



CENTRAL TOOL ROOM
Govt. of India Society
Ministry of MSME,
A-5, Phase –V, Focal Point,
Ludhiana – 141 010 (Punjab)



E-TENDER DOCUMENT

Empanelment of Agency for Outsourcing of Manpower

Central Tool Room,
A-5, Phase-V, Focal Point, Ludhiana-141010
Phone No. 0161-2670057-59
Fax No. 0161-2674746
Website: www.ctrludhiana.com

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SECTION-1
NOTICE INVITING TENDER
(E-Tendering Mode Only)

NOTICE INVITING TENDER



CENTRAL TOOL ROOM
(Ministry of MSME, Govt. of India)
A-5, PHASE-V, FOCAL POINT, LUDHIANA-141010
Tel. No: 0161-2670057-59, Ext.No.222&232
Email : info@ctrludhiana.com
Website: www.ctrludhiana.com



E-Tender notice for Empanelment of Agency for Outsourcing of Manpower Services at CTR, Ludhiana

CTR invites Tender (only through e-tendering mode) for Empanelment of Agency for Outsourcing of Manpower Services at CTR, Ludhiana and can download tender documents from www.ctrludhiana.com/www.eprocure.gov.in. The tender documents are to be submitted on www.eprocure.gov.in. The last date for submission of tender is **02.05.2018 at 14.00 Hrs.** The opening date of the tender is **03.05.2018 at 15:00 Hrs.**

**A.P. SHARMA
GENERAL MANAGER**

E-TENDER NOTICE

CENTRAL TOOL ROOM
(Ministry of MSME, Govt. of India)
A-5, Phase – V, Focal Point,
Ludhiana-141010
Phone No. 0161-2670058, 59
Fax No. 0161-2674746
Email id : info@ctrludhiana.com & adm@ctrludhiana.com
Website: www.ctrludhiana.com

DOMESTIC COMPETITIVE BIDDING **(Through call of open E-Tenders)**

1. E-Tenders are invited under Two Bid System i.e. Technical Bid (Comprising of Section-2, 3, 4 & 5 along with enclosures duly signed by the contractor on each page) and Financial Bid (Section-6 duly filled & signed by the contractor) from bidders for Empanelment of Agency for Outsourcing of Manpower at Central Tool Room, A-5, Phase-V, Focal Point Ludhiana as per details given in **Section-4**.
2. The bidders are to submit the bid on <http://eprocure.gov.in> w.e.f. 26.03.2018 to 02.05.2018 (upto 14:00 Hrs). Earnest Money Deposit of Rs. 2.00 Lakh only in the form of a Demand draft in favour of “Central Tool Room”, payable at Ludhiana or transfer in State Bank of India A/C No.10415693035, IFSC No: SBIN0002342, RNW Branch, Focal Point, Ludhiana is to be paid in accordance with para-5 of instruction to bidders.
3. The bidders may submit the tenders online at <https://eprocure.gov.in/eprocure/app> in two bids system (i.e. (i) Technical Bid and (ii) Financial Bid) in the prescribed proforma. Tenders are to be submitted only online through the e-procurement portal <https://eprocure.gov.in/eprocure/app>. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Tender sent by any other mode will not be accepted. No tender document will be accepted after the expiry of stipulated date under any circumstances whatsoever.

Name of Work	Empanelment of Agencies for Outsourcing of Manpower at Central Tool Room, A-5, Phase-5, Focal Point, Ludhiana
Estimated Value of Work	Rs 85.00 Lakhs (per annum)
EMD	Rs. 2.00 Lakh only
Period of Contract	01 year (extendable term based on the performance of the agency)

Date of Issue of Tender Document	26.03.2018
Last Date & Time of receipt of Bid	02.05.2018 at 14.00 hrs (E-tendering Mode Only)
Date & Time of Opening of Bid	03.05.2018 at 15.00 hrs
Address for Communication	Central Tool Room, A-5, Phase – V, Focal Point, Ludhiana-141010

4. The technical bid will be opened online on above date by a Tender Opening Committee of this office. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee (TEC) constituted by the competent authority. The financial bids of technically compliant bidders will be opened for which the date and time will be intimated in due course. The Tender Evaluation Committee (TEC), after the evaluation of the Financial Bids, will give its specific recommendation(s) regarding the lowest responsive bid, which is to be selected along with a comparative statement duly signed by the Member of the TEC.
5. CTR reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Documents, without assigning any reason, thereof.
6. CTR reserves the right to accept or reject any or all the tenders without assigning any reason.

