

**NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION  
GOVERNMENT OF INDIA**

Tele No. 24608711  
Fax No. 24651505

'Upphokta Nyay Bhawan'  
'F' Block,  
GPO Complex, INA  
NEW DELHI - 110 023

No. Admn./OST/NCDRC/2021

8<sup>th</sup> September, 2021

**Subject:** Notice Inviting Tender for Outsourcing of Clerk(s), MTS(s), Housekeeping Supervisor, Housekeeping staff and Security Guards for a period of three years in National Consumer Disputes Redressal Commission

Sealed tenders are invited from experienced and reputed manpower agencies for outsourcing of the services of Clerks, MTSs, Housekeeping Supervisor and Security Guards as detailed below:-

S.No	Requirement of service	Skill Requirement	No. of Personnel required	Rates of Minimum wages
1	Clerks	Intermediate or equivalent with working knowledge of Computer/ Typing and experience in Judicial and Quasi Judicial Bodies.	26 (subject to vary)	As per the rates of Matriculate but not Graduates +15% extra (Skilled category)
2	MTSs	Efficient in performing the office work and experience in Judicial and Quasi Judicial Bodies.	49 (subject to vary)	As per the rates of Non-Matriculate +15% extra (Semi-Skilled category)
3	Housekeeping Supervisor	5 years' work experience in the field of Housekeeping as a Supervisor	01 (subject to vary)	As per the rates of Matriculate but not Graduates +15% extra (Skilled category)
4	Housekeeping staff	Efficient in performing the Housekeeping work	10 (subject to vary)	As per the rates of Non-Matriculate +15% extra (Semi-Skilled category)
5	Security Guards	Experience in the field of Security/Guarding services.	08 (subject to vary)	As per the rates of Non-Matriculate +15% extra (Semi-Skilled category)
		Total	94 (subject to vary)	

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## SCHEDULE

1	Posting of tender on website of NCDRC <a href="http://ncdrc.nic.in/">http://ncdrc.nic.in/</a> for downloading	08.10.2021 (Friday)
1A	Cost of tender documents (non-refundable) for downloading from website of NCDRC	₹10,000/- (Rupees Ten thousand only) by way of Demand draft/Banker's Cheque drawn in favour of "Pay & Accounts Officer, Ministry of Consumer Affairs" payable at "Delhi" to be submitted along with the Technical bid.
2	Last date and time of submission of tender	10.11.2021(Wednesday) till 16.00 hours
3	(a)Date and time for opening of Technical bid  (b)Date and time for opening of Financial bid	15.11.2021(Monday) at 14.30 hours  22.11.2021(Monday) at 14.30 hours
4	Venue of Bid opening	At the premises of NCDRC, Upbhokta Nyay Bhavan, F-Block, GPO Complex, INA, New Delhi-110023
5	Period of Contract	The initial period of contract would be of 3 (Three) years, further extendable at the discretion of this Commission, subject to satisfactory performance of the Agency.
6	Validity of Bids	90 days from the opening date of the financial bid.
7	Bid Type.	Two bid system (Technical and Financial Bid)
7	The Approximate value of the contract per annum	₹3,00,00,000/- (Rupees Three Crore only)
8	Earnest Money Deposit	₹1,00,000/- (Rupees One lakh only) by way of Demand draft/Banker's Cheque drawn in favour of "Registrar, NCDRC" to be submitted along with the Technical bid.
9	Performance Security Deposit	₹15,00,000/- (Rupees Fifteen lakh only) by way of Demand draft/Banker's Cheque drawn in favour of "Registrar, NCDRC" at the time signing the agreement/contract. Amount will be kept as Fixed Deposit initially for a period of one year and shall be renewed from time to time till the validity of the contract.

1. The Agency shall be under an obligation to engage, on its rolls all the personnel who have been outsourced by NCDRC and the Daily Wagers who are working with it, on the date the contract is awarded to the Agency.

