E-TENDER

REQUEST FOR PROPOSAL

FOR PROVIDING OUTSOURCED MANPOWER SERVICES

Tender Reference no. :
SHCIL/TNPondy/OUTSOURCING/2022

E - Mail Details: out.queriessouth2@stockholding.com

Contact Name: **Srisaradha – 9840206293, S Kaliyamoorthi - 9840966293**

STOCK HOLDING CORPORATION OF INDIA LTD.
Regd. Office: 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400012

Regional Office: 3rd Floor, Justice Basheer Ahmed Sayeed Building, 45, Moore Street, Second Line Beach, Parrys, Chennai-600001

StockHolding®
SHCIL
We look after everything

E-TENDER KEY ACTIVITIES & DUE DATES

Sr. No.	Description	
1	**Notice no.**	**SHCIL/TNPondy/OUTSOURCING/2022**
2	**Subject**	Contract For Providing Outsourced Manpower Services
3	**e- mail Details**	**out.queriessouth2@stockholding.com**
4	**Last date and time for submission of RFP (Technical and Financial Bid) on e- tender platform (Auction tiger)**	On or before 28th March, 2022 , 02 : 00 pm
5	**Date, Time and place for Pre-bid meeting**	21st March, 2022 , 11 : 00 am
6	**Date and Time for opening of Technical Bid**	28th March, 2022 , 03 : 00 pm
7	**Date and Time for opening of e-Financial Bid**	The same will be intimated to the Technically Qualified Bidders Representative of Service Provider may be present (Virtual) during opening of Financial Bid. However, Financial Bids would be opened even in the absence of any or all of the Service Provider's representatives.
8	**Eligibility Criteria & Application Form available on website**	www.stockholding.com

INDEX

Sr. No.	Contents	Page Nos.
I	Notice Inviting Applications	4
II	Scope of Work	5 - 6
III	Pre-Qualification Criteria	7 - 8
IV	Procedure for submission of Applications	9 – 13
V	Format for Application	14 - 15
VI	Evaluation of Technical Bid	16
VII	General Terms & Conditions	17 - 23
VIII	Format for Financial Bid	24 - 25
IX	Evaluation of Financial Bid	26
X	Acceptance Letter	27
XI	Monthly Compliance Certificate	28
XIa	Quarterly Compliance Certificate	29 - 30

I NOTICE INVITING APPLICATION

Stock Holding Corporation Of India Ltd.
Regd Office : 301, Centre Point, Dr.BabasahebAmbedkar Road, Parel, Mumbai-400012
CIN : U67190MH1986GOI040506

NOTICE FOR INVITING APPLICATIONS FOR PROVIDING OUTSOURCED MANPOWER SERVICES

Stock Holding Corporation of India Limited invites applications in a prescribed format from reputed and experienced Service Provider for providing Outsourced Manpower Services for non-core activities for a period of three years for its offices located at TamilNadu, Pondicherry and Kerala

The Service Provider may download e-Tender Document from our website: www.stockholding.com.

Further, Corrigendum / Addendum with regard to this advertisement, if any, shall be uploaded only on our website www.stockholding.com. Last date for online submission of bids is 28th March, 2022 till 02 : 00 pm.

StockHolding reserves the right to accept or reject any or all other applications without assigning any reason.

For queries e-mail: out.queriessouth2@stockholding.com

II SCOPE OF WORK

The Service Provider will provide the following services. The services will be organized in consultation with the authorities of StockHolding.

Data Entry Operator (Semi-skilled):
Qualification: Minimum 12th pass / Graduate preferably with computer knowledge and proficiency in Typing.
Fluency in Tamil and English language.

- Filing and printing of documents, deposit of documents, retrieval of files/documents
- Handling of stationery
- Keeping track and handling of mail collection, dispatch and distribution i.e. Inward and Outward of courier covers.
- Follow up with companies /clients
- Data entry work and clerical work
- Depositing cheques/ DD/ Payorder in banks
- Photocopying and scanning of documents
- Handling routine telephonic queries of the clients and follow-up under supervision of StockHolding's officers.
- Attending calls and responding to clients with information provided.
- Co-ordination with clients and branches
- Handling/ Scrutiny of documents
- Generation of reports from system
- Maintenance of Guest Houses as and when required at Chennai
- Regular maintenance care taking and supervision of Guest House, other related services, as and when required at Chennai
- Other Miscellaneous work/assignment within the department which may be required to be done from time to time.

Customer Service Executive (Skilled):
Qualification: Minimum : Graduate with computer operations knowledge (preferably Hardware and Networking) and proficiency in Typing.
Fluency in Tamil and English language.

- Handling routine telephonic queries of the clients / agents/ vendors/ associates and branches and follow-up under supervision of StockHolding's officers.
- Attending calls and responding to clients / agents/ vendors/ associates and branches with information provided.
- Co-ordination with clients / agents/ vendors/ associates and branches.
- Handling of stationery
- Clerical and Data entry work
- Photocopying and scanning of documents
- Generation of reports from system

- Other Miscellaneous work/assignment within the department which may be required to be done from time to time.