(A.P. Sharma)
General Manager
 Central Tool Room
 A-5, Phase–V, Focal Point,
 Ludhiana-141010

SECTION-2
INSTRUCTION TO BIDDERS

INSTRUCTION TO BIDDERS

- 1.0** Central Tool Room is an autonomous institute under Ministry of MSME, Govt. of India, invites E-Tender for Empanelment of Agencies for Outsourcing of Manpower at CTR, A-5, Phase-V, Focal Point, Ludhiana, Punjab and its extension centres at Nelokheri, Karnal and Faridabad or any extension centre established in future.
- 2.0** The Tender form/bid documents to be submitted on <http://eprocure.gov.in/eprocure/app> online. Submission of Bids through Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) is mandatory.
Manual/Offline bids shall not be accepted under any circumstances.
- 3.0** Tenderers/bidders are requested to visit the website <http://eprocure.gov.in> regularly. Any changes /modifications in tender enquiry will be intimated by corrigendum through this website only.
- 4.0** In case, any holiday is declared by the Government on the date of opening, the tenders will be opened on the next working day at the same time. CTR reserves the right to accept or reject any or all the tenders.
- 5.0** The estimated cost is Rs. 85,00,000/-(Rupees Eighty Five Lakhs only). The Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees Two Lakh Only) in the form of Account Payee Demand Draft/Bankers Cheque in favour of “Central Tool Room”, payable at Ludhiana or transfer in State Bank of India A/C No.10415693035, IFSC No: SBIN0002342, RNW Branch, Focal Point, Ludhiana between 26.03.2018 to 02.05.2018 upto 1400 Hrs. Bids received for which EMD is not submitted by 1400 Hrs on 02.05.2018 will be summarily rejected. The technical bid should be submitted online in the proforma given in **Annexure-I** and the financial bid should be submitted online in the proforma as given in **Annexure-II**.
- 6.0** Bidders may come at CTR, Ludhiana for technical as well as financial bid opening however they can view live bid opening on CPPP e-Procurement Portal at their remote end.
- 7.0** Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating in the tender through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost.

- 8.0** Tender shall be accepted under Two Bid System. The interested bidders may submit the tenders online at <http://eprocure.gov.in/eprocure/app> in two bids systems {i.e. (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted only online through the e-procurement portal <https://eprocure.gov.in/eprocure/app>. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tender sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.
- 9.0** Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-procurement/e-tender portal is a prerequisite for e-tendering. The Bidders are required to submit the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>. The detailed procedure for submission of e-bid is available <http://eprocure.gov.in/eprocure/app>.
- 10.0** Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 11.0** After downloading / getting the tender document/schedules, the bidder should go through them carefully and then submit the documents as asked, otherwise the bid will be rejected.
- 12.0** In case of any query, clarifications thereto may be obtained online through the tender site, or through the contact details, Bidder should take into account the corrigendum published before submitting the bids online.
- 13.0** It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 14.0** Bidder, in advance, should get ready with the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar/xip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidders Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1MB the transaction uploading time will be very fast.

- 15.0 Any clarifications issued through corrigendum shall form the part of this. This may be obtained through the site. Bidders should take into account the corrigendum published from time-to-time before submitting the online bids.
- 16.0 The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 17.0 For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. For any further queries, the bidders are asked to contact over phone: 0161-2670057-59 or send a mail over to info@ctrludhiana.com
- 18.0 The bidder may visit the proposed site and inspect the relevant documents before filling in and submitting the tender to get fully acquainted with the scope of work.
- 19.0 The EMD shall be forfeited if the bidder withdraws his bid during the period of bid validity. The EMD of Bidders who are not selected will be returned within one month of allotting the contract (without any interest). The EMD may be forfeited if the bidder withdraws his bid during the period of validity specified by the bidder on the bid form, or in the case of successful bidder, if the bidder fails to sign the Contract Agreement and deposit the Security Deposit within the stipulated time limit. EMD of unsuccessful bidders shall be returned after the acceptance of the Purchase Order by the successful bidder/s.
- 20.0 The successful bidder shall deposit **Rs. 7,00,000/- (Rupees Seven Lakhs Only)** as security towards Contract Performance Guarantee (CPG) and no interest thereon shall be payable. The Security Deposit shall be given in the form of Bank Guarantee or by Demand Draft in favour of **Central Tool Room, Payable at Ludhiana.** The format for Contract Performance Guarantee is attached as **Annexure-1B**

21.0 The bid shall remain valid for a period of one Year from the date of receipt of the bid.

22.0 The Bidder should carefully read and understand before filling in and submitting the bid. No claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

23.0 SERVICE CHARGES

23.1 Bidders shall quote the SERVICE CHARGES in the format given at Section-6. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings are permissible.