2. The persons deployed by the Agency shall be paid such wages, as are determined by the NCDRC, from time to time. However, such wages, in any case, shall not be less than the Minimum Wages, notified by the Government of NCT of Delhi from time to time. The Agency shall pay the wages to the Outsourced personnel and also deposit the Employer's as well as the Employee's EPF & ESI contributions with the concerned organization and GST etc., from its own funds, but will be reimbursed to it by NCDRC, subject to furnishing of the required proofs and documents.
3. The persons deployed by the Agency should not have any adverse police record/criminal case against them. The agency should make adequate enquiries and certify the character and antecedents of the persons whom they deploy. **A copy of the police verification report should be deposited in the Commission within 60 days.**
4. The number of outsourced personnel may vary from time to time as per requirement.
5. The initial period of contract would be of 3 years and further extendable at the discretion of this Commission, subject to satisfactory performance of the Agency, with such amendments as may be mutually agreed to and also subject to the necessary approval of the Competent Authority.
6. The manpower will have to be supplied by the Agency within 7 days of award of contract.

**7. Terms and conditions:-** As at Annexure-I

8. Only those, who fulfill the following minimum eligibility criteria, should submit their bids:
  - (a) The manpower Agency should be in the business of supplying manpower for not less than seven years.
  - (b) The manpower agency shall have average financial turnover of at least Rs. 3 Crore per annum for each of the last three years.
  - (c) The manpower agency shall have to submit ECR of EPF and ESIC for the last two years or for the period from April 2019 to August 2021.
  - (d) The manpower agency should be registered with the concerned Government Authorities and a copy of the registration should be attached with the Technical bid.
  - (e) The manpower agency should have PAN and GST Registration Number, photocopies of which should be attached with the Technical bid.
  - (f) The manpower agency should submit 26AS form for last three financial years.
  - (g) The manpower agency should not have been blacklisted by any organization. Necessary declaration to this effect, by way of an Affidavit should be attached with the Technical bid.

- 8.1. The Evaluation of the proposal will be based on Maximum Score/Marks of 70 in the following categories:-

Proposal Score Distribution.

I. Number of years in Operations (Certificates to be produced in respect of Work Orders)	Max. Marks 15
a) Up to 3 years	05
b) Exceeding 3 years & up to 5 years	07
c) Exceeding 5 years & up to 8 years	10
d) Exceeding 08 years	15

II. Net Worth (Certified copy from CA firm is required)	Max. Marks 20
a) Up to 50 Lakhs	05
b) Exceeding 50 Lakhs & up to 1 Crore	10
c) Exceeding 1 Crore	20

III. ESIC & EPF subscriptions deposited by the Agency for the manpower during the period, i.e. April'2019 to August 2021	Max. Marks 10
a) 200 to 2500 employees	05
b) Exceeding 2501 & Up to 3000 Employee	07
b) Exceeding 3000 Employees& above	10

IV. No. of years of experience in Govt. Sector/PSU/ Autonomous Bodies of Central Govt./Supreme Court/High Court/Tribunal under Central Government and similar department etc.	Max. Marks 20
a) Up to 3 years	05
b) Exceeding 3 years& up to 05 years	10
c) Exceeding 5 years& up to 07 years	15
d) Exceeding 7 years	20

V. Quality related marks (Copy of the latest quality certification has to be submitted) along with Technical Bid	Max. Marks 20
a) ISO 9001:2015	05
b) ISO 45001:2018	05
c) ISO 14000:2015	10
d) Both (a) and (b)	10
e) All (a), (b) and (c)	20

VI. Average Annual Turnover for the last three financial years (2018-19, 2019-2020 & 2020-2021) (Annual balance sheet duly certified by the Chartered Accountant and 26 AS for the corresponding years & GST return along with monthly challans )	Max. Marks 15
a) up to 03 Crores	05
b) Exceeding 03 Crores & up to 05 Crores	10
c) Exceeding 05 Crores	15

## 8.2. Evaluation Criteria:

The evaluation of tenders shall be done on the basis of weightage with 70% technical evaluation, 15% financial evaluation and 15% technical presentation evaluation.