Office boy / Peon (Unskilled):

Qualification: Literate - Minimum 10th Pass. Fluency in Tamil language and knowledge of English language

- Filing of documents. Deposit / retrieval of files/documents from branches / Godown / Bin area etc.
- Depositing, Delivering and collecting of the forms/ documents/ instruments from / to the clients / banks etc.
- Documents Handling- Stamping, Filing, printing, scanning of various documents , Inserting and despatch of documents/letters
- Keeping track and handling of mail collection, dispatch and distribution i.e. Mail Counter management
- Visit to Premises and branches for interactions and noting their requirement / queries
- Handling of stationery
- Depositing cheques/ DD/ Payorder in banks
- Photocopying and scanning of documents
- Other Miscellaneous work/assignment within the department which may be required to be done from time to time.

Driver (skilled):

Qualification:- Literate, Valid Permanent Driving License for LMV, Driving Experience of 3 years and above, Linguistic Skill – Tamil and English, Clean driving records.

- To follow the instruction of employees and ensure safe movement of employees in the car
- Maintenance of Vehicle
- Maintenance of Log Book
- Ensure timley servicing of car
- Any other work being assigned by branch employees

House Keeping and Pantry (unskilled)

- Maintaining Cleanliness in the office premises
- Serving Tea/Coffee/Water etc to employees and clients
- Any other work being assigned by branch employees

The Service Provider shall provide the outsourcing services at the offices located in TamilNadu and Pondicherry as per the details mentioned below:

Particulars	Data Entry Operator (Semi-killed)	Customer Service Executive (skilled)	Office boy / Peon (unskilled)	Driver (skilled)	Housekeeping and Pantry (unskilled)
No. of resources	**50-80**	**15-25**	**15-25**	**1**	**3**

At present, the number of skilled & unskilled staff required is as above. The aforesaid number is indicative only and actual number may vary and StockHolding does not assure any fixed number of staff through Service Provider. The requirement of skilled and unskilled categories of workers will be purely need based. Therefore, the number of Service Provider's staff may be increased or decreased at any point of time. StockHolding will be under no obligation to engage any specific number of Service Provider's staff during the period of contract.

III Pre-Qualification Criteria

1. The Service Provider should be of repute and an established entity in the business of providing staff for Outsourcing services with a minimum of 5 years continuous experience (without any break) in providing manpower supply services in the same line of business as Banking Sector & Financial Services & Public Sector. Suitable satisfactory experience certificate should be submitted.

2. The Service provider should have experience of providing manpower for outsourcing services for **at least 3 (THREE) works each costing not less than 25 lakhs (Annually)** to any Central Govt. / State Govt./ Public Sector Undertaking (PSU)/ BFSI sector / reputed private organisations in India as on date of submission of bid.

3. The Service Provider should have annual turn-over of atleast Rs. 1 Crore (Rupees 1 crore) for the last three financial years in similar services and should have a positive net worth. CA certificate to be provided for the same.

4. The Service Provider should have capacity to provide skilled, semi-skilled and unskilled staff as and when required by StockHolding. The Service Provider shall provide the total number of its present employees. The outsourcing staff as provided by the Service Provider should be well equipped to handle outsourced activities those of Banking Sector & Financial Services sector, as detailed in Sr. No. 2

5. The registered office or one of the branch offices of the Service Provider should be located in Chennai.

6. The Service Provider declared by Government /any public sector as black listed / terminated for any unlawful practices shall not be eligible and an undertaking in this regard needs to be submitted.

7. The Service Provider should have registrations under EPF and MP Act, 1952, ESI Act, 1948, LWF Act, Shops & Establishment Act, , Profession Tax Act etc. The Service Provider shall be making proper compliances with the applicable labour laws such as EPF and MP Act, 1952, ESI Act, 1948, LWF Act, Shops & Establishment Act, Payment of Bonus Act, 1965, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1971, Contract Labour (R & A) Act, 1970, POSH Act, Minimum House Rent Allowance Act, Minimum Wages Act, Payment of Wages Act Profession Tax Act and all other labour Laws which will be applicable to service provider in future. The Service Provider should submit documentary evidence in support of fulfilling the eligibility criteria.

8. The Service Provider should fulfil all the statutory requirements like GST Registration, PAN card and license by competent authorities including the Labour Commissioner of Tamil Nadu and Pondicherry.

9. The Service Provider or its holding company or its subsidiary company or its associate, should not be in competing business of StockHolding and its subsidiaries.

10. The Service Provider shall provide all the documents as required by Stock Holding in proof of Compliances made under various applicable laws every month.

Note: Once the contract with the Service Provider is finalized then an agreement shall be entered with the Service Provider.

