

**Sangeet Natak Akademi
National Academy of Music,
Dance and Drama Rabindra Bhawan,
Feroze Shah Road, New Delhi- 110001**

**Notice Inviting Tender
For Outsourcing of Unskilled and Skilled Manpower**

Sealed tenders are invited from well reputed, experienced and financially sound, Manpower Companies/Firms/Agencies having valid license under Contract Labour (Regulation and abolition) Act, 1970, registered with EPFO, ESIC, Service Tax Registration for providing unskilled and skilled (Data Entry Operator) manpower to perform duties in the Office of Sangeet Natak Akademi , New Delhi for a period of one year from the approved date of contract.

The tender documents along with instructions and terms & condition can be downloaded from the web site www.sangeetnatak.gov.in. The interested and eligible company/Firm/Agency may submit their tender documents complete in all respect along with Earnest Money Deposit (EMD) of Rs. 5000/- and other requisite documents within 30 (thirty) days from the release of this advertisement. The tenders shall not be entertained after this deadline under any circumstances whatsoever.

This office reserves the right to amend/ withdraw any of the terms and conditions in the Tender Documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Secretary SNA. New Delhi in this regards shall be final and binding on all.

**Secretary
Sangeet Natak Akademi, New Delhi**

ELIGIBILITY AND QUALIFICATION CRITERIA TO BE MET BY THE CONTRACTOR FOR PERFORMING THE REQUIRED WORK/SERVICE

A.. General Requirements for the Tendering Company/Firm/Agency :-

- i) The office of the Sangeet Natak Akademi, New Delhi requires the services for a period of one year from the reputed, well established and financially sound Manpower Company /Firm/Agency for providing manpower to perform unskilled and skilled job.
- ii) The contract is likely to commence from the date of acceptance and would continue for a period of one year. The period of the contract may be further extended after the satisfactory completion of contract, provided the requirement of this office for augmenting its present manpower persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company / Firm / Agency or induction of regular manpower in this office. This office, however, reserves right to terminate the initial contract at any time after giving one week's notice to the selected service manpower providing Company / Firm / Agency. In extending contract beyond initial period i.e. one year discretion of this office is final.
- iii) The tendering company is required to enclose photocopies, duly attested by a Gazetted officer of the following documents:-

PAN /GIR No. (Attach attested copy)
Service Tax Registration No (Attach attested copy)
E.S.I. Registration No. (Attach attested copy)
Documents showing completing at least one service of value not less than Rs. 20 Lac per annum or at least two services of value not less than Rs 10 lac per annum related to providing human resources in a single contract. (in original)
Details of the major similar contracts handled by the tendering company / Firm / Agency on behalf of PSUs and Government Department during the last two years. (Attach attested copy)
Affidavit worth Rs. 100/- stating that the agency is / has not been black listed by centre / state Government/PSU
Number of similar assignment: Manpower providing to public / private/ PSU in last 5 years by the Agency (Attach list)
Certified document in support of financial turnover of the agency.
Customer's satisfaction certificate, issued by at least one of the central Govt. / State Govt. / PSU or any other Govt. Institutes where vendor had provided services.

B. The Service provider tendering company / firm / agency should fulfill the following technical specification:-

- i) The registered office or one of the Branch Officers of the Service provider Company / Firms / Agency should be located within the National Capital Territory of Delhi only.
- ii) The Service provider Company/Firm/Agency should be registered with the appropriate registration authority.
- iii) Service provider company/ Firm/ Agency should have five years experience in providing manpower to private and / or public sector Company / Banks and Government Department etc.
- iv) Service provider Company /Firm /Agency should have its own Bank Account with the Scheduled commercial bank.