- (a) The bids which would meet the minimum conditions of eligibility specified in the Proposal Score Distribution will be evaluated in three stages.
  - i. Technical Proposal -70 marks
  - ii. Financial Proposal -15 marks
  - iii. Technical Presentation-15 marks
- (b) Technical and Financial Bids will be opened by the Constituted Committee, National Consumer Disputes Redressal Commission, on the dates specified in the Schedule, in the presence of bidders.
- (c) Technical Bid will be opened first. Only Bidders who qualify Technical Bid through Quality and Cost based Selection (QCBS) will be considered for Financial Bid and only their financial bid will be opened.
- (d) Service charge quoted in Financial Bid will be announced to bidders on the date of opening of financial bid.
- (e) Constituted Committee of the National Consumer Disputes Redressal Commission will evaluate the Technical and financial Bid and submit their observations/recommendations to the Competent Authority.
- (f) On the approval of Competent Authority, technically and financially qualified bidder/bidders name will be declared as Lowest One (L-1).
- (g) It is not mandatory that the tender would be awarded to L-1.
- (h) If two bidders score same marks (Technical, Financial and Technical Presentation) then NCDRC will decide who will be awarded the work.

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9. An Earnest Money Deposit of ₹1,00,000/- (Rupees one lakh only) in the form of demand draft/bankers' cheque drawn in favour of **"Registrar, NCDRC"** must be submitted alongwith the Technical bid, failing which the bid shall not be considered valid.

10. The tenders should be submitted in two sealed covers.

(A) The first sealed cover superscribed as **"Technical Bid"** should contain the following documents:-

- (i) The proforma at Annexure-II, duly filled in, alongwith self-attested relevant documents/information.
- (ii) Agency profile including previous experience of manpower supply to Government Departments/Offices.
- (iii) Acceptance of terms and conditions at Annexure-I
- (iv) Demand Draft/Bankers' Cheque for Earnest Money Deposit.
- (v) All other required documents.

(B) The second sealed envelope superscribed as **"Financial Bid"** should contain Service Charges, per person, per month, only for supply of Clerks, MTSs, Housekeeping Supervisor, Houskeeping Staff and Security Guards (**Annexure-III**).

(C) Both the sealed covers should be placed in the main sealed envelope superscribed **'Tender for Supply of Clerks, MTSs, Housekeeping Supervisor, Houskeeping Staff and Security Guards.'** This should be addressed to the Registrar, National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi-110023 and sent by post or delivered by hand. A separate 'Tender Box' with lock and key at Ground Floor of the Upbhokta Nyay Bhawan will be kept for dropping the Tenders.

11. The Technical Bids will be opened by the Tender Opening Committee on the day, specified in the schedule at the premises of National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, GPO Complex, F-Block, INA, New Delhi-110023 in the presence of the participating bidders, who may like to be present.

11.1 The Tender Opening Committee will assess the ability of the agencies to supply requisite number of personnel in different categories based on its record, profile and on such other criteria as it may fix and only those found fit will be eligible for Financial Bid opening. The eligible Agencies will be intimated about the date and time of opening of Financial Bid and they may participate in the process.

12. The Manpower agency shall have its Head Office/Regional Office in Delhi.


13. The Manpower agency shall have to submit the copy of Private Security Agency Regulation Act (PSARA) License of Delhi State along with Technical Bid.

14. The Bidder can submit attested copy of certificate such as NSIC/MSME/Other category for availing exemption from Tender Fee and Earnest Money Deposit.