IV PROCEDURE FOR SUBMISSION OF APPLICATIONS

Online Submission of Technical Bid

- Technical and other non-commercial queries (not impacting price) can be routed to the respective e- mail id indicated in the e-tender document.
- Online application submission related queries could be addressed to M/s. e-Procurement Technologies Ltd. personnel indicated in the document.
- M/s. e-Procurement Technologies Ltd. responsibility is limited to technical assistance of bid event. Finalisation of bidding process and selection of service provider would be directly between service providers and StockHolding.
- Application once made cannot be withdrawn / modified / change under any circumstances.
- The application submitted by telegram/Fax/Email shall not be considered and is liable to be rejected. No correspondence will be entertained in this matter.
- No other documents or new terms and conditions are to be uploaded in Technical Bid.
- The Service Provider is requested to submit its application prior to last date and time of submission to avoid any inability due to telephone line glitch, internet response issues, software or hardware hands will not be the responsibility of M/s. e-Procurement Technologies Ltd or of StockHolding. However, M/s. e-Procurement Technologies Ltd. shall make every effort to ensure availability of technology resources to enable submission of application.
- StockHolding's interpretation regarding errors in particulars or typographical or clerical errors shall be final and binding on the Service Provider.
- StockHolding reserves the right to waive any minor deviation or omission.
- StockHolding reserves the right to accept or reject any or all other applications without assigning any reason.
- StockHolding also reserves the right to re-issue / recommence the entire process without the Service Provider having the right to object.

- Any decision of StockHolding in this regard shall be final, conclusive and binding on the Service Provider.

- Any time prior to the last date for receipt of forms, StockHolding reserves the right, for any reason, to modify the terms and conditions by issuing an addendum/corrigendum. Any such amendment issued along with the original document will constitute revised document and the same will be uploaded on the website https://StockHolding.auctiontiger.net **and** www.stockholding.com and the Service Provider is advised to visit the website frequently to check for any amendments.

- All uploaded documents copies needs to be attested.

- StockHolding will consider only such applications that satisfy the eligibility criteria.

- The Service Provider need to have the following Minimum IT/System Requirement for submission of tender:

  1. Computer / Laptop with internet connection
  2. Operating system – Window XP Service Pack -3/VISTA/WINDOWS 7
  3. Digital Certificate – Class II or III, Signing + Encryption and it should be
  4. organizational certificate.

- The Service Providers who already have a valid and supported Digital Certificate do not need to procure a new Digital Certificate.

- The Service Provider shall submit that Technical Bid through online on website https://stockholding.auctiontiger.net for any issues / clarifications, the Service Provider may contact

  1. **Khushboo Mehta:- 9510813528,** khushboo.mehta@eptl.in
  2. **Nandan Valera:- 9081000427,** nandan.v@eptl.in
  3. **Pooja Shah: - 9328931942,** Pooja.shah@eptl.in

  Call : +91 9904406300 | +91 9510812960 | +91 9265562821 | +91 6354919566,e-mail: support@auctiontiger.net

- The Technical Bids once made, cannot be cancelled and the Service Provider shall be bound by the same.

- The bidders are required to upload all the documents in Portable Document Format (.pdf).

- Upon the successful and timely submission of bids, the portal will give a successful bid submission message will be displayed with date and time.

The bidders are requested to submit the bid through auction tiger online e-tendering system well before the bid submission end date and time (as per Server System Clock and the said Server System Clock Time shall be final). The bidders are advised not to wait till the last minute or last few seconds to enter their bid.

Online Submission of Financial Bid:

- The Service Provider will submit financial bids online in electronic format on website of https://stockholding.auctiontiger.net

- The Service Provider shall upload the scanned copy of receipt as a proof of depositing EMD along with Bids. Otherwise the bids in electronic form will not be considered. ***Firms registered under National Small Industries Corporation (NSIC) / Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD and shall upload the scanned copy of necessary documents.***

- Manual bids shall not be accepted. The offers submitted by telegram/Fax/Email shall not be considered and is liable to be rejected. No correspondence will be entertained in this matter

- https://stockholding.auctiontiger.net shall arrange to provide / explain the rules related to the online submission of the Financial Bid/ Business Rules to be adopted. The Service Provider is required to comply with the same.

- The Service Provider is requested to submit Financial Bids prior to the last date and time of submission to avoid any technical glitch or any other difficulty resulting in non-submission of the Bids due to non-availability of internet/website at last moment and/or for any other reason whatsoever. Neither StockHolding nor the e-tender service provider shall be responsible for any issues such as internet connectivity or non-compatibility internet browser, etc. The Financial Bid received after the prescribed date & time shall be rejected.

- The Service Provider needs to have the following Minimum IT/System Requirement for submission of tender:

  1. Computer / Laptop with internet connection
  2. Operating system – Window XP Service Pack -3/VISTA/WINDOWS 7
  3. Digital Certificate – Class II or III, Signing + Encryption and it should be organizational certificate

- The Service Providers who already have a valid and supported Digital Certificate do not need to procure a new Digital Certificate.

