be summarily rejected by the NDMA, New Delhi.
- 14.4 If there is a discrepancy between words and figures the amount in words shall prevail. The NDMA, New Delhi, will determine the substantial responsiveness of each bid to the bid document.
- 14.5 The NDMA, New Delhi shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered as indicated in Section VIII of the bid document.
- 14.6 L1 shall be decided based on the bid quoted in **Section VIII**.
- 14.7 All correspondence and notices under this tender shall be issued by NDMA by 'Registered Post Acknowledgement Due'. It is the responsibility of the bidder to ensure that he provides the correct address to NDMA.

## 15. Award of Contract

The NDMA, New Delhi shall consider placement of letter of intent to those bidder(s) whose offers have been found acceptable. The bidder shall within 2 weeks days, of issue of letter of intent, give his acceptance along with performance security in conformity with section III of the bid document.

The NDMA New Delhi shall issue the work order separately to the successful bidder for engagement of outsourced persons.

**16. Right to vary quantities**

The NDMA, New Delhi reserves the right at the time of award of contract / during the contract period to increase or decrease as per the required quantity of services specified in the Services to be and provided without any change in charges of the offer or other terms and conditions upto the validity period of the contract agreement.

**17. Signing of Contract**

17.1 Signing of Agreement shall constitute the award of outsourcing contract on the bidder.

17.2 Upon the successful bidder furnishing the performance security, National Disaster Management Authority, New Delhi shall discharge its bid security in pursuant to Clause – 11.2.

**18. Annulment of Award**

Failure of the successful bidder to comply with the requirement of Clause 17 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event the NDMA New Delhi may make the award to any other bidder at the discretion of the NDMA New Delhi or call for new bids.

**19. Period of validity of bids**

- a. The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by the NDMA, New Delhi, as non-responsive.
- b. A Bidder accepting the request of the NDMA, New Delhi for an extension to the period of bid validity, in exceptional circumstances may do so, however will not be permitted to modify bid.

**20. Cancellation of bid**

The NDMA, New Delhi reserves the right to cancel the bid (tender) partly or fully without assigning any reason.

## SECTION III

### GENERAL CONDITIONS (COMMERCIAL) OF CONTRACT

#### 1. **Application**

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in NIT unless otherwise agreed by the NDMA, New Delhi.

#### 2. **Performance Security**

2.1 The successful bidder shall be required to deposit an amount equal to 10% of the Tendered value within 2 weeks of conveying the NDMA, New Delhi intention for accepting the bid as Performance Security

2.2 The performance security (10% of Tender cost) will be furnished in the form of the Bank Guarantee, or Fixed Deposit Receipt (FDR) from a Scheduled Bank, made in the name of the Company / Firm / Agency but hypothecated to the DDO, NDMA, New Delhi payable at New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the bidder

2.3 Performance security will be discharged after compliance of contractor's performance obligation under the contract.

2.4 If the contractor fails or neglect any of his obligations under the contract it shall be lawful for the NDMA, New Delhi to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

#### 3. **Executive Time Limit**

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

#### 4. **Payment terms**

a) The agency shall raise the bill, in duplicate, along with attendance sheet duly verified by the NDMA New Delhi in respect of the persons deployed and submit the same to DDO in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. However, the relevant enclosures are specified as follows:

i. Payment shall be made to the manpower in the presence of the designated officer of O/o NDMA, New Delhi. The payment to the manpower shall be done either by cheque or through ECS only.

ii. EPF and ESI Challans.

iii. List of individual details of contributions made by the employer / employee towards EPF and ESI.

iv. Copy of the service tax paid receipt.

v. The contractor shall submit paid challan of the bank for the previous month for depositing ESI and EPF contribution & indicating names of the employees and amount remitted for each should be enclosed alongwith the bills.

## **5. Termination of Contract**

The NDMA, New Delhi may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in part by written notice indicating the date w.e.f. which the termination is to become effective.

If the contractor fails to arrange the supply the services of secretarial and various other personnel for use National Disaster Management Authority

- a. within the period(s) specified in the contract or any extension thereof granted by the NDMA, New Delhi  
Or
- b. If the contractor fails to perform any other obligation(s) under the contract.