23.2 All statutory duties may be clearly specified. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall cause forfeiture of the EMD.

24.0 TERMS OF PAYMENT

Payment will be released within 10 days after receipt of bill and certification by authorized officer of Central Tool Room that the services provided during the month are satisfactory.

25.0 EVALUATION OF BIDS

25.1 Central Tool Room will determine the substantial responsiveness of each bid with reference to bid terms and conditions. For this purpose a substantially responsive bid is one, which conforms to all the terms and conditions of the bid documents without material deviations.

25.2 CTR's determination of bidder's responsiveness will be on the basis of contents of the bid itself without recourse to extrinsic evidence. If a bid is not substantially responsive, it would be liable to be rejected and may not substantially be made responsive by the bidder by correction of the non-conformity. All decisions by CTR on the evaluation of bids will be final and binding on the Bidders and is not subject to any scrutiny.

26.0 AWARD OF CONTRACT

The bids will be first evaluated on the parameters indicated in QR. Financial bids of such agencies who meet the qualifying requirements shall be opened. The Letter of Award shall be issued to technically and commercially responsive lowest evaluated bidder.

27.0 CONCILIATION / ARBITRATION

- 27.1 If any dispute(s) or difference(s) of any kind whatsoever arises between the Parties, the parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by General Manager, CTR.
- 27.2 In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences detailed above shall be referred to Chairman, CTR/AS&DC MSME, whose decision will be final and binding.
- 27.3 Notwithstanding the existence / any dispute or differences the Contractor shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Contractor shall not be withheld on account of such difference unless such payment is a subject matter of the dispute.

28.0 FORCE MAJEURE

- 28.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.
- 28.2 The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely CTR and the Contractor.
- 28.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, CTR shall have the option of canceling this contract in whole or part at its discretion without any liability on its part.
- 28.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

29.0 APPLICABLE LAW AND JURISDICTION

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Ludhiana.

30.0 No alternative offer shall be considered.

31.0 CTR reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of CTR action.

32.0 CTR reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

33.0 QUALIFYING REQUIREMENTS FOR BIDDERS

S. N.	Description	Documents to be attached
1.	The firm/agency should be registered with GST	Attach copy of Registration Certificate
2.	The firm/agency should have PAN No. / TAN No. against their name.	Attach copy of PAN Card
3.	The firm/agency must have Provident Fund Account No. in their name	Attach copy of Registration Certificate
4.	The firm/agency must be registered for Contract (Regulation & Abolition) Act.	Attach copy of Registration Certificate
5.	The firm/agency must have ESI No. in their name.	Attach copy of Registration Certificate
6.	The bidder should have at least two (2) years experience in work of similar nature with Govt. offices / PSUs/ Large Corporate of repute.	Attach copy of Work Order / Completion Certificate
7.	Bidder should have average annual Financial turnover during the last 3 years, ending 31 st March, 2017 of the previous financial year, should be at least Rs. 25.00 Lakhs	Attach copy of Balance Sheet for last 3 years.

ADDRESS FOR SUBMISSION OF BID:

A.P. SHARMA
General Manager
CENTRAL TOOL ROOM
A-5, Phase – V, Focal Point, Ludhiana-141010
Phone No: 0161-2670057, 59