- The Service Provider shall submit the Financial Bid (as per **Sr. No. VIII**) and the Acceptance Letter (as per **Sr. No. X**) through online on website https://stockholding.auctiontiger.net For any issues / clarifications, the Service Provider may contact

1. **Khushboo Mehta:- 9510813528,** khushboo.mehta@eptl.in
2. **Nandan Valera:- 9081000427,** nandan.v@eptl.in
3. **Pooja Shah: - 9328931942,** Pooja.shah@eptl.in

Call : +91 9904406300 | +91 9510812960 | +91 9265562821 | +91 6354919566 e-mail: support@auctiontiger.net

- The Financial Bids once made, cannot be cancelled and the Service Provider shall be bound by the same.

- The Service Provider shall quote for all the components along with all the categories mentioned in the Financial Bid.

- The Service Provider is required to check the prices / amount carefully before uploading financial Bid.

- The prices quoted in the Financial Bid should be inclusive of all charges except applicable taxes. No deviation in the Financial Bid shall be allowed. StockHolding reserves the right to reject any or all bids.

- The Financial Bid shall be unconditional and any conditional/incomplete Financial Bids shall be liable for rejection.

- The bidders are required to upload all the documents in Portable Document Format (pdf).

- Upon the successful and timely submission of bids, the portal will give a successful bid submission message which will be displayed with date and time.

- The bidders are requested to submit the bid through auction tiger online e-tendering system well before the bid submission end date and time (as per Server System Clock and the said Server System Clock Time shall be final). The bidders are advised not to wait till the last minute or last few seconds to enter their bid.

V FORMAT FOR APPLICATION

Sr. No.	Particulars	Required Details
1	Name of the Firm	To be filled
2	Name of the Proprietor/Partners/Directors	To be filled
3	Certificate of Registration No./Date of Registration	Upload
4	Certificate of registration under Shops & Establishments Act	Upload
5	Permanent Address	To be filled
6	Telephone / mobile no. with e-mail id	To be filled
7	Year of establishment	To be filled
8	Details of infrastructure, number of offices/branches	Upload
9	Total number of employees at present	To be filled
10	Copy of Latest Annual E-return along with Challan form in r/o ESIC & EPF payment for its employees	Upload
11	Proof of annual financial turnover certified by Chartered Accountant during last three years (i.e. 2018-2019, 2019-2020 & 2020-2021)	Upload
12	PAN Card	Upload
13	GST Reg. no.	Upload
14	ESIC Registration with date	Upload
15	EPF Registration with date	Upload
16	PT Registration	Upload
17	License by competent authorities including the Labor Commissioner of TamilNadu, Pondicherry	Upload
18	LWF Registration	Upload
19	Experience in Outsourcing Services (no. of years)	To be filled
20	Indicate, if involved in any arbitration at present or in the past and mention present status.	Yes/No
21	Any civil or criminal suit(s) arisen in the contract of works executed during last 3 years if yes, please give brief description.	Yes/No
22	Bank Name & address (copy of cancelled cheque)	Upload
23	Declaration on letterhead for not being declared by Govt. /any public sector / any reputed private organisation as black listed / terminated for any unlawful practices	Upload
24	Declaration on letterhead that the Service Provider or its holding company or its subsidiary company or its associate, should not be in competing business of StockHolding and its subsidiaries	Upload

25 **Details of similar contracts received from Banks & Financial Services, Reputed Private Organisation, etc.**

Sr. No.Nature of the work executed withName and contact details of contact person (for reference)	Value of the contract	Period of contract	Upload experience certificates of Previous Clients
1			
2			
3			
4			
5			
6			
7			
8			

27. Details of similar contracts received from PSU, GOI

Sr. No.	Nature of the work executed with	Name and contact details of contact person (for reference)	Value of the contract	Period of contract	Upload experience certificates of Previous Clients
1					
2					
3					
4					
5					

27 **Declaration.**

I/We hereby declare that the information furnished above is true and correct. I/We am/are aware that incorrectness of the aforesaid information shall result in immediate termination of the contract and StockHolding shall be entitled to recover the necessary costs and damages. I/We confirm that we comply with the pre-qualification eligibility criteria.

VI EVALUATION OF TECHNICAL BID

Sr. No	Bidder Credential				
1	The Firm should be a reputed company/ firm having existence in India and should have experience for atleast 5 years	5 to 6 years	7 to 8 years	8 to 10 years	More than 10 years
		10	**15**	**20**	**25**
2	The Firm should have provided services for BFS / any reputed private organisation in line with the tender	1 -3 Company	4 - 5 Company	6 -7 Company	More than 7 Company
		5	**10**	**15**	**20**
3	The Firm should have provided services for PSU/GOI in line with the tender	1 Company	2 Company	3 Company	More than 3 Company
		2	**3**	**4**	**5**
4	Number of present employees	50-75	76-100	101-125	Above 125
		10	**15**	**20**	**25**
5	Average Annual Turnover of Last Three FY	1 to 1.5 crore	1.51 to 2 crore	2.01 to 2.50 crore	Above 2.51 crore
		10	**15**	**20**	**25**
	Total Score				

- The Technical Bid will have 100 marks.
- The Service Provider who scores minimum 50 marks shall qualify for participating in the Financial bid
- The Technical Bid shall be evaluated as per the score card hereabove
- The applications will be evaluated by the internal committee appointed by StockHolding and their decision is final and binding.

