

STOCK HOLDING CORPORATION OF INDIA LTD.
Administration Dept.
301, Centre Point, Dr. Babasaheb Ambedkar Road,
Parel, Mumbai 400 012.

INDEX

**PURPOSE OF WORK – Tender for outsourcing services at StockHolding Offices in
Andhra Pradesh & Telangana**

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NOTICE INVITING TENDER

Sealed quotations/applications are invited from interested vendors/Outsourcing Service Providers for providing outsourcing services of non-core activities to StockHolding across various locations in Andhra Pradesh & Telangana for a period of three years. The contractors/agencies are requested to go through the terms and conditions, prequalification and eligibility criteria of the tender document, specifications, etc before quoting the rates.

The sealed quotations as per the procedure prescribed in the terms & conditions of the tender document may be dropped into the tender box kept for this purpose at STOCK HOLDING CORPORATION OF INDIA LTD, G6 to G10, Swarnajayanthi Complex, Next to HUDA Maitrivana, Ameerpet, Hyderabad - 500038" before 4 PM on or before 19th Mar, 2021.

Tenders not satisfying the procedure prescribed in the tender document shall be treated as invalid and rejected summarily.

Further, StockHolding reserves the right to accept or reject any or all offers without assigning any reason.

For further details / clarifications, please contact Mr Sanjay Medehal 9167680489

For details please visit our website : www.shcil.com

PROCEDURE FOR SUBMISSION OF APPLICATION FORM

Sealed Quotations/ Tenders are invited from experienced and reputed parties for providing outsourcing services of non-core activities, as per the Scope of Work specified hereunder, to Stock Holding Corporation of India Ltd., hereinafter referred to as "StockHolding". Interested parties having relevant experience hereinafter referred to as 'Contractors', may apply.

Submitting Tender:

1. Sealed Quotations /Application forms shall be submitted in a sealed envelope super scribing "Tender for Outsourcing Activities".
2. The application form shall be signed by the person/s on behalf of the Contractor having necessary authority /Power of Attorney to do so.
3. If the space is insufficient for furnishing full details such information may be supplemented on separate sheet.
4. The contractor should deposit Rs.10, 000/- by means of a demand draft in favour of 'STOCK HOLDING CORPORATION OF INDIA LTD.', payable at Hyderabad as Earnest Money Deposit (EMD). Tenders without the EMD will not be considered.
The contractor must enclose the copy of Terms & Conditions (given in tender document) duly signed by the authorised person of the contracting firm in acceptance thereof. Tender without the same will not be considered.
5. Signed copy of the eligibility criteria, Scope of work and Terms and conditions
6. Copies of following Statutory Registrations viz:
 - a. GST ,
 - b. Provident Fund Act
 - c. ESIC Act
 - d. Labour License (Central & State)
7. Audited Annual account of the firm for the first 3 years duly certified.
8. Copies of certificates from the existing clients regarding satisfactory performance and duration rendered.
9. Copies of the registration certificate of the Firm
10. Signed copy of PAN card.

PREQUALIFICATION OF CONTRACTORS

Stock Holding Corporation of India Ltd. is having its Head Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 and branch office at G6 to G10, Swarnajayanthi Complex, Ameerpet, Hyderabad - 500038 proposes to prequalify professional contractors who are providing outsourcing services in Andhra & Telangana.

Eligibility criteria:

- The Contractor should have experience of successfully completed similar jobs of a similar nature
2. Average annual turnover of the contractor during the last 2 years ending 31st March, 2020 should be atleast 50% of the estimated cost.
 3. The contractor should have enough trained/experienced manpower to carry out the services.
 4. The contractor should have office in Andhra Pradesh, Telangana & Mumbai.
 5. The contractor should have valid registration with all statutory authorities such as Registrar of Firms, Central/State Labour departments, ESI, EPF, GST, PAN number, Bonus, PF. etc.
 6. The contractor should have proper compliances such as PF, HRA, ESIC, Bonus, etc.
 7. The contractor should provide StockHolding the client's list and the contact number of the clients and should have clean track record and should not have involvement in any illegal activities or fraud.
 8. The Contractor should submit documentary evidence in support of fulfilling eligibility criteria mentioned above including performance certificate from clients.