- v) Service provider Company / Firm / Agency should exist on the records of Income Tax and Service Tax Departments.
- vi) Service provider Company / Firm / Agency should be registered with appropriate authorities under Employees State Insurance Acts.
- vii) The Service provider Company should have completed at least one service contract of value not less than Rs. 20 lac per annum or completed at least two service contracts of value not less than Rs. 10 lac per annum related to providing human resources in a single contract.
- viii) The service provider Company / Firm / Agency must have a turnover of Rs. 3 lac per annum during the last three financial years.
- ix) The service provider Company / Firm / Agency shall submit affidavit stating that the agency is had not been black listed by the Central Government / State Government / any other PSU.

Part-II
SCOPE OF THE WORK

- i) The contract is likely to commence from the date of acceptance by the Agency and shall continue for a period of two year, unless it is curtailed or terminated by this office owing to deficiency of service, sub- standard quality of personnal deployed, breach of contract, reduction or cessation of the requirements of work, insubordination and dereliction of duty.
- ii) The contract shall automatically expire after completion of a period one year from commencement of the contract unless extended further by the mutual consent of contracting Agency and this Office.
- iii) The contract may be extended, on the same terms and conditions or with some addition / deletion / modification' for a further period not exceeding one year at the sole discretion of the O/o Sangeet Natak Akademi New Delhi, at a time.
- iv) The contracting Company/Firm/Agency will be required to pay minimum wages as prescribed under the Minimum wages Act of the Govt. of India / State Govt. The contracting agency will maintain proper records as required under the Law/ Acts. It shall be the duty of the contracting company/Firm/Agency to enhance the wages of the employees subject to any statutory obligation /rise from time to time as instructed by authorities concerned in this behalf. However, such statutory enhancement shall be claimed from the department by contracting agency on furnishing documentary proof of payment of such amount to it employees and this enhancement / raise shall be deemed to be agreed upon between the department and contracting Company/Firm/Agency.
- v) The requirement of this office may further increase or decrease during the period of contract and the contracting agency would have to provide additional attendants/ manpower. If required on the same terms and conditions.
- vi) The manpower employed by the agency shall be required to work as per the officer's working timing, i.e. from Monday to Friday from 9:30 A.M. to 6:00 P.M. with a lunch break of ½ hour from 1:30 A.M. to 2:00 P.M. at times, the deployed manpower may be required to work on Saturday, Sunday, Gazetted Holidays and beyond normal office hours on working days.
- vii) The person deployed shall be required to report for work at 9:30 AM to the officers/ officers in proper uniform under whom they are deployed which will be intimated separately and would leave at 6:00 PM. In case, a person deployed is absent on a particular day or comes late/ leaves early on two occasions, one day's wage shall be deducted. The uniform to the deployed will be provided by the contracting agency which will be inclusive in the contract amount. The required educational qualification and job description of the manpower are here as under:-

S.No.	Names of the Post/job	Category of Manpower	Job description	Minimum Qualification and Experience
1.	Data Entry Operator	Skilled	a.. Assisting the office in generating reports and office work including typing on computers. b.. Assisting the office staff in maintenance of files and records	a. Age: between 18 to 40 years. b. 12th passed with typing speed of 40 words per minute in English: conversant with the working of the computers. MS office, Excel etc. c. 2 year experience
2.	Security	Unskilled	a. Opening and closing of office b. Regular cleaning, dusting of furniture, instruments & tools etc. so as to maintain hygiene in the office. c. Photocopying Faxing, distribution of the official letters. d. Attending the calls of the officers making /serving tea /water, etc. e. Making sitting arrangement at the time of meetings. f. others misc. works assigned by the officer	a.. Age: between 18 to 40 years. b.. 8th std. passed c.. physical fitness to carry out the all office related works.
3.	House Keeping	-		
4.	Gardner	-		
5.	IT Qualified Graduate Staff	Skilled	a.. Assisting the office in generating reports and office work including typing on computers. b.. Assisting the office staff in maintenance of files and records c. IT related work	a. Age: between 21 to 40 years. b. Graduate with typing speed of 40 words per minute in English: conversant with the working of the computers. MS office, Excel etc. c. IT Qualified d. 2 year experience
6.	Experience and Professionally qualified Graduate Staff	Skilled	a.. Assisting the office in generating reports and office work including typing on computers. b.. Assisting the office staff in maintenance of files and records	a. Age: between 21 to 40 years. b. Graduate with typing speed of 40 words per minute in English: conversant with the