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**15. Right to Acceptance:**

- 15.1 The Office of the National Consumer Disputes Redressal Commission reserves all rights to reject any bid without assigning any reason whatsoever. The decision of the Competent Authority of the Office of the National Consumer Disputes Redressal Commission in this regard shall be final.
- 15.2 Any failure on the part of a bidder to observe the prescribed procedure and any attempt to canvass for the work shall render its bid liable for rejection.
- 15.3 The Competent Authority, National Consumer Disputes Redressal Commission reserves the right to award any or any part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.
- 15.4 In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency which is awarded the contract, the competent authority of the Office of the National Consumer Disputes Redressal Commission reserves the right to award the contract to the next eligible bidder or to any other outside agency and the difference in contract value will be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- 15.5 The office of the National Consumer Disputes Redressal Commission may terminate the Contractor/Bidder if it is found that the Contractor is black-listed on the previous occasions by any of the Government Departments/Institutions/ Local Bodies/Municipalities/Public Sector Undertaking.

  
(S. Hanumantha Rao)  
Joint Registrar  
Tel: 011-24608711  
011-24608715

TERMS AND CONDITIONS

1. All services shall be performed by persons skilled in performing such services as per the eligibility criteria indicated for the category. Their work (in brief) will be as under:-
  - (i) **Housekeeping Staff:-** The work of Housekeeping shall include all works, but not limited to, cleaning (building, sweeping, mopping of floor, vacuuming of carpets/files, dusting of furniture & equipment). The building areas namely; outer toilets, floors, basements, main entrances, rooms, hall etc. shall be cleaned everyday including regular cleaning of window panes, signage, nameplates, knobs etc.
  - (ii) **Security Guards:-** Round the clock security at 'Upphokta Nyay Bhawan', INA, New Delhi. They will be always in uniform and their uniform should be distinctly different from the one used by the Civil Police/Defence/Military. The contractors shall provide the uniform and other security equipment like torch light for night patrolling to the security guards. Security guards should not be over the age of 50 years and they should be medically fit for security jobs.
  - (iii) **Housekeeping Supervisor:-** He will monitor and supervise the Housekeeping as well as Security Staff. He has to coordinate between the Housekeeping staff & Security Guards and the Officials of the Registry and to ensure smooth functioning of both the areas.
  - (iv) **Clerks/MTS(s):-** Clerks will be deployed in the different sections of this Commission and their duties will be dealing with case files, upkeep of records, issuing of hearing notices etc. The MTS personnel will discharge duties as Court Attendants and carrying files. They will also perform such other functions as may be assigned to them by the Registry.
2. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of each personnel of the service provider and get the same verified through the local police. It will also collect proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect will be submitted to the NCDRC.
3. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness.
4. The Service Provider shall withdraw such employees who are not found suitable to the NCDRC for any reasons immediately on receipt of such a request from the National Commission.
5. The Service provider shall engage necessary persons as required by the National Commission from time to time. The said persons engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their wages every month through ECS/NEFT/RTGS and provide a proof of doing so to the NCDRC. The Company/Firm/Agency will provide proof of receipt of wages by the workers before the end of each month. There will be no Master and Servant



relationship between the employees of the service provider and the National Commission and further the said persons of the service provider shall not claim any absorption in the National Commission, on any ground whatsoever.

6. The service provider's personnel shall not claim any benefit/compensation/absorption/regularization of services from/in the National Commission under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to the National Commission. However, the contractor shall cover its personnel under insurance for personal accidents/death while performing duty.
7. 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.
8. The service provider's personnel should be polite, cordial, positive and efficient, while performing the assigned work and their actions should promote good will and enhance the image of the National Commission. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by the Agency.
9. 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 National Commission.
10. The Service Provider shall provide Photo Identity Cards to the persons deployed by them for carrying out the work at its own cost. These cards shall be constantly displayed by their persons & their loss reported immediately.
11. The Service Provider shall ensure proper conduct of their persons in office premises, and enforce prohibition on consumption of alcoholic drinks, paan, smoking, smacking, loitering without work.
12. 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.
13. Working hours would normally be 8 ½ hours per day 9:00 A.M to 5:30 P.M from Monday to Saturday including half an hour lunch break in between. However, in exigencies of work, they may be required to sit late and the personnel may be called on Sundays and on Gazetted Holidays, if required.
14. 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 Act, ESI Act, etc. and the National Commission shall not incur any liability of the Service Provider for any expenditure whatsoever on the persons employed by the agency on account of any such statutory obligation. The agency will have to provide particularly EPF, ESI benefits to all its employees engaged in the National Commission and furnish proof of depositing such combinations on a monthly basis.
15. The Service Provider will submit the bill, in triplicate in respect of a particular month in the first week of the next month along with copies of receipts towards EPF/ESI/Service Tax deposition for the previous month and copies of attendance register(s). Copy of separate ECR and separate c-