The NDMA, New Delhi may without prejudice, to other rights under Law or the contract provided get the hiring of services of secretarial and various other personnel done at the risk and cost of the contractor in above circumstances.

## **6. Termination for insolvency**

The NDMA New Delhi may also by giving written notice and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

## **7. Force Majeure**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockage or act of God (Herein after referred to as events) provided notice of happenings, of any such eventuality and given by either party to the other within 21 days from the date of occurrence thereof, neither party shall be responsible of such events and be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of NDMA New Delhi as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

## **8. Arbitration**

- 8.1 In the event of any question, dispute or difference arising under the agreement in connection herewith (except as to matters, the decision to which is specifically provided under this agreement) the same shall be referred to sole arbitration of the O/o NDMA. Secretary, NDMA shall appoint an Arbitrator. In case his designation of the Arbitrator is changed or his office is abolished then in such case to the sole Arbitration of the officer for the time being entrusted whether in addition to the function of the NDMA or by whatever designation such officer may be called (herein after referred to as the said officer) and if the NDMA or the said officer is unable or unwilling to act as such, than to the sole arbitration of some other person appointed by the NDMA or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. The adjudication of such Arbitrator shall be governed by the

provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.

- 8.2 The arbitrator may from time to time with the consent of both the parties extend the time frame for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 8.3 The venue of the arbitration proceeding shall be the NDMA at New Delhi or such other place as the arbitrator may decide.

**9. Set Off**

Any sum of money due and payable to the contractor (including security deposit refundable to him) under the contract may be appropriated by the NDMA, New Delhi and set off the same against any claim of NDMA, New Delhi for payment of a sum of money arising out of this contract or under any other contract made by contractor with NDMA, NewDelhi.

**SECTION IV**  
**SPECIAL CONDITIONS OF CONTRACT**  
**TERMS AND CONDITIONS**

**GENERAL:**

1. The contractor shall be registered with appropriate authority's i.e. labour commissioner of Delhi in this case.
2. **The Placement Agency will take over the services of existing secretarial and other various personnel with rates fixed with the approval of NDMA without charging any administrative/registration or any other charges. The placement agency will provide additional manpower, if required, as indicated in section V with the approval of NDMA.**
3. The contract for "**outsourcing of services of secretarial and various other personnel for use National Disaster Management Authority (LIST ATTACHED)**" shall be for a period of one year, unless it is curtailed or terminated by this office owing to deficiency of service, sub-standard quality of attendants deployed, breach of contract, reduction or cessation of the requirements of work.
4. The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual consent of contracting agency and this office. The extension of the contract should not normally be for more than six months.
5. The contract may be extended, on the same terms and conditions or with some addition / deletion / modification, for a further period not exceeding one year.
6. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this office.
7. The contractor will be required to pay minimum wages as prescribed under the Minimum Wages Act 1948. The contractor will maintain proper record as required under the Law / Acts. The contract will remain valid for one year or the period specified in the letter communicating the acceptance, whichever is earlier, unless terminated earlier by the NDMA, New Delhi.
8. The requirement of this office {NDMA, New Delhi} may further increase or decrease during the period of contract and the contractor would have to provide additional persons, if required on the same terms and conditions.
9. The contractor will be bound by the details furnished by him / her to this Department, while submitting the bid or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
10. Financial bids of only those contractors who qualify in the technical bid shall be evaluated. This office reserves right to terminate the contract during entire period also after giving a one months notice to the contracting agency.

11. The contractor shall ensure that the persons deployed for the work in NDMA, New Delhi conforms to the technical specifications of language skills etc. prescribed in the Tender Document.

