



**PROJECT MANAGEMENT UNIT - OHEPEE
HIGHER EDUCATION DEPARTMENT
GOVERNMENT OF ODISHA**

TENDER DOCUMENT

for

**“Hiring of Human Resource Service provider for outsourcing of
Data Entry Operator & Computer Lab Manager services”**

Tender Document No: 01/2019/OHEPEE

Dated: 10th August 2019

Issued by:

PMU- OHEPEE
Higher Education Department
2nd Floor, Pustak Bhawan, A-11, Suka Vihar
Bhubaneswar-751022

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Schedule of Tender

Tender No.	01/2019/OHEPEE
Name of the tender issuer	State Project Director, OHEPEE Higher Education Department
Scope of Work	“Hiring of Human Resource Service provider for outsourcing of Data Entry Operator & Computer Lab Manager services”
Cost /fee of Tender Documents	<ul style="list-style-type: none"> ▪ Free of cost ▪ Tender documents can be downloaded by bidders from Government of Odisha, Higher Education Department’s website i.e. www.dheodisha.gov.in
Earnest Money Deposit (EMD)	<ul style="list-style-type: none"> ▪ Rs 10,000/- (Rupees Ten Thousand only). ▪ EMD shall be in the shape of demand draft payable in favor of “OHEPEE HIGHER EDUCATION DEPARTMENT” payable at Bhubaneswar.
Performance Bank Guarantee (PBG)	5% of the work order value of year 1
Date of issue of tender document	10 th August 2019
Date & Time of Pre Bid clarification meeting	19 th August 2019 (11:00 AM)
Last Date & Time for Submission of Bids	11 th September 2019 (01:00 PM)
Date & Time of Opening of Technical Bids	11 th September 2019 (03:00 PM)
Date & Time of Price Bid Opening	16 th September 2019 (11:00 AM)
Name of the contact person for Communication	Finance Officer, PMU - OHEPEE, Higher Education Dept.
Contact Number of the concern person	0674 - 2545484
Address for Communication	2 nd Floor, Pustak Bhawan, A-11, Suka Vihar, Bhubaneswar-751022, Odisha

Tender Notice

Sealed tenders are invited from interested firms for “Hiring of Human Resource Service provider for outsourcing of Data Entry Operator & Computer Lab Manager services” on monthly basis. The all candidates to be deployed at various colleges across all districts of Odisha, who were selected under OHEPEE program (Number of DEOs and Computer Lab Managers to be deployed per district is mentioned **at Annexure V**).

Interested bidder has to bid for both the outsourcing services i.e for “DEO” and “Computer Lab manager”. Partial submission will not be accepted.

The outsourcing of services will be for a period of next three (3) years from the date of deployment at the concerned college. Further the service may be extended maximum up to the end of OHEPEE program upon satisfactory performance of the service provider.

This candidate deployed by the service provider, will not have any type of “Employee - Employer” relationship with either the college and or PMU, OHEPEE, Higher Education Department. The service provider is to make sure that no permanent employment will be demanded by the candidate(s) either to the college or to the any of the State Government Departments during any stage of their engagement or at later stage.

Interested bidders may obtain details terms & conditions for taking up this assignment by downloading the tender document from Government of Odisha, Higher Education Department’s website i.e. www.dheodisha.gov.in

Eligibility Criteria for the Interested Firm

The interested firm;

- 1) Must have a valid PAN
- 2) May have GST registration number
- 3) Registered under EPF & ESI
- 4) Labour registration certificate
- 5) Should have a registered or at least one branch office in the State of Odisha.
- 6) Must have a minimum average annual turnover during last three financial years i.e 2015-16, 2016-17, 2017-18 of Rs 1 Crore (Rupees One Crore). The firm must submit copy of audited balance sheet, Profit & Loss Account with all schedules certified by any Chartered Accountant & acknowledgement of Income tax return as a proof of turnover.
- 7) A self-declaration as per **Annexure III** that the tenderer;
 - ✓ not been blacklisted by any State Government/ / Central Govt / PSU in India and
 - ✓ will pay the engaged candidate the entitled remuneration
- 8) Must have provided outsourcing of human resource services to atleast one office of the Central Government/ State Government/ PSU with in India during last three financial years i.e 2015-16, 2016-17, 2017-18. The work order or the service agreement occurred with the client must be produced as a proof of work experience of the firm.

