

भारत सरकार
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
एमएसएमई-विकास संस्थान
10, औद्योगिक क्षेत्र, पोलोग्राउण्ड,
इंदौर - 452015 (म.प्र.)
फैक्स : 0731-2420723
(फोन) ईपीएबीएक्स : 2421037-659
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Ministry Of Micro, Small & Medium
Enterprises
MSME-Development Institute
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Date: 1/03/2018

To,

(8) सिनेट अनुभाग, एमएसएमई -विकास संस्थान, इन्दौर की ओर पोट्रल मे डालने हेतु ।

Sealed tenders are invited from experienced and reputed man power agencies for outsourcing of the services of personnel for work in the MSME-DI, Indore as detailed below:

Sl. No.	No. of Person	Work	Remark
01.	01	Watch & ward and multi tasking activities	
02.	01	House keeping service including sweeping of floor & cleaning of toilets & Multi tasking activities including watch & ward if required.	
03	01	Driver	

Eligibility criteria for S. No. 01 , 02 & 3

The personnel should be physically fit and sound health.

1. **No. 01 , 02** Watch & House keeping minimum Qualification 8th pass
2. **No. 03, Driver** minimum Qualification 10th pass minimum having a licence for light vehicles & Expressions 2 years motore vehicles ,
3. The initial period of contract would be one year, extendable by another six months on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority. **Service charges/rates quoted by the agency would be fixed for a period of one year and any statutory increase in wages/DA etc. is to be absorbed by the agency.**

3. The man power will have to be supplied by the agency within 10 days of award of contract.

Terms and Conditions: As at Annexure-I.

5. Only those who fulfil the following minimum criteria need submit their bids.
 - a) The agency must be registered with police department, PF, ESIC & Service tax (if applicable) authorities.
 - b) The man power agencies should have been in existence for not less than three years.
 - c) It should have PAN Number . Proof in this regard may be attached with the bid.
 - d) It should not have been black listed by any Government organization;
 - e) It should be willing to take up the contract on the terms and conditions mentioned at annexure-I.
6. The closed envelope super scribed "price Bid for outsourcing of services" should contain only rates which is to be quoted on monthly basis for normal duty of 8 hours per day per person for five days a week.
7. The closed covers should be addressed to the Director Micro, Small & Medium Enterprises-Development Institute, Indore and send post or hand delivered latest by 04:00 P.M. of 14 / 03/2017.

Yours Faithfully

(Dhananjay Radke)
Asstt. Director (Admn.)
For Director

- (14) Payments to the service provider would be strictly on certification by the officer with whom Data Entry Operator and housekeeping personnel are attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
- (15) No wage/remuneration will be paid to any staff for the days of absence from duty.
- (16) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of MSME-DI Indore
- (17) The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from MSME-DI Indore to the service provider shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the MSME-DI Indore in fulfillment of the contract from time to time.
- (18) MSME-DI Indore shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
- (19) That the agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If MSME-DI Indore suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to MSME-DI Indore for the same. The agency shall keep MSME-DI Indore fully indemnified against any such loss or damage.
- (20) **The service charges/rates quoted by the agency shall be fixed for a period of one year and no request for any change/modification shall be entertained before expiry of the period of one year. Any statutory increase in wages/DA etc. is to be absorbed by the service provider.** The contract/agreement is extendable by another six months subject to satisfactory performance of the agency and such amendments as mutually agreed to.
- (21) The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
- (22) However, the services can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the services then one month's wages etc and any amount due to the agency from MSME-DI Indore shall be forfeited by MSME-DI Indore.
- (23) The decision of the Director, MSME-DI, Indore to accept and reject any tender or all tender shall be final & no grievances will be entertained in this regard.
- (24) The Director reserves right to withdraw relax any of the terms and condition mentioned above so as to overcome any problem encountered by the contracting parties.

Yours faithfully



(Dhananjay Radke)
Asst. Director (Admn)
For Director

ANNEXURE-I

TERMS AND CONDITIONS

- (1) All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
- (2) The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are that deployed.
- (3) The service provider shall engage necessary persons as required by MSME-DI Indore from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master & Servant relationship between the employees of the service provider and MSME-DI Indore and further that the said person of the service provider shall not claim any absorption.
- (4) The service provider's person shall not claim any benefit/compensation/ absorption/regularization of services from/in this Ministry under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to MSME-DI Indore
- (5) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters as all are of confidential/secret nature.
- (6) The service provider shall ensures that personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good-will and enhance the image of MSME-DI Indore. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- (7) That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of MSME-DI Indore.
- (8) The MSME-DI Indore may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the MSME-DI Indore because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office. .
- 9) The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcohol, paan, smoking, loitering without work.
- (10) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
- (11) Working hours would be normally 8 ½ hours per day from 9.30 A.M. to 6.00 P.M. during working days including half hour lunch break in between. However, in exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra wages as per the rates approved.
- (12) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, GST Tax etc. and MSME-DI Indore shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation & he is liable to submit proof of documents for PF, ESIC, GST Bonus at the end of year after 31st March.
- (13) The service provider will submit the bill in duplicate in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.