SCOPE OF WORK

- 1) Data entry jobs: Maker level entries for account opening forms, cheques, TPP applications, eStamping etc
- 2) Telecalling: Handling routine telephonic queries of the clients and doing telecalling for recovery of dues /broking/ other products and leads generation and followups under supervision of SHCIL's officers
- 3) Field support : Delivering forms/cheques to the clients , collecting forms/documents from the clients, helping the clients in filling up applications forms, depositing cheques/forms at the banks/AMCs etc, helping in sales activities etc
- 4) Recovery of DP dues: collection of cheques (no cash) from the clients
- 5) Documents Handling- Stamping, Filing, printing, scanning of various documents, packeting and despatch of documents/letters
- 6) Cleaning and other jobs: Maintaining Cleanliness in the office premises, Serving water, tea/coffee and cleaning of utensils etc to employees and clients, Making tea, bringing snacks/ stationery materials , Cleaning of office premises, documents, records, computer items etc and do other odd jobs etc as instructed
- 7) Driving of official car and maintaining the same, ensure safe movement of the car as per instructions of the staff, Maintaining log book, .Ensure timely servicing of the car, Regular maintenance of the vehicle and other related services.

The contractor shall provide the outsourcing services at the following location as per the details mentioned below:

Requirement of Outsourced staff for AP & TS Region							
SI No	Area / Branch	Office Boy/Peon	Data Entry Operator (Semi-Skilled)	Sales Support (Skilled)	eStamp (Semi-Skilled)	Driver (Skilled)	Total
Telangana							
1	HYDERABAD	1	2	2	0	1	6
2	HIMAYAT NAGAR	1	2	1	0	0	4
3	SECUNDERABAD	1	2	1	0	0	4
4	DILSUKH NAGAR	1	1	0	0	0	2
5	KUKATPALLY	1	1	0	0	0	2
6	SAINIKPURI	1	0	1	0	0	2
7	NIZAMABAD	1	0	1	0	0	2
8	WARANGAL	1	0	1	0	0	2
Telangana Total		8	8	7	0	1	24
Andhra							
1	RAJAHMUNDRY	1	1	1	1	0	4
2	VIJAYWADA	1	1	1	1	0	4
3	VISHAKAPATNAM	1	0	1	1	0	3
4	GUNTUR	1	0	1	1	0	3
5	KAKINADA	1	0	1	1	0	3
6	TIRUPATI	1	0	1	1	0	3
7	KURNUL	1	0	1	1	0	3
8	NELLORE	1	0	1	1	0	3
Andhra total		8	2	8	8	0	26
AP & TS Region Total		16	10	15	8	1	50

(The above table shows the indicative number of personnel. However the actual numbers may fluctuate as per requirement and the actual payment to the contractor may accordingly vary as per the manpower actually engaged by StockHolding)

- II. The contractor shall provide the services on all working days.
- III. The contractor shall deploy trained workers (men and women) and supervisor/s on working days. The numbers of workers and supervisor deployed must be sufficient and commensurate with the quantum of work and the time within which the work has to be completed. The manpower being deployed for this work should have necessary experience and relevant knowledge of all services and should be staff/employee of the vendor.
- IV. The contractor is advised to visit the location and thoroughly understand the nature and scope of work and be familiar with the conditions before quoting.
- V. StockHolding may advise the contractor for increase of manpower, if so desired, to complete the work within the schedule.

GENERAL TERMS AND CONDITIONS

1.0 PERIOD OF CONTRACT / TERMINATION

- 1.1 Period of contract will be for three years, subject to review of performance.
- 1.2 The performance of the contractor shall be reviewed on regular basis. StockHolding reserves the right to terminate the contract even before the expiry of the contract period by giving 30 days notice and without assigning any reason. In case the services are not found to be satisfactory or on violation on any of the provision by the contractors, the contract is liable for immediate termination. StockHolding shall not pay any compensation for early termination.