VII GENERAL TERMS AND CONDITIONS

1. Validity of Contract - Contract shall remain valid for a period of three years. Either party may terminate the contract by serving a prior written notice of 60 (Sixty) days to the other Party, expressing its desire to terminate the Contract.

2. Pre-Bid Meeting – The clarification on the queries received upto and during the Pre-Bid Meeting will be uploaded on the website. The Corporation will not be obliged to answer any queries received after the Pre-Bid Meeting.

3. Security Deposit:
   a. Earnest Money Deposit (EMD)
   b. Bank Guarantee

   Earnest Money Deposit (EMD) –The Service Provider shall deposit an interest-free amount of Rs. 2,00,000/- by means of a demand draft in favour of 'STOCK HOLDING CORPORATION OF INDIA LIMITED", payable at Chennai. The EMD for the unsuccessful Service Providers will be refunded only after finalisation of the process. EMD in any other form will not be accepted as valid EMD. Scanned copy of **EMD as prescribed, should be uploaded at the time of submission of financial bid and original Demand draft with details of Service Provider has to be couriered/submitted to the Corporation's Regional Office. The envelope super scribed as "TENDER FOR HIRING OF OUTSOURCED MANPOWER SERVICES'.**
   Non-receipt of original demand draft on technical bid opening , the Service Provider is liable for disqualification. Firms registered under National Small Industries Corporation (NSIC) /Micro, Small and Medium Enterprises (MSME) are exempted from EMD. The necessary documents in this regard needs to be submit on or before 28th March, 2022 , 11.00 a.m.

   EMD shall be forfeited in case of failure to provide the services / breach of terms & conditions / revision of any of the prices quoted during the validity period / found to have indulged in fraudulent practices in the bid submission process / withdraw of tender before the expiry of validity period stipulated in the bidding document.

   EMD of unsuccessful bidder shall be returned within 15 working days on finalization of contract with the successful bidder. Further EMD of the successful bidder shall be returned on submission of Bank Guarantee of 5% of the contract value.

Bank Guarantee: On award of the work, the successful bidder shall submit a **Bank Guarantee** of 5% of the Contract Value as Security Deposit within 21 days from the date of award of work. The Bank Guarantee shall be valid for a contract period i.e. three years and two months with a claim period of additional six months from the date of expiry of Bank Guarantee. The Bank Guarantee draft shall be shared by the Corporation.

StockHolding reserves the right to forfeit the amount deposited as security deposit / invoke the Bank Guarantee, in case, successful service provider fails to accept the terms and conditions mentioned in the tender within specified time as per intimation / direction from StockHolding or backs out after acceptance.

4. COMPLIANCE WITH STATUTORY PROVISIONS

- The Service Provider to compulsorily have legal, valid and existing license or permission as may be required under any statutory/Regulatory authority whatsoever (viz. ESI Act, EPF Act, Profession Tax Act, Contract Labor (R & A) Act, 1970, Shops and Establishment Act etc.
- The Service Provider to comply with the provision of all Labor Laws applicable to him, at his own cost. the Service Provider and/or its employees shall at all times will be solely responsible for any liabilities arising out of such, non-compliance and the Service provider at all times shall keep StockHolding (including its directors, employees and permitted assigns) indemnified for any action brought against it for any violation/non-compliance of any of the provisions as mentioned above. .
- The Service Provider will furnish proof of compliance regarding all applicable laws, filing of monthly/quarterly and annual returns and other /regulatory requirement and furnish proof of payments made to all Government/Statutory Authorities under EPF Act, ESI Act, Contract Labor (R& A) Act, Minimum Wages Act, Payment of Bonus Act, POSH Act, Payment of Gratuity Act, Maternity Benefit Act, Employee Compensation Act, Labor Welfare Fund Act and any other applicable compliances etc.
- The Bonus will be payable to all eligible contract employees by the contractor.
- All the employees shall be paid wages which will not be less than the rates of Minimum Wages declared by the appropriate Govt.
- As per the Payment of Gratuity Act the amount of Gratuity will be payable to the contractor, based on the number of completed years in the corporation by the respective contract employee.
- The Service Provider shall be responsible for maintenance of proper records as required under the provision of various Statutory/Regulatory Authorities applicable to the Service Provider and produce them for inspection as and when demanded by StockHolding or any other appropriate authorities.