Eligibility Criteria for the candidates

1) Data Entry Operator (D.E.O)

- He/ She should be above 21 years of age and not exceeding 35 years.
- Any bachelor's degree with PGDCA.
- He/ She has to be well familiar with Computer operation and well trained in MS-OFFICE and internet.
- Per month remuneration will be Rs. 7,000/- (Rupees Seven thousand only)
- The monthly remuneration includes employee's share of EPF & ESI but excludes employer's share of EPF & ESI.
- Knowledge of English both written and spoken along with sound communication skills in Odia language is essential.

2) Computer lab Manager

- He/ She should be above 21 years of age and not exceeding 35 years.
- Minimum educational qualification: Bachelors in Computer Science/ Information technology / BCA.
- B.E graduate will be given preference over BCA/ B.Sc graduates. BCA graduates will be given preference over B.Sc graduates.
- candidate having prior work experience in the field of Computer System Administrator / Network Administrator will be given preference over other candidates.
- Per month remuneration will be Rs. 15,000/- (Rupees Fifteen Thousand only)
- The monthly remuneration includes employee's share of EPF & ESI but excludes employer's share of EPF & ESI.
- Knowledge of English both written and spoken along with sound communication skills in Odia language is essential.

Tender Submission

The Bid shall be submitted in three parts, the EMD, Technical Bid & the Price Bid.

1) **Earnest money Deposit (EMD):**

- Bidder has to submit an EMD of Rs 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft only, drawn from any nationalized bank in favor of "OHEPEE HIGHER EDUCATION DEPARTMENT" payable at Bhubaneswar.
- The EMD should be sealed in one envelope marked as "EMD".

2) **The Technical Bid:**

- The Technical Bid should be sealed in another envelope marked as "Technical Bid" and must contain the following duly filled in and signed documents
 - "Details of the tenderer" as per format given in **Annexure I**. No alteration / modification in the format shall be permitted.
 - Technical details as per the format prescribed at **Annexure II**
 - A self-declaration that the tenderer has not been blacklisted by any State Government/ / Central Govt / PSU in India and will pay the engaged candidate the entitled remuneration as per **Annexure III**.
 - Copy of audited balance sheet, Profit & Loss Account with all schedules certified by any Chartered Accountant & acknowledgement of Income tax return as a proof of turnover.
 - Copy of work orders (executed or ongoing) awarded by any State Government/Central Government/PSU/Educational institutions within last three financial years must be submitted.

3) **The Price Bid:**

- The Price Bid shall be sealed in an envelope marked as "Price Bid" and shall contain the price bid as per **Annexure IV** duly completed in all respects.
- 4) Each envelope should bear the name of bidder, along with the tender number.
 - 5) Each page of the tender paper has to signed and stamped by the bidder and to be submitted along with other desired documents of the Technical Bid
 - 6) The three separate envelopes containing EMD, Technical Bid and Price Bid should be sealed in one envelope and should be addressed as per tender schedule.
 - 7) Bidder shall submit the sealed envelope addressing to the "State project Director, OHEPEE", Higher Education Department, Government of Odisha and send through either **Speed Post/Registered Post/Private Courier** only. (No submission of the bids by hand will be entertained).

General Terms & Conditions of Tender

Note: Bidders must read these conditions carefully and comply strictly while submitting their bids.

- a) The Bidders should note that Prices should not be indicated in the Technical Bid and should be quoted only in the Price Bid. In case the prices are indicated in the Technical Bid, the tender shall stand rejected.
- b) The bids not submitted in prescribed format or in prescribed manner, shall be rejected by the Tender Committee at the risk and responsibility of the bidder.
- c) Each page of the tender document should be signed by the bidder with seal, in token of having understood and accepted the terms and conditions of the contract and serially numbered and page marked.
- d) The bidder or authorized representative (one person only) will be allowed to be present at the time of pre bid meeting and at the time of opening of Technical Bid.
- e) "Price Bid" shall be opened only in those cases, where the offered items have fulfilled the prescribed technical specifications. The decision of the Purchase Committee will be final.
- f) The Tendering Authority reserves the right to terminate the bid process and reject all bids at any time prior to award of contract, without assigning.
- g) Only one DEO and one Computer lab manager is to be deployed at the college. The details of colleges for deployment of either DEO/ Computer lab manager or both the services are at **Annexure V**.
- h) The selected service provider should sponsor at least 3 eligible candidates to the concerned college for selection amongst them.
- i) The name of the engaged candidate shall be indicated by the Principal to the selected bidder.
- j) The engaged candidate has to work as per the working hours of the college. The holidays of the college will be applicable to the candidate(s) deployed over there. However if the Principal orders to work in a holiday or beyond the working hours the deployed candidate has to abide by that order.
- k) After end of each month the Principal will communicate the absentee statement of the candidate(s) to the Service Provider and as per the statement the service provider will raise the invoice to the college. Payment to the candidate shall be into his bank account within 3 days of receipt from the Institution. The proof of payment should also be intimated in writing to the Principal in 2 days. **Any discrepancy to pay the engaged candidate the entitled remuneration as above will be viewed as breach of agreement**

and will be liable for blacklisting. Bidders are advised to quote reasonable service charges accordingly.