2.0 ASSIGNMENT

- 2.1 The Contractor shall not assign or transfer the contract to any another agency, or enter into sub-contracts for the said contract. The contractor shall abide by all the rules and regulations laid down by StockHolding authorities from time to time.
- 2.2 Services as mentioned in the SCOPE OF WORK will be organized in consultation with the authorities of StockHolding.

3.0 LABOUR LICENCE

- 3.1 The Contractor must possess valid labour licence to take up the work on contractual basis under Contract Labour (Regulation & Abolition) Act 1970. The labour license should be produced within a month from the date of work order failing which the contract will be terminated without any notice.
- 3.2 The contractor shall obtain at his own cost any licence or permission or any sort whatsoever (namely labour license, ESIC, PFs, GST, and Income Tax etc.).
- 3.3 The contractor shall comply with the provision of all Labour Laws, which are applicable to the contractor or its employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The contractor will furnish proof of compliance of all labour laws, including obtaining license, filing of monthly/quarterly and annual returns and other statutory requirement and furnish calculations and proof of payments made to all Government/Statutory Authorities under EPF, ESIC etc..
- 3.4 The contractor shall indemnify StockHolding from all liabilities arising out of any

payment made by StockHolding to government (Central/State, Semi Government) Statutory Authority or any payment made under any statute/notification of the Government (Central/State). Statutory authorities in respect of his employees or in respect any claims made by the contractors' employees against StockHolding.

- 3.5 The contractor shall be responsible for maintenance of proper records as required under the provision of various labour laws/Statutory Acts applicable to the contractor and contract employees such as attendance register, overtime register, advance register, register of deduction for damage and loss, register of fines, accident register etc. And produce them for inspection as and when demanded by StockHolding or any appropriate labour authorities.
- 3.6 The contractor should provide a declaration for accidental insurance coverage for their workers.

4.0 SECURITY DEPOSIT

- 4.1 A Security Deposit equivalent to 5 % of the value of the annual contract shall be payable by the successful contractor in the form of Demand Draft/Pay Order drawn on Scheduled Banks in favour of STOCK HOLDING CORPORATION OF INDIA LTD, payable at Mumbai before commencement of the contract.
- 4.2 Security Deposit will be refunded to the contractor on successful completion of the contractual period/termination of contract provided there are no penalties or other dues recoverable from the contractor.
- 4.3 The contractors shall be responsible for the discipline of its personnel deployed at StockHolding premises. Any failure in this regard will be viewed as breach of contract Leading to forfeiture of Security Deposits and other action, as deemed fit by StockHolding shall be taken.

5.0 POWER OF ATTORNEY

When the party signing the tender is not the sole proprietor himself, the necessary power of attorney authorizing the party to act on behalf of the proprietor of the organization should be attached along with the tender documents.

6.0 CHARACTER VERIFICATION AND ANTECEDENTS

The contractor should get the character / antecedents of each and every workmen deployed by them in the StockHolding premises verified by the Police Authorities before engaging and deploying them in our premises. In event of happening of untoward incident on account of any of the employee / representative of the contractor, it will be the sole responsibilities of the contractor.

7.0 PERSONNEL DEPLOYED BY THE CONTRACTOR

- 7.1 StockHolding has the right to advise the contractor to replace any of the personnel engaged by him who are found unsuitable; the contractor shall immediately replace such personnel.
- 7.2 The contractor or his personnel shall not any time do, cause or permit any nuisance at the site/do anything which shall cause unnecessary disturbance or inconvenience to the occupants/visitors at sight or near the site of work.