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challan reflecting PF deduction of previous month are to be attached with the claim for payment of the following month. Annual statement of account of EPF in respect of Clerks, MTSs, Housekeeping Staff and Security Guards reflecting opening balance, contributions, withdrawals, interest and closing balance are to be furnished at the end of the financial year. 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. In other words, the Agency shall pay the wages to the Outsourced personnel and also deposit the Employer's as well as the Employee's EPF & ESI contributions with the concerned organization and GST etc., from its own funds, but will be reimbursed to it by NCDRC, subject to furnishing of the required proofs and documents.

16. Payments to the Service Provider would be strictly on certification by the officer of the administration that his services were satisfactory and his attendance certified as per the bill preferred by the Service Provider.
17. No wage/remuneration will be paid to any person for the days of absence from duty except 12 days Casual Leave in a Calendar year. However, credit of one days' casual leave will be afforded to their leave account on completion of each calendar month, subject to a maximum of 12 days in calendar year and will not be carry forward to the next calendar year.
18. The Service Provider will have to provide the required number of additional persons for a shorter period also, in case of any exigencies as per the requirement of the National Commission.
19. 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.
20. The Service Provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from the National Commission 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 NCDRC in fulfilment of the contract from time to time.
21. The National Commission shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicle of the personnel of the service provider.
22. That the agency on its part and through its own resources shall ensure that the goods, materials and equipment 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 the National Commission 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 the National Commission for the same. The agency shall keep the National Commission fully indemnified against any such loss or damage.
23. The National Commission will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.

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24. The successful bidder shall furnish a Performance Security Deposit of ₹15,00,000/- (Rupees Fifteen lakh only) in the form of an account payee demand draft drawn in favour of the "Registrar, NCDRC" payable at New Delhi or Bank Guarantee from a commercial bank, in an acceptable form, safeguarding the interest of the National Commission in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. **The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the National Commission or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.**
25. The successful bidder will enter into an agreement with the National Commission for supply of suitable and qualified manpower as per requirement of the National Commission on these terms and conditions. The agreement will be valid for a period of 3 years from the date of contract and shall continue to be in force in the same manner, unless terminated in writing. **The charges quoted by the agency shall be fixed for a period of 3 years and no request for any change/modification shall be entertained before expiry of the period of 3 years.** The contract/agreement is further extendable subject to satisfactory performance of the agency with such amendments as mutually agreed upon.
26. The Service Provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of the National Commission.
- 26(A). The agency shall disburse the wages to the Clerks, MTSs, Housekeeping Staff and Security Guards before 7<sup>th</sup> of each month.
27. The agreement can be terminated by giving one month's notice in advance. It can also be withdrawn by the Agency, by giving 3 months' notice in writing. If the agency fails to give three months' notice in writing for termination of the Agreement then three month's charges payable to the agency from the NCDRC shall be forfeited.
28. 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.
29. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Hon'ble President of the National Commission, or his nominee whose decision shall be binding on both the parties.
30. The Agency shall be responsible for faithful compliance of the terms and conditions of this agreement. Failure to do so, will attract forfeiture of the performance security deposit as well as the termination of their contract and getting the work done through some outside agency at their cost and risk, during the remaining period of contract.

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31. The initial period of contract will be for 3 years, further extendable, subject to satisfactory performance of the agency, with such amendments as may be mutually agreed to and also subject to necessary approval of the Competent Authority.
32. The manpower will have to be supplied by the agency within 7 days of award of contract.