SECTION-3
CONDITIONS OF CONTRACT

TERMS & CONDITIONS OF CONTRACT

1. The manpower will be selected by the constituted committee of CTR, as & when manpower is required by CTR for its all location all over India.
2. CTR will decide the salary of the candidate depending on his/her qualification & experience at the time of test/interview. CTR will also pay PF, ESI & Service Charges to your agency at the rates quoted by you. Taxes if applicable will be paid and the same will be deposited either by CTR directly to the concerned deptt. or by the contractor as decided by CTR.
3. The contractor should have independent EPF & ESI, GST Tax codes. The Contractor has to produce the ESI/EPF/Tax/Challans/Receipts of remittances & detailed monthly wage sheet to CTR along with monthly bills. The contractor will be responsible for making the payment of EPF, ESI, GST etc to the concerned department for the manpower provided by him. The contractor shall have to issue Identity Cards and monthly salary slips to his contract workmen. The contractor will do the kyc under EPF/ESI thru. DSC at the time of their joining.
4. The service provider shall not assign, transfer, pledge or sub-contract the performance or services without the prior written consent of this office.
5. All services shall be performed by persons qualified and skilled in performing such services.
6. The contract will be awarded for a period of 1 years and may be extended by another one year on the same rate of service charges, terms and conditions and on mutual consent subject to satisfactory performance.
7. The Institute would be free to terminate the contract at any time after giving advance notice of one month in writing.
8. The agency must have an office in Ludhiana / Punjab / Chandigarh.
9. The agency should ensure that persons deployed should be of good character and antecedents.
10. The contractor has to supply the requirement of the manpower as mentioned above. During the tenure of contract the requirement of manpower may increase/decrease, change the timings as per the needs of CTR from time to time.
11. The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote goodwill to enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
12. The Department may require the service provider to 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 service provider shall forthwith comply with such requirements.
13. The contractor shall be responsible for the orderly and discipline behavior of his workmen towards all stakeholders including company employees. The contractor shall be bound to withdraw immediately any workman responsible for misconduct and if found not performing up to the expectations of CTR.

14. The service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
15. The contractor shall not substitute any of their workmen engaged by him with another/any of their workman, without prior approval of CTR.
16. Office 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 providers.
17. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
18. 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 the Department.
19. The service provider's person shall not claim any benefit/ compensation/ absorption/ regularization of services in this office under the provision of Industrial Disputes Act, 1947 and Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
20. The person deployed shall not claim any master & Servant relationship against this office.
21. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
22. The service provider shall engage the necessary person as required by our office from time-to-time. **The said person 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 in time by the service provider. There is no Master & Servant relationship between the employees of the service provider and this Department further that the said person(s) of the service provider shall not claim any benefit. The service provider should not stop the payment of salary on account of delays not attributed to the engaged persons.
23. The transportation, food, medical and other statutory requirement under the various Acts/Govt. Regulations in respect of each personnel of the service provider will be the responsibility of the service provider. This shall include payment of PF, ESI, and Service Tax and deduction of TDS & depositing the same with the concerned authority etc. However, payments in respect of PF, ESI etc. to the successful contractor shall be made subject to furnishing of proof of such payments to the concerned authorities indicating the PF No., ESI No. etc. of the outsourced persons every month without fail and before submitting bills for the subsequent months. The bills should be for reimbursement of the actual amount to the service rendered by the service provider. The service provider shall provide ESI card to the outsourced eligible employees.

24. The contractor shall ensure maintenance of the following records:
 - (i) Payment of Wage Register
 - (ii) Attendance Register
25. Working hours will be 8 ½ hours including half an hour lunch break.
26. For working on holidays and beyond normal hours of work, wages will be paid extra by the contractor as per statutory rules.
27. The personnel may be called beyond office hours and on holidays / Saturdays / Sundays.
28. The personnel may be initially deployed for a period of 01 year or less depending upon the requirement of CTR.
29. If the performance of person deputed is not satisfactory he/she should be replaced within a week irrespective of his/her initial joining date.
30. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirements of the office.
31. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
32. If for any reason the personnel deployed by the service provider proceeds on absence, he/she should properly intimate the Controlling Officer and the Concerned Administration before such absence or in case of Medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she will be absent. The service provider shall provide a substitute if CTR is desirous. In case the agency fails to provide substitute as per the requirement of CTR liquidated damages @ Rs. 500/- per day shall be charged on account of that person (s).
33. The service provider shall make payment for the outsourced employees through cheque / ECS within time as per rules.
34. In case outsourced employee is absent a pro-rata deduction shall be made from his pay.
35. Payments to the service provider would be strictly on certification by the office with which he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
36. The service provider shall be contactable at all times and message(s) sent by E-mail/Fax/Phone/Mobile/SMS from the Department to the service provider shall be acknowledged immediately on receipt on the same day.
37. The service provider shall provide the manpower as per the fixed dates as mentioned on the requirement order, which will be sent through email/phone/letter etc.