- l) The PMU, OHEPEE will issue a LoA (Letter of Award) to the successful bidder and the successful bidder after accepting the LoA will receive a work order. Accepting the LoA will also be treated as a contract between the bidder and the PMU, OHEPEE, no separate agreement will be signed.
- m) The contract with the bidder will remain valid for a period of Three (3) years from the date of issue of work order. However the contract may be extended further upon satisfactory performance of the bidder.
- n) EMD of unsuccessful bidders will be returned within 7 working days after acceptance of the work order by successful bidder. The EMD of the successful bidder will be returned on submission of the Performance Bank Guarantee.
- o) The Performance Bank Guarantee (PBG) as per Annexure-VI will be equal to 5% of the total value of work, prior to placing of "Work Order".
- p) The Performance Bank Guarantee shall be valid for 3 years period from confirmation of order or Letter of Intent.
- q) Payments will be made by the concerned colleges within 15 working days of submission of invoice, based on completion of respective terms & conditions.
- r) Any notice given by one party to the other pursuant to this contract shall be sent in writing.
- s) All the disputes shall be subjected to the jurisdiction of concerned district.

Evaluation & Award of Contract

- I. PMU, OHEPEE will examine & determine whether each bid is of acceptable quality, is generally complete & is substantially responsive to the bidding documents.
 - a. A substantially responsive bid is one that conforms to all the terms, conditions and specifications of the bidding documents without material deviations, objections, conditionally or reservation. If a bid is not substantially responsive, it will be rejected.
 - b. In case of tenders containing any conditions or deviations or reservations about contents of tender document, College may ask for withdrawal of such conditions/deviations/reservations.
 - c. Decision of the tender inviting authority regarding responsiveness or non-responsiveness of a tender shall be final and binding.
 - d. **An estimated service charge for the proposed service has been decided by the Tender Committee (kept in sealed envelope; which will be opened at the time of financial bid opening). If the service charge quoted by the bidder will less than 20% of the estimate service charge then the bid will be rejected.**
 - e. The lowest quotation received for both the services i.e “DEO” and “Computer lab Manager” will be treated as L1 and will be declared as successful bidder.
- II. PMU, OHEPEE will issue LoA (Letter of Award) to the successful bidder by a Registered Letter /Speed Post or by bearer. Duly signed and stamped duplicate copy of LoA has to be returned by the successful bidder within 7 (Seven) working days of receipt of LoA as token of acknowledgement.
- III. Work order will be issued only after receiving the acknowledged LoA from the successful bidder. Candidates have to be sponsored to respective Institutions within 15 days of issuance of work order.

ANNEXURE – I

DETAILS OF THE TENDERER

Sl. No	Particular	
1	Name of the Firm/Agency	
2	Registered office Address & Complete postal address	
3	Telephone Number & E-Mail Id	
4	Name of Authorized Signatory (in block letters)	
5	Contact No.of authorized signatory	
6	Type of /Firm (Proprietary/ Partnership/ Pvt .Ltd./Public Ltd)	
7	Date of Establishment and Experience in business (In number of years)	
8	G.S.T. Registration No.	
9	PAN No.	
10	ESI Registration No	
11	EP.F Registration No	
12	Details of Earnest Money Deposit i.e Draft no, date and bank name.	

* Tenderer has to provide all relevant documents for the particulars filled in the Technical bid; as a proof.

Date:

Place:

Signature & Seal of the Bidder

ANNEXURE – II

TECHNICAL DETAILS

Details of one contract executed by the Agency during the last three years in the following form;

Sl.	Name & Address of the Client, where outsourcing service provided	Human resource Services already Provided		Contract Value (in RS. Lacs)	Duration of Contract (Date of award of contract)		
		Types of Service	Number of persons deployed		Word Order issued Number & date	Starting Date of Contract	Expiry Date of Contract

Enclose photocopies of the contract/ work order as mentioned in the format above for the ease of scrutiny).