- The format of Monthly Compliance Certificate is attached as **Sr. No. XI.**

5. **TERMINATION OF CONTRACT**

- StockHolding reserves the right to terminate the contract at any time during the contract period by giving sixty days' notice in writing to the Service Provider at their last known place of business. StockHolding's decision under this clause shall be final, conclusive and binding on the Service Provider and shall not be called in question.
- In the event of the contractors having been adjudged insolvent or goes into liquidation or winding up of their business or failing to observe any of the provisions of the contract or any of the terms and conditions governing the contract, StockHolding shall be at liberty to terminate the contract immediately forthwith without prejudice to any other rights or remedies under the contract and to get the work done for unexpired period of the contract at risk and cost of the contractors and to claim from the contractors any resultant loss sustained or cost incurred.

6. No advance shall be paid and no escalation in rates on any account shall be permitted during the contract period. Only changes in rates as per the Minimum Wages Act or any statutory requirement of Govt. will be allowed with supporting document for such change.

7. The Service Provider undertakes and agrees that it shall not involve himself or any of his representatives in price manipulation of any kind directly or indirectly with any other Service Provider.

8. **PERSONNEL DEPLOYED BY THE SERVICE PROVIDER**

- The deployed personnel of the Service Provider shall be well-mannered and maintain the office decorum and discipline. If, in the opinion of StockHolding, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately. The Service Provider shall strictly monitor performance of his employees.
- The Service Provider shall deploy manpower as per the requirement of StockHolding and the staff must be familiar with the quantum of work and the time within which the work has to be completed. The manpower being deployed for the work as mentioned above should have necessary experience and relevant knowledge of work.

- StockHolding may advice the Service Provider for increase / decrease of manpower, if so desired, to complete any work within the schedule. The personnel engaged by the Service Provider will be in full time / part time employment of the Service Provider.
- The personnel employed by the Service Provider for providing the services shall be its own employees. At any point of time there is no relationship of Employer and Employee exists between the employees of Service Provider and Stock Holding.
- "The Service Provider shall not employ the services of any sub-contractor directly or indirectly."

9. The Service Provider shall provide the services on all working days as per Stockholding. The outsourcing staff being deployed should work for StockHolding only and not for any other Organisation of similar nature without prior approval of StockHolding during the period of deployment at StockHolding.

10. The Service Provider is responsible to pay wages / salaries and other statutory benefits to its employee as applicable. The Service Provider will make payment to the personnel deployed by them in StockHolding premises against this contract as per the applicable laws. In case of any revision in the rate of Wages, the corresponding increase in the payment of Applicable Wages and other items will be made by the Service Provider to its personnel and the same shall be borne by StockHolding.

11. The Service Provider or his personnel shall not at 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.

12. The Service Provider 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 on the part of any personnel engaged by the Service Provider resulting in any loss to StockHolding will be viewed seriously and StockHolding reserves the right to levy penalty or fine as decided by StockHolding on the Service Provider or even terminate the contract forthwith.

13. The contract between StockHolding and the Service Provider is on principal to principal basis. The personnel engaged by the Service Provider shall under no circumstances claim to have any employee – employer relationship with. In case if any such claim is made by the employee of Service Provider then the service provider shall indemnify StockHolding.

14. The Service Provider shall remove his material and personnel peacefully on expiry of contract or on termination of the contract.

15. The Service Provider shall maintain a log book in which daily attendance of the staff shall be recorded.

16. The logbook maintained by the Service Provider shall be shown daily to StockHolding's representative at 10.00 a.m. and at any other time on demand.

17. The Service Provider shall ensure adequate response to any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other job assigned by the authorized representative of StockHolding.

18. **VERIFICATION OF ANTECEDENTS**

The Service Provider should carry out background check of its employees and also get the antecedents of its personnel verified by the Police Authorities before engaging and deploying them with StockHolding. In the event of any untoward incident on account of any of the employee / representative of the Service Provider, the Service Provider shall be solely responsible for the same.

19. **WEEKLY OFF / PAID HOLIDAY**

For all the personnel deployed in StockHolding's premises, the Service Provider 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 personnel deployed in StockHolding premises during the service period. However, it will be ensured by the Service Provider, to provide uninterrupted services on all working days during the period of contract.

20. **LIABILITY**

Loss or damage to any material / property due to negligence of Service Provider's personnel shall be recoverable / made good by him at his own cost. StockHolding reserves the right to deduct the amount from the bills.

The Service Provider shall be responsible for and pay the expenses for providing medical treatment / compensation to their personnel 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 premises of StockHolding. StockHolding will not in any case be responsible to entertain any claim thereto.

21. **COMPENSATION FOR DELAY**

Further, compensation for delay @ Rs. 1,000/- per day per person can be imposed on the Service Provider 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 Service Provider at the risk and cost of the Service Provider.

In the event of the compensation for delay exceeds 10% of the contract value, StockHolding reserves the right to terminate the contract. In such an event, no damages or compensation, whatsoever, will be payable to the Service Provider.

22. **PAYMENTS TERMS :**

- The Service Provider will submit the monthly bill along with Monthly Compliance Certificate as per format at **Sr. No. XI.**
- All bills should be submitted on printed forms and duly signed.
- No advance will be made under any circumstances.
- Taxes, if any, shall be reimbursed by StockHolding on submission of proof of payments along with monthly bills.