38. The personnel deployed will not be having any right on any research work undertaken by him during the training/engagement and the same will be the sole property of the CTR.
39. In case of exigency of work the personnel deployed can be deputed/transferred for the same to any Centre of CTR.
40. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
41. The dispute arising out of this contract shall be subject to Ludhiana Jurisdiction
42. Payment shall be made monthly by 10th of each month on submission of your bill on 2nd of each month. CTR would require the proof of disbursement of dues to the outsourced personnel by due date.
43. The contractor will give a Bank Guarantee of Rs.7 Lakh or can deposit the amount with the CTR as security and no interest will be given by CTR to the service provider.
44. The 1st payment of the service provider will be released only after completing of all the formalities
45. The service provider would give minimum two month notice if he wishes to quit the contract for any reason.
46. In case the service provider is unable to meet the terms and conditions, the security amount will be forfeited and Indemnity amount of Rs.7 Lakh will also be recovered from the agency with right to take suitable legal or other action deemed necessary.
47. The contractor will give an affidavit of acceptance of all the terms & conditions mentioned above.

TENDER ACCEPTANCE LETTER
(To be given on Company letter head)

To,
The General Manager,
Central Tool Room,
A-5, Phase – V, Focal Point,
Ludhiana.

Subject: Acceptance of Terms and Conditions of tender –reg.

Tender reference No: _____

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the abovementioned tender/work from the website(s) namely:

As per your advertisement, given in the above mentioned website(s)

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No _____ to _____ (including all documents like annexure(s), schedule(s), etc which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time-to-time by your department/organization too have also been taken into consideration, while submitting this acceptance of tender.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt/Department /Public sector undertaking.
6. I/we certify that all information furnished by our firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder with official seal)

SECTION-4
SCOPE OF WORK

SCOPE OF WORK

The scope of work shall be Outsourcing of Manpower as per requirement. The detail of tentative requirement of manpower is given below:

Sr. No.	Category of Manpower	Educational Qualification / Skills Desired / experience from the proposed Manpower	Consolidated Gross Remuneration to be paid (in Rs. Per month)
1.	Admn. Assistant	Graduate from recognized University	Rs. 10500/- to Rs.18000/-
2.	Teaching Assistant / Training Instructor / Workshop Instructor / Faculty / Internship Trainee	Degree/Diploma in Mechanical/Production/Automobile/Engineering/B. Tech / B.E. in Electrical / Electronics / Instrumentation and preferably should have proficiency in software like Auto CAD/CAM/ Electrical / TIA Portal / SCADA.	Rs.10500/- to Rs.20000/-
3.	Marketing Assistant	B.Tech/ Diploma in Mechanical/Production and Preferably should have Proficiency in drawings study with knowledge of computer and Auto Cad.	Rs.10500/- to Rs.18000/-
4.	Marketing Executive	Graduate preferably with MBA (Marketing) having good communication skills	Rs. 10500/- to Rs.20000/-
5.	Receptionist cum Dispatcher	Graduate from recognized University	Rs. 10500/- to Rs.18000/-
6.	Heat Treatment Operator	Matriculate, with 2 years Certificate course in Heat Treatment	Rs. 10500/- to Rs.20000/-
7.	Vacuum Casting Machine Operator	Candidates should be ITI	Rs. 10500/- to Rs.20000/-
8.	Electrician Technician	Degree / Diploma holder in Electrical	Rs. 10500/- to Rs.18000/-
9.	Assistant Lab Technician	Matriculation / I.T.I	Rs. 10500/- to Rs.16000/-
10.	Store Keeper	Graduate, in any discipline or Diploma in Mechanical /Production/Industrial/Instrumentation/Material management, having knowledge of computer working.	Rs. 10500/- to Rs.18000/-
11.	CNC Turning Operator	Diploma in Tool & Die Technology / I.T.I Turner / Machinist trade	Rs. 10500/- to Rs.18000/-
12.	Milling / Machine Operator	ITI in Machinist / Tractor mechanic / Fabrication Trade	Rs. 10500/- to Rs.18000/-
13.	IT Assistant	B-tech / diploma in IT/Graduate in Computer science	Rs.10500/- to Rs.18000/-
14.	Fitter	Diploma in Tool & Die Technology / I.T.I Fitter / Turner / Machinist trade	Rs. 8000/- to Rs.18000/-
15.	Driver	Matriculation with valid driving license for LMV	Rs. 10500/- to Rs.18000/-
16.	Unskilled Worker / Helper / Hospitality Assistant / Hostel Attendant	Matriculation	Rs. 7569/- to Rs.11000/-

The manpower requirement as indicated above is tentative and may vary depending upon the volume of work, functional requirements etc. during the course of the contract. In addition to above CTR may also require manpower with new designation, qualification, experience and remuneration which will be decided by CTR and the agency has to provide the manpower as per requirements of CTR.