12. The persons deployed by the agency shall be required to work normally as per this office's working days, i.e. from Monday to Friday from 09:00 hrs. to 18:00 hrs. with a lunch break. *The person deployed may also be called upon to perform duties on Saturday, Sunday and other gazetted holidays, if required, without any extra charge. The person, if deputed for any official work outside the office within Delhi/New Delhi area, shall not be entitled for any other emoluments except only the actual ordinary bus fare for the purpose.*

13. The contracting Company / Firm / Agency shall furnish the following documents in respect of the individual persons who will be deployed by it in this Department before the commencement work:

- a. List of persons short listed by agency for deployment at the NDMA, New Delhi containing full details i.e. date of birth, marital status, address etc;
- b. Bio-data of the persons.
- c. Certificate of verification of antecedents of persons by local police authority.

14. In case, the person employed by the successful contractor commits any act of omission / commission that amounts to misconduct /Indiscipline/ incompetence / security risks, the successful contractor will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by this office within 2 days of being brought to their notice, failing which it would be treated as breach of contract which may lead to cancellation of contract.

15. The bidding company shall provide identity cards to the personnel deployed in this office carrying the photograph of the personnel and personal information as to name, DOB, age and Identification mark etc.

16. The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in this office.

17. The service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

18. The person deployed shall be required to report for work at 09:00 hrs. to NDMA, New Delhi and would leave at 18:00 hrs. In case, person deployed is absent on a particular day, comes late / leaves early or does not perform the duties assigned to him, the payment will be done on pro-rata basis.

19. Necessary certificate for satisfactory performance by officer in charge will be required. For inferior quality or incorrect execution of work, the in-charge of work will be empowered to deduct from bills 5 % amount of W.O. in addition to excess payment made to rectify/reconstruct or replace any defective work. No payment will be made for such execution.

20. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons. **The delay by the Agency in providing a substitute beyond three working days shall attract penalty @ Rs. 200 per**

**day (per such case) on the service providing agency, besides deduction in payment on pro-rata basis.**

21. For all intents and purposes, the contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of attendants so employed and deployed in this office for contractual services.

22. The contractor shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever. This office shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

23. The persons deployed by the contractor shall not have any claims of Master and Servant relationship vis a vis NDMA, New Delhi nor have any principal and agent relationship with or against the NDMA, New Delhi.

24. The work force deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of this office, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in the NDMA, New Delhi. The Contractor should communicate the above to all the persons deployed in this office by the contractor.

25. Payment shall be made only to the contractor and on monthly basis as per actual services. The contractor has to raise invoices in the first week of the next month for the services rendered in the month.

26. The contractor will be responsible for compliance of all statutory provisions relating to Minimum Wages Acts, Provident Fund, and Employees State Insurance, and any other act/laws pertaining to the service asked in this tender in respect of the persons deployed by it in this office.

27. Contractor shall also be liable for depositing all taxes, duties, levies, Cess etc. on account of service rendered by it to Ministry of Communications & IT to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

28. The contractor shall maintain all statutory registers under the applicable Law. The agency shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.

29. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this office.

30. In case the contractor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof This office is put to any loss / obligation, monetary or otherwise, This office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.



## SECTION V

### Services To Be Provided

As per details indicated below this office has initial requirement for the following posts. Their required educational/professional qualifications/Experience and rates per months per person and number of anticipated manpower required are indicated below against each:-

#### 1. SR. ADMINISTRATIVE OFFICER

1	<b>Educational Qualification</b>	<b>Graduation or equivalent.</b>
2.	<b>Experience</b>	<b>20 years' experience in dealing with administrative/establishment matters in a senior supervisory capacity, preferably in Govt. Organizations plus computer knowledge (Deputy Secretary level officer in Govt. of India).</b>
3.	<b>Rate per Month per person</b>	<b>₹ 26,080/-</b>
4.	<b>No. of Anticipated Manpower Required</b>	<b>5</b>

#### 2. ADMINISTRATIVE OFFICER

1	<b>Educational Qualification</b>	<b>Graduation or equivalent.</b>
2.	<b>Experience</b>	<b>15 years' experience in dealing with administrative/ establishment matters in a supervisory capacity, preferably in Govt. Organisations plus computer knowledge (Under Secretary level officer in Govt. of India).</b>
3.	<b>Rate per Month per person</b>	<b>₹ 22,820/-</b>
4.	<b>No. of Anticipated Manpower Required</b>	<b>2</b>