23. The payment will be made within 15 working days against invoices duly verified, stamped and signed by the user department of StockHolding.

24. All disputes relating to this contract between the Service Provider and StockHolding shall be resolved through mutual discussion and if the dispute is not amicably settled within Thirty (30) days, the same shall be referred for arbitration under the provisions of the Indian Arbitration and Conciliation Act 1996 by mutually appointing one Arbitrator and the arbitration proceeding shall be held in Chennai in Local or Engligh language. Subject to the same, the court or competent jurisdiction situated within the limits of the state of TamilNadu.

25. The Service Provider shall abide by all the guidelines issued by StockHolding from time to time.

26. The Service Provider 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.

27. The successful Service Provider will have to execute an Integrity pact with StockHolding. The format of the same is available on the website of StockHolding.

28. Security staff will verify the badges of personnel deployed by the Service Provider and only then permit entry to premises. Security staff will be authorized to verify identity badges/visitor badges, frisk bags/belongings of outsourced persons and take necessary action against defaulters.

29. The written offer issued to the successful Service Provider shall have to be accepted in writing within 3 working days from the date of issue of the offer. Failure to accept the offer within this period will result in forfeiture of the EMD & cancellation of the offer and StockHolding shall award the contract to the next successful Service Provider, as per the decision of the committee.

30. The Outsourcing agency should have adequate insurance, sufficient to provide an undertaking to suggest that it has requisite insurance policies to undertake services required to be performed under this RFP. The insurance policy should be comprehensive in nature and should also include group accidental policy for the employees being provided by the agency.

31. The personnel (housekeeping and driver) deployed by the Outsourcing Agency in our premises against this contract will always appear in proper uniform, neat and tidy from the day the contract commences. The Outsourcing Agency should provide at least 2 sets of uniforms. The uniform should have a logo of the Outsourcing Agency.

VIII FORMAT FOR FINANCIAL BID

Cost Calculation Sheet – Breakup of Category wise monthly cost per Outsource

I - FINANCIAL BID – TAMIL NADU

in Rs. (Pe

COMPONENT	Percentage (%) in line with Labour Laws	Data Entry Operator – Semi-skilled (i)	Customer Service Executive - Skilled (ii)	Office boy / Peon – Un-skilled (iii)
Basic Wages				
DA (Special Allowance)				
HRA				
Gross Monthly = (A)				
PF				
ESIC				
Leave Salary				
Bonus				
Labour Welfare Fund				
Others				
Total Statutory Benefits (B)				
Total Payable (A + B) = (C)				
Vendor's Service Charge (C * ___%) = (D)				
Total Cost to the Company Per Person (C + D) = E)				
Grand Total (F) = E (i+ii+iii+iv+v)				

II - FINANCIAL BID – PONDICHERRY

in Rs. (Pe

COMPONENT	Percentage (%) in line with Labour Laws	Data Entry Operator – Semi-Skilled (i)	Customer Service Executive - Skilled (ii)	Office boy / Peon – Un-skilled (iii)
Basic Wages				
DA (Special Allowance)				
HRA				
Gross Monthly = (A)				
PF				
ESIC				
Leave Salary				
Bonus				
Labour Welfare Fund				
Others				
Total Statutory Benefits (B)				
Total Payable (A + B) = (C)				
Vendor's Service Charge (C * ___%) = (D)				
Total Cost to the Company Per Person (C + D) = E)				
Grand Total (F) = E (i+ii+iii+iv+v)				

III – TOTAL FINANCIAL BID OF TAMIL NADU & PONDICHERRY

I - Grand Total (F) = E (i+ii+iii+iv+v) of	

Tamil Nadu	
II - Grand Total (F) = E (i+ii+iii+iv+v) of Pondicherry	
TOTAL FINANCIAL BID (I + II)	

***taxes extra, as applicable**

*** Lowest bidder shall be the one with the Lowest Total Financial Bid at III.**

- **Bidder has to strictly follow Compliance as per Labor Laws or any other laws as and when required.**
- **Payment will be made as per the actual attendance of the employee.**
- **Certified that I/We have read the instructions given in the tender documents. I/We undertake to provide the required categories and number of manpower. I/We have understood the contents of the terms and conditions and undertake to abide by the same as laid down in these documents.**

IX EVALUATION OF FINANCIAL BID

1. The Financial Bids, of only those Service Providers will be opened who score a minimum of 50 marks in Technical Evaluation.

2. Online Financial bids will be evaluated by the internal committee appointed by Stockholding and their decision in this regard is final and binding.

3. The Service Provider who quotes **Lowest Total Financial Bid at III** shall be declared as L1.

4. If two or more Service Providers quotes the same rates as the lowest (L1), then the L1 will be finalized based on the highest marks obtained in the Technical bid.