Selection Committee may relax qualification / experience in case of deserving candidate.
Salary / Stipend: Commensurate with Qualification & Experience.

P.F. and ESI (only employer share) shall be reimbursed over and above the monthly remuneration mentioned above as admissible under rules.

The remuneration indicated above is the remuneration payable by CTR to the service provider. After statutory deductions like P.F. and ESI (employer share) the net amount shall be paid to the outsourced manpower.

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

General:

These Special Instructions (for e-Tendering) supplement 'General Instructions to Bidders' (GIB), as given in Section-3 of the Tender Documents. Submission of Bids only through online process is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, CTR has decided to use the (<http://www.eprocure.gov.in>) through NIC's (National Informatics Centre) Central Public Procurement Portal, Ministry of Communications, Government of India. Benefits to Suppliers are outlined on the Home-page of the E-portal.

Instructions:

1. Tender Bidding Methodology:

Sealed Bid System 'Single Stage – 2 e-Envelopes'.

In case of two e-Envelope system Financial & Techno-Commercial bids shall be submitted by the bidder at the same time.

2. Broad outline of activities from Bidders prospective:

- a) Procure a Digital Signing Certificate (DSC)
- b) Register on NIC's (National Informatics Centre) Central Public Procurement Portal (CPPP)
- c) Create Users and assign roles on CPPP
- d) View Notice Inviting Tender (NIT) on CPPP
- e) Download Official Copy of Tender Documents from CPPP
- f) Clarification to Tender Documents on CPPP Query to NPTI (Optional) View response to queries posted by NPTI, as addenda.
- g) Bid-Submission on CPPP: Prepare & arrange all documents/papers for submission of bid online and offline.
- h) Attend Public Online Tender Opening Event (POTOE) on CPPP Opening of Techno-Commercial Part.
- i) View Post-TOE Clarification posted by NPTI on CPPP (Optional) Respond to NPTI Post-TOE queries.

- j) Attend Public Online Tender Opening Event (TOE) on ETS Opening of Financial-Part(Only for Technical Responsive Bidders)
- k) Participate in e-Reverse Auction on CPPP (Not applicable in this Tender).
- l) Submission of offline documents in sealed envelope at CTR, Ludhiana.
- m) Please ensure that the total size of the scanned documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
- n) Utmost care may be taken to name the files/documents to be uploaded on CPPP. There should be no special character or space in the name of file. Only underscores are allowed. The illustrative examples are given below:-

File name	Allowed or not allowed in CPPP	Reason for Allowed/Not allowed
QA Certificate	Not allowed	Space in between words/characters not allowed
QA Certificate(1)	Not allowed	Special characters not allowed
QA_Certificate	Allowed	Underscore allowed between words /characters
QACertificate	Allowed	Upper & lower cases allowed

- o) It is advised that all the documents to be submitted (See Clause 5 below) are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission. BOQ Section -VII (Excel Format) may be downloaded and rates may be filled appropriately. This file may also be saved in a secret folder on your computer. The names & total size of documents (**Preferably below 50 MB**) may be checked.

For participating in this tender online, the following instructions need to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the CPPP.

3. Digital Certificates:

For integrity of data and its authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in> for more details].

4. Registration:

To use the NIC's Central Public Procurement Portal (<http://www.eprocure.gov.in>). Vendor needs to register on the portal. The vendor should visit the home-page of the portal (www.eprocure.gov.in) and to the e-procure link then select Bidders Manual Kit.

Note: Please contact NIC Helpdesk (as given below), to get your registration accepted/activated.

NIC Help Desk No.:

Telephone No. 1800 233 7315

Email ID: cppp-nic@nic.in (Please mark cc: support-nic@ncode.in)

CTR Contact, for Ludhiana:

A.P. SHARMA

General Manager

CENTRAL TOOL ROOM

A-5, Phase – V, Focal Point, Ludhiana-141010

Phone No: 0161-2670057, 59

5. Bid related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on CPPP. Broad outline of submissions area follows:

- a) Submission of Bid Security/Earnest Money Deposit (EMD)
- b) Submission of digitally signed copy of Technical Bid & Financial Bid
 - c) Tender Documents/Addendum/Addenda
 - d) Two Envelopes
 - Techno-commercial-Part
 - Financial-Part

NOTE: Bidder must ensure that after following above the status of bid submission must become – “Complete”.