Date:

Place:

Signature & Seal of the Bidder

ANNEXURE – III

**SELF DECLARATION FOR NOT BLACK LISTED AND MAKING FAIR PAYMENT
TO THE CANDIDATE**

To,

The State Project Director, OHEPEE
Higher Education Department,
Government of Odisha

Ref: Tender no. 01/2019/OHEPEE dated 7th August 2019

Sir,

I / We.....here by confirm that our firm has not been banned or blacklisted by any Government organization/Financial institution/Court /Public sector Unit /Central Government.

I / We.....here by confirm that our firm will pay Rs .-----/-- into the bank account of DEO / Computer Lab manager engaged every month incase of his / her attendance on all working days.

Date:

Place:

Signature & Seal of the Bidder

ANNEXURE– IV

PRICE SCHEDULE

Sl. No	Human resource Type	Rate per person per month with all applicable statutory dues								
		Minimum remuneration*	Share of Employee		Monthly gross consolidated remuneration	Share of Employer on Minimum remuneration		Service Charge #	GST @ 18% (6+7+8+9)	Total Amount per person/month (10+11)
			EPF @ 12%	ESI @ 0.75 %		EPF (@ 13 %)	ESI @ 3.25 %			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1.	Data Entry Operator	6,208/-	745/-	47/-	7,000/-	807/-	202/-			
2.	Computer Lab Manager	13,304/-	1,596/-	100/-	15,000/-	1,730/-	432/-			

* Minimum remuneration of the person is the final amount to be credited in his/her bank account

an estimated service charge for the proposed service has been decided by the Tender Committee (kept in sealed envelope; which will be opened at the time of financial bid opening). If the service charge quoted by the bidder will less than 20% of the estimate service charge then the bid will be rejected.

- ❖ In case there is any change of rate to the statutory dues the revised rate will be accordingly applicable
- ❖ TDS will be deducted by the concerned college while making payment as per the prevailing rate.

Date:

Place:

Signature & Seal of the Bidder

ANNEXURE– V

Number of Human Resources to be deployed as per the Colleges & districts

Sl#	District	College Name	Required number of DEO in the College	Required number of Computer Lab Manager in the College	Total number of candidates to be deployed in the district	
					DEO	LAB
1	Angul	Government (Autonomous) College, Angul	Y	N	3	0
2		Janata (Degree) College	Y	N		
3		Malyagiri (Degree) Mahavidyalaya	Y	N		
4	Balasore	Fakir Mohan (Autonomous) College	Y	Y	4	1
5		Rural (Degree) Institute of Higher Studies, Bhogarai	Y	N		
6		Swarnachuda (Degree) College	Y	N		
7		Upendra Nath (Degree) College, Soro	Y	N		
8	Baragarh	Dadhi Baman (Degree) College	Y	N	3	2
9		Ghess (Degree) College	Y	N		
10		Panchayat (Degree) College, Bargarh	Y	Y		
11	Bhadrak	Chandbali (Degree) College	Y	N	2	0
12		Motto (Degree) College	Y	N		
13	Bolangir	D.A.V. (Autonomous) College, Titilagarh	Y	N	3	0
14		Government Women's (Degree) College	Y	N		
15		Panchayat Samiti (Degree) College, Deogaon	Y	N		
16	Boudh	Panchayat (Degree) College kantamala	Y	Y	1	1
17	Cuttack	Banki (Autonomous) College	Y	N	1	0
18	Deogarh	Deogarh (Degree) College	Y	N	3	0
19		Panchayat (Degree) College, Kalla	Y	N		
20		Panchayat Samiti (Degree) College, Budhapal	Y	N		
21	Dhenkanal	Dhenkanal (Autonomous) College, Dhenkanal	Y	N	3	0