#### 3. JR. ADMINISTRATIVE OFFICER

1	<b>Educational Qualification</b>	<b>Graduation or equivalent.</b>
2.	<b>Experience</b>	<b>12 years' experience in dealing with administrative/ establishment matters in a supervisory capacity, preferably in Govt. Organisations plus computer knowledge (Section Officer and equivalent in Govt. of India).</b>
3.	<b>Rate per Month per person</b>	<b>₹ 19,560/-</b>
4.	<b>No. of Anticipated Manpower Required</b>	<b>7</b>

#### 4. OFFICE SUPERINTENDENT

1	<b>Educational Qualification</b>	<b>Graduation or equivalent.</b>
2	<b>Experience</b>	<b>10 years' experience in Office Management, with computer knowledge (Assistant and equivalent in Govt. of India).</b>
3.	<b>Rate per Month per person</b>	<b>₹ 16,300/-</b>
4.	<b>No. of Anticipated Manpower Required</b>	<b>9</b>

5. SR. FINANCE AND ACCOUNTS OFFICER

1	Educational Qualification	Graduation or equivalent.
2.	Experience	20 years' experience in dealing with finance and accounts matters in a senior supervisory capacity, preferably in Govt. Organisations plus computer knowledge (Deputy Secretary level officer in Govt. of India).
3.	Rate per Month per person	₹ 26,080/-
4.	No. of Anticipated Manpower Required	2

6. FINANCE AND ACCOUNTS OFFICER

1	Educational Qualification	Graduation or equivalent.
2.	Experience	15 years' experience in dealing with finance and accounts matters in a supervisory capacity, preferably in Govt. Organisations plus computer knowledge (Under Secretary level officer in Govt. of India).
3.	Rate per Month per person	₹ 22,820/-
4.	No. of Anticipated Manpower Required	1

7. JR. FINANCE AND ACCOUNTS OFFICER

1	Educational Qualification	Graduation or equivalent.
2.	Experience	12 years' experience in dealing with finance and accounts matters in a supervisory capacity, preferably in Govt. Organisations plus computer knowledge (Section Officer and equivalent in Govt. of India).
3.	Rate per Month per person	₹ 19,560/-
4.	No. of Anticipated Manpower Required	2

8. SR. TECHNICAL OFFICER

1	Educational Qualification	M.Sc or equivalent, with added qualification in the relevant technical area.
2.	Experience	20 years' experience in the relevant field, preferably in Govt. Organisations plus computer knowledge
3.	Rate per Month per person	₹ 26,080/-
4.	No. of Anticipated Manpower Required	1

9. TECHNICAL OFFICER

1	Educational Qualification	B.Sc or equivalent, with added qualification in the relevant technical.
2.	Experience	15 years' experience in the relevant field, preferably in Govt. Organisations plus computer knowledge.
3.	Rate per Month per person	₹ 22,820/-
4.	No. of Anticipated Manpower Required	1

**9. SR. PROGRAMMER/SR. SYSTEMS ANALYST**

1	Educational Qualification	For Sr. Programmer – BCA/MCA or Diploma in required language. For Sr. Systems Analyst – B.Tech/B.Sc in IT & Communication/Diploma in required field, MCSE, CCNA/CCNP.
2.	Experience	7 years' experience in LAN/WAN, Server, Troubleshooting of IT equipments and IT Networks.
3.	Rate per Month per person	₹ 29,340/-
4.	No. of Anticipated Manpower Required	2

**10. PROGRAMMER/ SYSTEMS ANALYST**

1	Educational Qualification	For Programmer – BCA or Diploma in required language. For Systems Analyst – B.Tech/B.Sc in IT & Communication/Diploma in required field, MCSE, CCNA
2.	Experience	3 years' experience in LAN/WAN, Server, Troubleshooting of IT equipments and IT Networks.
3.	Rate per Month per person	₹ 21,190/-
4.	No. of Anticipated Manpower Required	2