Bidders must ensure that all documents uploaded on e-tender portal as files or zipped folders, **contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder himself for proper extractability of uploaded zipped files.**

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder’s responsibility only.

In case the files are non-extractable or illegible otherwise, then the bidder’s authorized representative shall be given one chance by Tender Opening Committee to open & demonstrate the contents of bid data downloaded from the e-tender portal in his presence.

If, even after above chance, the bidder is unable to open & demonstrate the contents of bid data downloaded from the e-tender portal in his presence then no fresh bid in any form, soft or hard copies, shall be accepted by tendering authority and his bid shall be summarily rejected and treated as non-responsive.

6. Offline Submissions:

The bidder is requested to submit the following documents offline to CTR, Ludhiana, on or before 14:00 Hrs on **03.05.2018** in a Sealed Envelope:

- DD for EMD in accordance with Clause 2 of NIT.

Note: 1.The Bidder has to upload the Scanned copy of all the above mentioned original documents during Online Bid-Submission.

Note:2. Special Note on Security of Bids: Security related functionality has been rigorously implemented in CPPP in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender’s software. Security related aspects as regard Bid Submission are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the ‘Electronic Forms’ and the ‘Main-Bid’ are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a ‘password’, a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related

vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in CPPP is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officers who will open the bid. Else Tender Opening Officer may authorize the bidder to open his bid himself. There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

7. Public Online Tender Opening Event (TOE)

CPPP offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organization) dully authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on CPPP. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

CPPP has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders in electronic forms. A detailed Technical and/or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

CPPP has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'. There are many more facilities and features on CPPP. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement/ e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of CTR by the bidders in time, then CTR will promptly re-schedule the affected event(s).

8. Other Instructions:-

For further instructions, the vendor should visit the home-page of the portal (www.eprocure.gov.in), click on e-procure and go to the Bidders Manual Kit. The compatible support software (PDF Converter, Java, etc) for online bid submission may be downloaded from CPP Portal.

The help information provided through '**CPPP User-Guidance Centre**' is available in three categories –

Users intending to Register/First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.

Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of CPPP.

The following 'Four Key Instructions' for BIDDERS must be assiduously adhered to -

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender Submission deadline on **CPPP**.
- b. Register your organization on **CPPP** well in advance of your first tender submission deadline on **CPPP**.
- c. Get your organization's concerned executives trained on **CPPP** using online training module well in advance of your tender submission deadline on **CPPP**.
- d. Submit your bids well in advance of tender submission deadline on **CPPP**.

Note: While the first three instructions mentioned above are especially relevant to first-time users of the **CPP-Portal**, the fourth instruction is relevant at all times.

9. Minimum Requirements at Bidders end

Computer System with good configuration (Minimum P-IV, 1GB RAM, Windows XP) 2Mbps of Broadband connectivity with UPS. Microsoft Internet Explorer 6.0 or above Digital Certificate(s) for users.

10. PRICE SCHEDULE:

Utmost care may kindly be taken to upload price schedule. Any change in the format of price Schedule file shall render it unfit for bidding.

Annexure-II (Financial Bid) may be filled in all respect with duly signed by the authorized signatory and upload the same while submitting financial Bid.

SECTION-5

PRE-QUALIFICATION BID (CONTENTS OF ENVELOPE -1)

OUTSOURCING OF MANPOWER- PRE-QUALIFICATION BID**1. General Particulars of the Bidders**

Sr. No.	Particulars	Details to be filled up by the Bidder
1.	Name of Agency	
2.	Name of contact person of the Agency	
3.	Designation of the contact person of the Agency	
4.	Contact details of contact person of the Agency	
	(i). Mobile Number	
	(ii). Landline Number	
	(iii). Fax Number	
	(iv). Email Address	
5.	Details of EMD / BG	
	i) DD / BG No.	
	ii) Amount in Rs.	
	iii) Name of the issuing Bank	