			c. Assistance to Deputy Secretaries/Programme officer/Section officer	working of the computers. MS office, Excel etc. d. Minimum 2 year Experience as an assistant
7.	Experience and Professionally qualified Non-Graduate Staff	Skilled	a.. Assisting the office in generating reports and office work including typing on computers. b.. Assisting the office staff in maintenance of files and records c. Assistance to Deputy Secretaries/Programme officer/Section officer	a. Age: between 18 to 40 years. b. 12th passed with typing speed of 40 words per minute in English: conversant with the working of the computers. MS office, Excel etc. c. Minimum 2 year experience as an assistant
8.	Experience and Professionally qualified Post Graduate Staff	Skilled	a.. Assisting the office in generating reports and office work including typing on computers. b.. Assisting the office staff in maintenance of files and records c. Assistance to Deputy Secretaries/Programme officer/Section officer	a. Age: between 25 to 40 years. b. Post Graduate with typing speed of 40 words per minute in English: conversant with the working of the computers. MS office, Excel etc. c. Minimum 2 year experience as an assistant

Part-III INSTRUCTIONS TO THE BIDDERS

- i) Validity of bids: 120 days from the date of opening of tender.
- ii) The tenders have been invited for providing manpower to perform unskilled and skilled jobs to the office of the Sangeet Natak Akademi New Delhi. Sealed envelop should be kept in another envelope super- scribing " Tender for providing manpower to perform unskilled and skilled jobs to the office of the Sangeet Natak Akademi New Delhi.
- iii) The Earnest Money Deposit (EMD) Of Rs. 5000/- refundable (without interest), should be necessarily accompanied with the Bid of the Agency in the form of Demand Draft/ Pay Order from any of the Scheduled commercial Bank drawn in favour of Secretary of Sangeet Natak Akademi valid for a period of 120 days. Bids not accompanied by earnest money of the requisite amount with proper validity will be summarily rejected.
- iv) The successful tenderer will have to deposit a performance Security Deposit for a sum of Rs. 50,000/- at the time of placing the work order within 15 days of the receipt of the formal order. The performance Security Deposit will be furnished in the form of the account payee Demand Draft or Bank Guarantee drawn in favour of Secretary of Sangeet Natak Akademi or Fixed Deposit Receipt (FDR) from a Scheduled bank made in the name of service provider Secretary of Sangeet Natak Akademi of New Delhi.

- v) The performance Security Deposit of amount should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor.
- vi) Bids through Fax/Mail/Conditions shall not be considered and will be out rightly rejected at the very first instance.
- vii) All entries in the tenders form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.
- viii) Sangeet Natak Akademi, New Delhi reserves the right to amend and withdraw any of the terms and conditions contained in the quotation invitation or to reject any or all quotations without giving any notice or assigning any reason. The decision of the Akademi in this regard shall be final.
- ix) This Office shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Agency in the course of their performing the function / duties, or for payment towards any compensation.

Part- IV

TERMS AND CONDITIONS OF THE CONTRACT

A. General :-

- I) The tenderers will be bound by the details furnished by it to this office, while submitting the tender or at any subsequent stage. In case any of the documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract, making the tenderer liable for legal action besides the termination / cancellation of contract, legal action for damages at the sole discretion of the Secretary of Sangeet Natak Akademi and in such eventuality, the security amount tendered shall be liable to be forfeited.
- ii) The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
- iii) The Office of the Secretary of Sangeet Natak Akademi New Delhi, reserves the right to terminate the contract at any time without giving any notice.
- iv) The contracting Agency shall ensure that the manpower deployed in the office of the Sangeet Natak Akademi, New Delhi is as per the eligibility conditions of age, educational qualification and any other qualification as specified in the contract.
- v) In case, the person employed by the successful Company/Firm/Agency performs any act of omission/ commission that amounts to misconduct / indiscipline / incompetence and security risks, the successful Company/ Firm/ Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the office immediately after being brought to their notice.
- vi) The service provider Company/ Firm/ Agency shall provide identity cards carrying the photograph of the personnel and their information including name, date of birth, designation and identification marks etc. and uniform to the employed personal deployed in this office.