**11. COMPUTER OPERATOR GRADE-I**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent.
2	Experience	5 years' experience in a similar position with typing speed of 60 wpm. Diploma/Certificate in Computer, MS Office Suit, Corel Draw, Adobe Photo Shop, Adobe Reader, Internet, E-Mail etc.
3.	Rate per Month per person	₹ 16,300/-
4.	No. of Anticipated Manpower Required	5

**12. COMPUTER OPERATOR GRADE-II**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent.
2	Experience	2 years' experience in a similar position with typing speed of 40 wpm. Diploma/Certificate in Computer, MS Office Suit, Adobe Reader, Internet, E-Mail etc.
3.	Rate per Month per person	₹ 13,040/-
4.	No. of Anticipated Manpower Required	8

**13. DATA ENTRY OPERATOR**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent.
2	Experience	Diploma/Certificate in Computer knowledge and MS office with 30 wpm. Speed of typing on Computer.
3.	Rate per Month per person	₹ 11,410/-
4.	No. of Anticipated Manpower Required	15

**14. LIBRARY AND INFORMATION OFFICER**

1	Educational Qualification	Graduation or equivalent, with a Degree in Library Science.
2.	Experience	5 years' professional experience in a supervisory capacity in a library of standing, with computer knowledge.
3.	Rate per Month per person	₹ 22,820/-
4.	No. of Anticipated Manpower Required	1

**15. ASSISTANT LIBRARY AND INFORMATION OFFICER**

1	Educational Qualification	Graduation or equivalent, with a Degree/Diploma in Library Science.
2.	Experience	3 years' professional experience in a supervisory capacity in a library of standing, with computer knowledge.
3.	Rate per Month per person	₹ 17,930/-
4.	No. of Anticipated Manpower Required	1

**16. LIBRARY AND INFORMATION ASSISTANT**

1	Educational Qualification	Graduation or equivalent, with a Diploma in Library Science.
2.	Experience	2 years' experience in a library of repute, with computer knowledge.
3.	Rate per Month per person	₹ 16,300/-
4.	No. of Anticipated Manpower Required	1

**17. LIBRARY CLERK**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent, with a Certificate in Library Science.
2.	Experience	2 years experience in a library of repute, with computer knowledge.
3.	Rate per Month per person	₹ 11,410/-
4.	No. of Anticipated Manpower Required	1

**18. SR. STENOGRAPHER**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent.
2	Experience	5 years' experience in a similar position and Shorthand/ Typing speed of 100/40 wpm. Diploma/Certificate in computer.
3.	Rate per Month per person	₹ 16,300/-
4.	No. of Anticipated Manpower Required	6

**19. JR. STENOGRAPHER**

1	Educational Qualification	12 <sup>th</sup> Standard Pass or equivalent.
2	Experience	2 years' experience in a similar position and Shorthand/ Typing speed of 80/40 wpm. Diploma/Certificate in computer.
3.	Rate per Month per person	₹ 13,040/-
4.	No. of Anticipated Manpower Required	5

**20. SENIOR MOTOR CAR DRIVER**

1	Educational Qualification	10 <sup>th</sup> Standard Pass or equivalent.
2.	Experience	Possession of a valid motor driving license, with 8 years' experience of driving motor cars (after Police and Medical verification).
3.	Rate per Month per person	₹ 18,979/-
4.	No. of Anticipated Manpower Required	1

**22. MOTOR CAR DRIVER**

1	Educational Qualification	8 <sup>th</sup> Standard Pass or equivalent.
2.	Experience	Possession of a valid motor driving license, with 3 years' experience of driving motor cars.
3.	Rate per Month per person	₹ 11,410/-
4.	No. of Anticipated Manpower Required	3

**23. PEON**

1	Educational Qualification	8 <sup>th</sup> Standard Pass or equivalent.
2	Experience	2 years' experience as peon/messenger.
3.	Rate per Month per person	₹ 10,183/-
4.	No. of Anticipated Manpower Required	52

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**SECTION – VI**  
**BID FORM (Technical)**

**Bidder's details**

**For Outsourcing of work Requiring services of secretarial and other personnel in the  
National Disaster Management Authority, New Delhi.**