5. It is expected that the requirement may increase depending on the basis of the anticipated growth in business and deliverables. In case the L1 (lowest bidder) is unable to provide additional manpower, StockHolding reserves the right to select and appoint L2 bidder who accepts the rates quoted by L1.

X ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date :

StockHolding Corporation of India Limited,
3rd Floor, Justice Basheer Ahmed Sayeed Building, 45,
Moore Street, Second Line Beach, Parrys, Chennai-600001

Dear Sir,

Sub: Acceptance of Terms & Conditions

Reference No. :____

Name of Work: PROVIDING OF OUTSOURCED MANPOWER SERVICES FOR THE PERIOD OF THREE YEARS

1. I/We hereby certify that I/We have read the entire terms and conditions of the Tender (including all documents) which form part of the contract agreement and I/We hereby agree to abide by the terms/conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by you have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept all the conditions of above mentioned document(s)/ corrigendum(s) in its totality / entirety.
4. I/We certify that all information furnished by us is true & correct and in the event that the information is found to be incorrect /untrue or found violated, then StockHolding shall without giving any notice or reason therefore or summarily reject the Application or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full security deposit / earnest money deposit absolutely.

Yours faithfully,

(Signature of the Service Provider with Office Seal)

Signature of Accepting officer **Signature of Service Provider**

XI MONTHLY COMPLIANCE CERTIFICATE

a	Name & address of the Contractor	
b	Locations of StockHolding Corporation Limited Where services are produced. If more than 2 please attach separate Certificate)	
c	Name, address with email and contact number of authorized person of the vendor	
d	Total number of employees deployed at StockHolding's premises (Location wise)	
	Statutory Compliances	
1	EPF Code Number	
2	ESI Code Number	
3	Profession Tax Registration Number	
4	LWF Code Number	
5	Date of payment and amount of EPF contribution for employees deployed by vendor at StockHolding Premises (attach copy of paid Challan & ECR)	EPF Rs. _____ Paid on _____and PF TRRN Receipt No_____
6	Date of payment and amount of ESIC contribution for employees deployed by vendor at StockHolding Premises (attach copy of paid Challan & ESI Contribution History)	ESIC Rs. _____ Paid on_____
7	Date of payment and amount of Profession Tax Paid for employees deployed by vendor at StockHolding Premises (attach copy of paid Challan)	PT Rs. _____ Paid on_____
8	Date of payment and amount of LWF contribution for employees deployed by vendor at StockHolding Premises (attach copy of paid Challan)	LWF Rs._____ Paid on _____
9	Total Gross Salary /Wages paid to employees employed by vendor at StockHolding Premises including employee wise break up in excel format	
10	Total Net Salary/ Wages paid to employees employed by vendor at StockHolding Premises	
11	Date of Payment of Salary and Wages for employees employed by vendor at StockHolding Premises (attach proof of payment)	

All the above information and documents submitted are true to the best of my knowledge.

_____

Signature of Vendor/Director/Owner/Partner with Company Seal

StockHolding®
We look after everything

XI (a) QUARTERLY COMPLIANCE CERTIFICATE

Date :

StockHolding Corporation of India Limited,
3rd Floor, Justice Basheer Ahmed Sayeed Building, 45,
Moore Street, Second Line Beach, Parrys, Chennai-600001

Dear Sir,

Sub: Agreement dated _____ for providing _____ services.

This has reference to the agreement dated _____ executed between Stock Holding Corporation of India Limited and _____ for providing _____ services. Pursuant to the said agreement, _____ hereby confirms as under:

1) All governmental approvals as may be required for fulfilling our obligations in terms of the said agreement are obtained by us and the same are in force as of date.

2) The Services under the said agreement are performed by us in strict compliance with all applicable laws including but not limited to the Shops & Establishments Act, the Contract Labour (Regulation & Abolition) Act, the Minimum Wages Act, Payment of Wages Act, the Employees State Insurance Act, the Provident Fund Act and the Payment of Bonus Act, Labour Welfare Fund Act, Posh Act, Maternity Benefit Act, Labour Compensation Act, Profession Tax Act and all other Labour Laws which will be applicable in future, as also to any other order, ordinances, notifications, rules, regulations, legislation whether Central, State, Municipal or otherwise, related to or pertaining to the execution or performance of the Services under this Agreement.

3) The wages, salaries, other legal dues of our employees deployed by us at your premises in connection with the said agreement, are paid by us from time to time.

4) All registers and records required to be maintained under the aforesaid enactments and the rules framed thereunder are maintained by us.

5) Documents relating to compliance with various Government Acts / regulations are preserved / maintained by us and the same shall be submitted to SHCIL within 3 days of the request.

6) As advised by SHCIL, we have initiated the process of background checking including police verification in respect of our employees deployed at your premises and shall update the status of the same to SHCIL from time to time.

7) We confirm that SHCIL shall not have any responsibility and shall not be held directly or indirectly responsible or liable, in any manner; whatsoever with regard to the services and / or personnel so employed by us for performing / providing services in terms of the said Agreement.

Yours faithfully,