vii) The service provider shall ensure that any details of office, operational process. Technical know-how, security arrangements, and administrative/ organizational matters are not divulged or disclosed to any person by its personnel deployed in the office police verification of all employees provided will have to be got done by the concerned firm supplying manpower.

viii) The service provider shall ensure proper conduct of its personnel in office premises, maintain strict discipline in and around the office premises and enforce prohibition of consumption of alcoholic drinks, chewing pan, smoking, loitering without work etc, or consuming any other intoxicant substance, food or drink during the work hours / being on duty to maintain discipline and office decorum.

ix) The Agency shall depute a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the office of Sangeet Natak Akademi so that optimal services of the persons deployed by the agency could be availed without any disruption. However, the office of Sangeet Natak Akademi, shall be fully competent and empowered to remove any indiscipline personnel / staff from its premises if his / her behavior is not up to marks, immoral and / or his / her presence is prejudicial / embarrassing to the department.

x) The selected Agency shall immediately provide a substitute in the event of any person leaving the job due to his/ her personal reasons. The delay by the Agency in providing a substitute beyond three working days shall attract liquidated damages @ Rs.200/- per day (per such case) on the service providing Agency, besides deduction in payment on pro - rata basis.

xi) It will be the responsibility of the service providing Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) No liability in this regard will be entertained by SNA.

**Sub: Inviting of Quotation for Rate Contract
for providing Manpower Services**

Sir/Madam,

The Akademi hereby invites sealed quotations for the Rate Contract for providing of following manpower services at Rabindra Bhawan, New Delhi from the firms which are in the similar trade for the last 5 (five) years and possess service tax registration number:

S.No.	Description
1.	Data Entry Operators
2.	Security Guards
3.	House Keeping Staff
4.	Gardeners
5.	IT Qualified Graduate Staff
6.	Experienced and Professionally qualified Graduate Staff
7.	Experienced and Professionally qualified Non-Graduate Staff
8.	Experienced and Professionally qualified Post Graduate Staff

The contact period would be minimum for a period of one year, renewable on yearly basis, subject to satisfactory services.

- 1) The tendering company required to enclose photocopies, duly attested by a Gazetted officer of the following documents:-

PAN /GIR No. (Attach attested copy)
Service Tax Registration No (Attach attested copy)
E.S.I. Registration No. (Attach attested copy)
Documents showing completing at least one service of value not less than Rs. 20 Lac per annum or at least two services of value not less than Rs 10 lac per annum related to providing human resources in a single contract. (in original)
Details of the major similar contracts handled by the tendering company / Firm / Agency on behalf of PSUs and Government Department during the last two years. (Attach attested copy)
Affidavit worth Rs. 100/- stating that the agency is / has not been black listed by centre / state Government/PSU
Number of similar assignment: Manpower providing to public / private/ PSU in last 5 years by the Agency (Attach list)
Certified document in support of financial turnover of the agency.
Customer's satisfaction certificate, issued by at least one of the central Govt. / State Govt. / PSU or any other Govt. Institutes where vendor had provided services.