Signatures of Authorized person: _____

Name: _____

Designation: _____

Seal: _____

2. QUALIFYING REQUIREMENTS DATA

Sr. No	PARTICULARS	DESCRIPTION (Attach relevant documents)
1.	The firm/agency should be registered with GST	GST Reg. No. _____ (Copy of certificate attached Yes/No)
2.	The firm/agency should have PAN No. / TAN No. against their name.	PAN No. _____ (Copy of certificate attached Yes/No) TAN No. _____ (Copy of certificate attached Yes/No)
3.	The firm/agency must have Provident Fund Account No. in their name	P.F. Reg. No. _____ (Copy of certificate attached Yes/No)
4.	The firm/agency must be registered for Contract (Regulation & Abolition) Act. 1970	Reg. No. _____ (Copy of certificate attached Yes/No)
5.	The firm/agency must have ESI No. in their name.	ESI Reg. No. _____ (Copy of certificate attached Yes/No)
6.	The bidder should have at least two (2) years experience in work of similar nature with Govt. officer/PSUs/Corporate of repute.	(Copy of Work Order /Completion Certificate attached Yes/No)
7.	Bidder should have average annual Financial turnover during the last 3 Years, ending 31 st March 2018 of the previous financial year, should be at least Rs.25.00 Lakhs.	Attach copy of Balance Sheet for last 3 years.

Signature with stamp _____

Date _____

Full Name _____

Address _____

SECTION-6

FINANCIAL BID
(Contents of Envelope -2)

ANNEXURE-II

FINANCIAL BID

S.N.	Component	In % (non zero) of Remuneration upto two decimal places
1.	Service Charges for Outsourcing of Manpower on contract basis	In figures _____ In words (_____)
2.	Any other, please specify	Rs. Or % (percent) In figures _____ In words (_____)

GST is payable extra as applicable.

Signature with stamp _____

Date _____

Full Name _____

Address _____

PROFORMA FORMAT FOR CONTRACT PERFORMANCE GUARANTEE

Ref. No. _____ Dated: _____

Bank Guarantee No. _____

To,

Central Tool Room
A-5, Phase-V, Focal Point,
Ludhiana – 141010, Punjab, India
Tel: 0161-2670057-59

Dear Sirs,

1. In consideration of Central Tool Room with its Registered Office at A-5, Phase-V, Focal Point, Ludhiana – 141010, (hereinafter CTR called the “Owner” which expression shall unless repugnant to the subject or context include its successors and assigns) having entered into a contract _____ No.

dated _____ (hereinafter called the Contract” which expression shall include all the amendments thereto) with M/s _____ having its registered /head office at _____ (hereinafter referred to as the ‘Contractor’) which expression shall, unless repugnant to the context or meaning hereof include all its successors, administrators, executors and assignees) and CTR having agreed that the Contractor shall furnish to CTR a performance guarantee for Indian Rupees for the faithful performance of the entire contract.

2. We (name of the bank) _____ registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as “the Bank” , which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any/all moneys to the extent of Indian Rs./ _____ (in words) _____ without any demur, reservation, contest or protest and/or protest and/or without any reference to the Contractor. Any such demand

made by CTR on the bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal and shall continue to be enforceable until it is discharged by CTR in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the Contractor and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that CTR at its option shall be entitled to enforce this Guarantee against the bank as a principal debtor, in the first instance, without proceeding against the Contractor and notwithstanding any security or other guarantee that CTR may have in relation to the Contractor's liabilities.
4. The Bank further agrees that CTR shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time for performance by the said Contractor(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in CTR against the said Contractor(s) and to forbear or enforce any of the terms and condition relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of CTR or any indulgence by CTR to the said Contractor(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues of CTR under or by virtue of this contract have been fully paid and its claim satisfied or discharged or till CTR discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of CTR or that of the Contractor.
7. The bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and constructed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase order has been placed.
9. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian Rs./(in figures) _____ (Indian Rupees/ in Words) _____ I and our guarantee shall remain in force until _____ (indicate the date of expiry or bank guarantee, any claim under this Guarantee must be received by us before the expiry of

this Bank Guarantee. If no such claim has been received by us by the said date, the rights of CTR under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of CTR under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this _____ day of _____ 2018 at _____

WITNESS NO 1

(Signature)

Full name and official

Address (in legible letters)

(Signature)

Full name, designation

Address (in legible letters) with

WITNESS NO. 2

(Signature)

Full name and official

Address (in legible letters)

Attorney as per Power of

Attorney No _____

Dated _____