22		Kamakshyanagar (Degree) College	Y	N		
23		Odapada Panchayat Samiti (Degree) Mahavidyalaya	Y	N		
24	Gajapati	Hill Top (Degree) College	Y	N	3	0
25		Indira Memorial (Degree) College	Y	N		
26		Sri Krushna Chandra Gajapati (Autonomous) College	Y	N		
27	Ganjam	Aska Science (Degree) College, Aska	Y	N	7	2
28		Government Science (Degree) College, Chhatrapur	Y	N		
29		Kabi Samrat Upendra Bhanja (Degree) College, Bhanjanagar	Y	N		
30		Khallikote (Autonomous) College, Berhampur	Y	Y		
31		Mahamaye Mahila (Degree) Mahavidyalaya, Gandhinagar	Y	N		
32		R.C.M. Science (Degree) College	N	Y		
33		Science College (Autonomous)	Y	N		
34	Tentulia Sasan Debasthan (Degree) College	Y	N			
35	Jagatsinghpur	Adikabi Sarala Das (Degree) College	Y	N	1	0
36	Jajpur	Dharmasala (Degree) Mahavidyalaya	Y	N	2	1
37		Narasingh Choudhury (Autonomous) College, Jajpur	Y	Y		
38	Jharsuguda	Brajarajnar (Degree) College, Brajarajnar	Y	Y	2	1
39		Women's (Degree) College, Jharsuguda	Y	N		
40	Kalahandi	Government (Autonomous) College, Bhawanipatna	Y	N	4	0
41		Indrabati (Degree) Mahavidyalay, Jaipatna	Y	N		
42		Priyadarshini Indira (Degree) Mahavidyalaya, Junagarh	Y	N		
43		Sarbamangala (Degree) College, Golamunda	Y	N		
44	Kandhamal	AMCS (Degree) College	Y	N	2	1
45		Government (Autonomous) College	Y	Y		
46	Kendrapara	Kendrapara (Autonomous) College	Y	N	3	1
47		Olaver (Degree) College	Y	N		
48		Sailendra Narayan (Degree) College, Rajkanika	Y	Y		

49	Keonjhar	Anandapur (Degree) College	N	Y	3	2
50		Anchalika (Degree) Mahavidyalaya, Swampatna	Y	N		
51		Dharanidhar (Autonomous) College	Y	N		
52		Government Women's (Degree) College, Keonjhar	Y	Y		
53	Khurda	Buxi Jagabandhu Bidyadhar (Autonomous) College	Y	Y	2	1
54		Maharishi (Degree) College of Natural Law	Y	N		
55	Koraput	Government (Degree) College	Y	Y	2	2
56		Government Women's (Degree) College, Jeypore	Y	Y		
57	Malkanagiri	Balimela (Degree) College of Technology, Niladrinagar	Y	N	3	0
58		Biju Patnaik (Degree) College of Education, Govindapali	Y	N		
59		Malkangiri (Degree) College	Y	N		
60	Mayurbhanj	Angarpada Panchayat (Degree) College, Raruan	Y	N	5	2
61		Karanjia (Autonomous) College	Y	N		
62		Luipa (Degree) Mahavidyalaya, Radho	Y	N		
63		Maharaja Purna Chandra (Autonomous) College	N	Y		
64		Panchayat Samiti (Degree) College, Suliapada	Y	N		
65		Rairangpur (Degree) College, Rairangpur	N	Y		
66		Seemanta (Degree) Mahavidyalaya, Jharpokharia	Y	N		
67	Nayagarh	Nayagarh (Autonomus) College	N	Y	0	1
68	Nawarangpur	Nabarangpur Women's (Degree) College, Nabarangpur	Y	N	2	0
69		Pendrani (Degree) Mahavidyalaya, Umerkote	Y	N		
70	Rayagada	Gunupur (Degree) College	Y	Y	3	1
71		Maa Markama (Degree) College	Y	N		
72		Women's (Degree) College, Rayagada	Y	N		
73	Puri	Government Women's (Degree) College, Puri	Y	N	4	1
74		Mangala (Degree) Mahavidyalaya, Kakatpur	Y	N		
75		Nimapada (Autonomous) College, Nimapada	Y	Y		

76		Samanta Chandra Sekhar (Autonomous) College, Puri	Y	Y		
77	Sambalpur	Basudev Godabari (Degree) College, Kesaibahal	Y	N	3	1
78		Gokul Parvati Rural (Degree) College	Y	N		
79		Government Women's (Degree) College	Y	Y		
80	Sonepur	A.E.S. (Degree) College	Y	N	2	0
81		Shreeram (Degree) College, S. Rampur	Y	N		
82	Sundargarh	Dalmia (Degree) College, Jharbeda	Y	N	6	2
83		Government (Degree) College, Sundergarh	Y	Y		
84		Government Women's (Degree) College, Sundergarh	Y	N		
85		Ispat (Autonomous) College	Y	N		
86		Municipal (Degree) College	Y	Y		
87		Sarbati Devi Women's (Degree) College, Rajgangpur	Y	N		
Total numbers of human resources required through outsourcing agency:					82	23

ANNEXURE- VI

PERFORMA OF BANK GUARANTEE

To,

The Governor of Odisha

WHEREAS.....
(Name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... dated to supply.....
..... (Description of goods and services) (Herein after called "the Contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee; NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed the render or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

Our _____ branch at _____ *
(Name & Address of the _____ * branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ * branch a written claim or demand and received by us at our _____ * branch on or before Dt. _____ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)
Name and designation of the officer
Seal, name & address of the Bank and
address of the Branch