- 7.3 The contractor shall be responsible for all acts done by the personnel engaged by him and for maintenance of proper discipline by his personnel at the premises of StockHolding. Any act of indiscipline/misconduct/theft/pilferage on the part of any personnel engaged by the contractor resulting any loss to StockHolding in kind or cash will be viewed seriously and StockHolding have the right to levy damages or fine from the contractor or even terminate the contract forthwith.
- 7.4 The workers employed by the contractors for providing the services shall be of his/their employee and not of StockHolding.
- 7.5 The personnel engaged by the contractor shall not have any employee – employer relationship with StockHolding and they shall not have any claim whatsoever for employment in SCHIL now or a future date.
- 7.6 The contractor shall remove his material and personnel peacefully on expiry of contract or on termination of the contract.
- 7.7 The contractor shall maintain a log book in which daily attendance of the staff shall be marked.
- 7.8 The logbook maintained by the Contractor shall be shown daily to StockHolding representative at 10.00 AM and at any other time on demand.
- 7.9 The contractor shall take care of any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other job assigned by the authorized representative of the StockHolding.

8.0 Formal dress

The personnel deployed by the contractor in our premises against this contract will always appear in formal dress, neat and tidy from the day the contract commences.

9.0 WEEKLY OFF / PAID HOLIDAY

For all the workmen deployed in our premises, the contractor will give 1 day's paid Weekly off (at present on Sunday) for every 6 continuous working days. In addition, Additional holidays as per various Acts in vogue shall be considered as paid holiday for workmen deployed in StockHolding premises during the contractual period. However, it will be ensured by the contractor, to provide uninterrupted services on all working days during the period of contract.

10.0 LIABILITY

- 10.1 Loss of damage to any material / property either through theft or otherwise due to negligence of contractor's workmen shall be recoverable / made good by him at his own cost. StockHolding in this regard shall have the right to require him to pay the cost for such missing / damaged material / property and he shall make good without any demur or objection on receipt of a written demand from

StockHolding or by StockHolding may have the right to deduct the amount from the bills.

- 10.2 The contractor shall be responsible for and pay the expenses for providing medical treatment / compensation to their workmen who may suffer any bodily injury / loss of life during the course of their business while carrying out their contractual obligations, as a result of any accident, within the StockHolding premises. StockHolding will not in any case be responsible to entertain any claim thereto.

11.0 TERMINATION DUE TO BREACH OF CONTRACT'S TERMS AND CONDITIONS

Not- withstanding anything to the contrary herein contained, StockHolding shall be at liberty to terminate this contract forthwith upon or at any time, a breach or default of any of the terms, conditions or stipulations contained herein is committed by the contractors and / or by the workmen of the contractor deployed in StockHolding premises.

12.0 COMPENSATION FOR DELAY

- 12.1 Compensation for delay @ Rs. 1000 /- per day can be imposed on the contractor for not carrying out the assigned services as per the contract. In addition on such days, StockHolding reserves the rights to carry out these jobs by any other agency at the risk and cost of the contractor.

- 12.2 In the event of the compensation for delay exceeding 10% of the contract value, StockHolding reserves the right to cancel the contract. In such an event, no damages or compensation, whatsoever, will be payable to the contractor.

13.0 EARNEST MONEY DEPOSIT

Earnest Money Deposit of Rs. 10,000 / - in the form of Demand Draft/Pay Order drawn on Scheduled Banks in favour of STOCK HOLDING CORPORATION OF INDIA LIMITED, Payable at Mumbai should be attached with the tender document. Immediately after finalization of the contract, the Earnest Money Deposit (EMD) will be refunded to the Contractor. Tenders not accompanied with Earnest Money Deposit will be rejected. No cheque or cash will be accepted towards EMD. The EMD shall not carry any interest.

14.0 TYPOGRAPHICAL OR CLERICAL ERRORS

StockHolding interpretations regarding partially committed errors in particulars or typographical or clerical errors shall be final and binding on all tenderers.

15.0 SUBMISSION OF RELEVANT DOCUMENTS

Contractor must submit copies of all relevant documents like P.F., ESIS, Labour License, GST Registration Certificate, Income Tax clearance certificate etc., along with the tender.