1. Name of Tendering Company/ Firm / Agency  
(Attach certificate of registration) \_\_\_\_\_
2. Name of proprietor / Director of Company/Firm/agency \_\_\_\_\_
3. Full Address of Reg. Office  
Telephone No. \_\_\_\_\_  
FAX No. : \_\_\_\_\_  
E-Mail Address : \_\_\_\_\_
4. Full address of Operating/Branch Office  
Telephone No. : \_\_\_\_\_  
FAX No. : \_\_\_\_\_  
E-Mail Address : \_\_\_\_\_
5. PAN / GIR No  
(Attach attested copy) \_\_\_\_\_
6. Service Tax Registration No.  
(Attach attested copy) \_\_\_\_\_
7. E.P.F. Registration No.  
(Attach attested copy) \_\_\_\_\_
8. E.S.I. Registration No  
(Attach attested copy) \_\_\_\_\_

**SECTION VII  
ANNEXURE-I**

**CERTIFICATE REGARDING NEAR RELATIVES**

I ..... S/O ..... resident of ..... hereby certify that none of my near relative(s) as defined below is/are employed in NDMA . In case at any stage, it is found that the information given by me is false/incorrect, NDMA shall have absolute right to take any action as deemed fit without any prior information to me.

Definition: The near relatives of all employees working in the National Disaster Management Authority; either directly recruited or on deputation are prohibited from participation in this tender. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family,
- (b) They are husband and wife,
- (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) & sister's husband( brother-in-law).

(In case of proprietorship firm the certificate is to be given by the proprietor, for partnership firm by all partners and in case of limited company by all the directors of company)

**SECTION VIII  
FINANCIAL BID**

**ANNEXURE-II**

(To be enclosed in a separate sealed envelope)

**For Outsourcing of services of secretarial and various other personnel for use  
National Disaster Management Authority, New Delhi**

1. Name of tendering Company / Firm / Agency:

In addition to the commission to be quoted below by the contractor, the NDMA will pay to the selected contractor the wages on the basis of rates approved by NDMA.

Keeping in view the above mentioned amount as being a fixed factor, the contractor may hereunder indicate only the percentage of commission of the bill amount (excluding Service tax).

Percentage of Commission in figures:

Percentage of Commission in words:

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Notes:

1. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each manpower during the month.
2. These are fixed rates and no variation shall be acceptable from these rates.
3. No overwriting on financial bid is accepted, in case of any ambiguity, the amount given in words will be considered as final for evaluation.



**SECTION IX**

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING  
(To reach on 01.10.2013 or before date of bid opening)**

To  
The Under Secretary (Admn)  
National Disaster Management Authority,  
NDMA Bhawan, A-1, Safdarjung Enclave,  
New Delhi-110029.

Sub:- Authorization for attending bid opening on ..... (date) in the tender  
of No.

Following persons are hereby authorized to attend the bid opening for the tender  
mentioned above on behalf of ..... (Bidder) in order of  
preference given below.

Order of Preference	Name	Specimen Signature
1.		
2.		

Alternate Representative

Signature of Bidder  
Or  
Office authorized to sign the bid  
Documents on behalf of the Bidder

**Note**

- 15 Maximum of two representatives will be permitted to attend bid opening in cases where it is restricted to one first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
- 16 Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

**ANNEXURE-III**  
**DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ Proprietor / Director/authorized signatory of the agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

**ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID****(Unconditional acceptance of Terms and conditions of the tender)**

1. Application – Technical Bid;
2. Attested copy of registration of agency with Labour Department;
3. Certified copy of the statement of bank account of agency during last one year.
4. Attested copy of PAN / GIR Card;
5. Attested copy of IT returns filed by agency for minimum two years;
6. Attested copy of Service Tax registration certificate;
7. Attested copy of the P.F. registration letter / certificate;
8. Attested copy of the E.S.I. registration letter / certificate;
9. Certificate of Work Experience of similar work for minimum Two years.
10. Certified documents in support of entries in column 10 of Technical Bid Application;
11. Duly filled in Annexure-I, II, III.
12. Copy of the terms and conditions in Tender Document with each page **duly signed and stamped / sealed** by the authorized signatory of the agency in token of their acceptance.

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