2. The Service provider tendering company / firm / agency should fulfill the following technical specification:-

- i) The registered office or one of the Branch Officers of the Service provider Company / Firms / Agency should be located within the National Capital Territory of Delhi only.
- ii) The Service provider Company/Firm/Agency should be registered with the appropriate registration authority.
- iii) Service provider company/ Firm/ Agency should have at least five years experience in providing manpower to private and / or public sector Company / Banks and Government Department etc.
- iv) Service provider Company /Firm /Agency should have its own Bank Account with the Scheduled commercial bank.
- v) Service provider Company / Firm / Agency should exist on the records of Income Tax and Service Tax Departments.
- vi) Service provider Company / Firm / Agency should be registered with appropriate authorities under Employees State Insurance Acts.
- vii) The Service provider Company should have completed at least one service contract of value not less than Rs. 20 lac per annum or completed at least two service contracts of value not less than Rs. 10 lac per annum related to providing human resources in a single contract.
- viii) The service provider Company / Firm / Agency must have a turnover of Rs. 3 lac per annum during the last three financial years.
- ix) The service provider Company / Firm / Agency shall submit affidavit stating that the agency is had not been black listed by the Central Government / State Government / any other PSU.

Part-II

SCOPE OF THE WORK

- i) The contract is likely to commence from the date of acceptance by the Agency and shall continue for a period of two year, unless it is curtailed or terminated by this office owing to deficiency of service, sub- standard quality of personal deployed, breach of contract, reduction or cessation of the requirements of work, insubordination and dereliction of duty.
- ii) The contract shall automatically expire after completion of a period two year from commencement of the contract unless extended further by the mutual consent of contracting Agency and this Office.
- iii) The contract may be extended, on the same terms and conditions or with some addition / deletion / modification' for a further period not exceeding one year at the sole discretion of the O/o Sangeet Natak Akademi New Delhi, at a time.
- iv) The contracting Company/Firm/Agency will be required to para minimum wages as prescribed under the Minimum wages Act of the Govt. of India / State Govt. The contracting agency will maintain proper records as required under the Law/ Acts. It shall be the duty of the contracting company/Firm/Agency to enhance the wages of the employees subject to any statutory obligation /rise from time to time as instructed by authorities concerned in this behalf. However, such statutory enhancement shall be claimed from the department by contracting agency on furnishing documentary proof of payment of such amount to it employees and this enhancement / raise shall be deemed to be agreed upon between the department and contracting Company/Firm/Agency.
- v) The requirement of this office may further increase or decrease during the period of contract and the contracting agency would have to provide additional attendants/ manpower. If required on the same terms and conditions.

vi) The manpower employed by the agency shall be required to work as per the officer's working timing, i.e. from Monday to Friday from 9:30 A.M. to 6:00 P.M. with a lunch break of ½ hour from 1:30 A.M. to 2:00 P.M. at times, the deployed manpower may be required to work on Saturday, Sunday, Gazetted Holidays and beyond normal office hours on working days.

vii) The person deployed shall be required to report for work at 9:30 AM to the officers/officers in proper uniform under whom they are deployed which will be intimated separately and would leave at 6:00 PM. In case, a person deployed is absent on a particular day or comes late/ leaves early on two occasions, one day's wage shall be deducted. The uniform to the deployed will be provided by the contracting agency which will be inclusive in the contract amount.

So, if your firm fulfills the above basic criteria you may please send the quotations for the said Rate Contract for providing the type of manpower as specified hereby, duly addressed to the Secretary, Sangeet Natak Akademi, Rabindra Bhawan, Ferozeshah Road, New Delhi - 110001, in a sealed cover superscribing "Quotations for Manpower Services". This quotation should reach the Akademi within 30 (thirty) days from the release of this advertisement, together with self attested photocopies of the documents, such as service tax registration certificate, permanent account number, ESI registration certificate, provident fund registration number, ISO certification number, if any and a list of existing customers with their proper address & telephone no. (s) and recommendation from some of these firms starting about the satisfactory services provided by your firm to them its period.

An Assurance Certificate, certifying that minimum wages as per the rate of NCT Delhi would be paid by your firm to staff deputed in the Akademi and would also provide other related facilities to them such as E.P.F., E.S.I., Insurance etc., is also required.

Sangeet Natak Akademi, New Delhi reserves the right to amend and withdraw any of the terms and conditions contained in the quotation invitation or to reject any or all quotations without giving any notice or assigning any reason. The decision of the Akademi in this regard shall be final.