- 16.0** The Contractor will make payment to the workmen deployed by them in StockHolding premises against this contract as per the latest guidelines of the Labour Commissioner's Office. StockHolding will not be responsible for non-payment of their salaries or any compensation in this regard. As per the statutory requirement, the contractor will also make all the payments like the employer's contribution of E.S.I.C. P.F., Minimum payable Bonus, 21 days leave per annum, gratuity (if applicable), etc.

As and when the rate of Wages as applicable are revised, corresponding increase in the payment of Applicable Wages and other items will be made by the Contractor to their workmen without any additional burden on StockHolding.

- 17.0** The rate quoted by the tenderer shall be valid for 3 months from the date of opening of tender. After placement of work order, the same will be valid till completion of the contract.
- 18.0** The tenders whose tender is finally accepted & approved, will have to execute the Contract documents with StockHolding or as may be decided by StockHolding from time to time.

19.0 PAYMENTS

- 19.1.** Monthly payment will be made upon raising the bill on completion of the service. No advance will be made under any circumstances. The contractor shall have to produce quarterly compliance certificate.
- 19.2** The contractor shall permit StockHolding to hold or deduct the amount from bill for non-performance or part performance or failure to discharge obligations under this contract.
- 19.3** Taxes, if any , shall be reimbursed by StockHolding on submission of proof of payments along with monthly bills.
- 20.0** The contractor shall not subcontract the work unless permitted specifically permitted by StockHolding in writing.
- 21.0** The contractor shall execute the documents related to this contract on stamp paper as per proforma prescribed by StockHolding.

Annexure A

Cost Calculation Sheet - Breakup of Category wise monthly cost

Sr.no	Particulars	Un-skilled (Office Boy/Peon)	Semi-skilled (Data Entry Operator)	Skilled (Sales Support)	Driver (Skilled)
1.	Basic				
2.	DA (Dearness Allowance)				
3.	HRA				
4.	Medical				
5.	Conveyance				
6.	Drivers Allowance				
7.	Gross Salary Payable				
8.	Add : Employer's Contribution				
	EPF (13% on Basic & DA)				
	ESIC (4.75% on Gross Salary Payable)				
	Leave (2.17 Days)				
	Bonus (8.33% on Basic)				
	EPF & ESIC on leave if payable along with salary				
	Maharashtra Labour welfare Fund (MLWF)				
	Gratuity (if applicable 1.25 Days)				
	Premium towards Comprehensive Insurance cover along with group accidental policy				
9.	Sub total (Employer's Contribution)				
10.	Gross Payable (Sr.no 7 + Sr.no 9)				
11.	Vendor's Service Charge				
12.	Cost to Company (per person)				
13.	No of staff's Required				
14.	Total Cost per month per category (Excluding GST) (Sr.no 12*Sr.no13)				

- 1) The taxes as applicable will be on actual basis, as may be applicable from time to time
- 2) Minimum Wages increase is subject to change and any other changes/increase in statutory rates such as EPF, ESIC, Bonus, Gratuity, etc subject to Government notification from time to time & will be billed accordingly.

SIGNATURE AND SEAL

APPLCIATION FORM FOR PREQUALIFICATION

1. Name of the Vendor / Company : _____
2. Address : _____
3. Registration No : _____
4. Contact Person Name : _____
- Phone No : _____

5. Total Employees Strength: Regular : _____ Contract: _____
6. Experience in Outsourcing Services (in years) : _____
7. Employees provided with Uniforms? (Yes/No): _____
8. Annual Net Turnover: _____

9. Are you covering your employees for ESIC& EPF.

10. Are you registered with Concerned Authority for ESI / PF: __

11. Important Customers: Name of the Customer company	Contact Person at Customer company	Phone No.
_____	_____	_____
_____	_____	_____
_____	_____	_____

13. Indicate involved in any arbitration at present or in the past and mention present status.

14. Any civil or criminal suit(s) arisen in the contract of works executed during last 3 years if yes, please give brief description.

15. Any other relevant details: _____

CONTRACTOR'S SIGNATURE AND SEAL