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ANNEXURE-IIApplication-Technical Bid for providing Service of Clerks, Housekeeping & Security Supervisor, MTSs, Housekeeping Staff and Security Guards to the National Commission

S.No.	Particulars	To be filled by the Tenderer
1	Name of the Agency	
2	Details of Earnest Money Deposit (EMD)	
(i)	Amount	
(ii)	Draft /Banker's Cheque No.	
(iii)	Date	
(iv)	Issuing Bank	
3	Date of establishment of the agency (along with proof of inception of agency)	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Number & name of the mobile contact persons	
5	EPF Registration No. and ESI Registration No. (copies of all certificates of registration to be enclosed)	
5A	Certified copies of ECR of EPF and ESIC for the last two years or for the period from April 2019 to August 2021.	
6	PAN/GIR/TAN No. (copy to be enclosed)	
6A	Copy of Income Tax Returns of last 3-Financial Years	
7	GST Registration Number (Copy to be enclosed)	

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7A.	Registration/Licence No. under Contract Labour (Regulation & Abolition) Act, 1970	
8	Whether the firm is blacklisted by any Government Department/PSUs/Any other Departments/Quasi Judicial Bodies or any criminal case is registered against the firm or its owner/partners anywhere in India (if not, undertaking to this effect is to be attached in this regard by way of an Affidavit)	
9	Length of experience in the field (Proof of assignment with Government Department/PSUs/Quasi Judicial Bodies for last 7 years.	
10	Experience in dealing with Government Departments (indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency)	
11	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached?	
12	Whether agency profile is attached?	
13	List of other clients	
14	Certificate of Annual Return from Chartered Accountant	

(Signature)  
With date

**ANNEXURE - III****FINANCIAL BID**

For providing Clerks/Housekeeping Supervisor/ Multi-Tasking Staff (MTS)/Housekeeping Staff/Security Guard to the National Consumer Disputes Redressal Commission

Tender Inviting Authority	National Consumer Disputes Redressal Commission
Name of Work	For supply of manpower of Clerks, Multi-Tasking Staff (MTS), Housekeeping Supervisor, Housekeeping Staff, Security Guards
Wages applicable	The rates of Wages applicable as per the Minimum Wages of the Govt. of NCT of Delhi from time to time, for the categories of: (i) Clerks: As per the rates of Matriculate but not Graduates plus 15% extra (Skilled Category) (ii) MTS : As per the rates of Non-Matriculate plus 15% extra (Semi-Skilled Category) (iii) Housekeeping Supervisor: As per the rates of Matriculate but not Graduates plus 15% extra (Skilled Category) (iv) Housekeeping Staff : As per the rates of Non-Matriculate plus 15% extra (Semi-Skilled Category) (v) Security Guards: As per the rates of Non-Matriculate plus 15% extra (Semi-Skilled Category)
Contract No.	Admn/OST/NCDRC/2020
Name of the Bidder/Bidding Firm/Company with postal address, email id, contact number	
Details of Earnest Money Deposit (EMD)	₹1,00,000/- (Rupees One lakh only) Demand draft/Bankers Cheque No..... dated..... Name of Bank & Branch: .....

**Price Schedule**

S. No.	Charges	Amount
1.	Service charges (Lump-sum in whole rupees) per Clerk per month	
2.	Service charges(Lump-sum in whole rupees) per Multi-Tasking Staff (MTS) per month	
3.	Service charges (Lump-sum in whole rupees) per Housekeeping Supervisor per month	
4.	Service charges (Lump-sum in whole rupees) per Housekeeping Staff per month	
5.	Service charges (Lump-sum in whole rupees) per Security Guard per month	
6.	Percentage of Employers' share of Provident Fund as per EPF norms	
7.	Employers' share of Employees State Insurance as per ESI norms	
8.	GST as per Government norms	
9.	Any other liability including all legal liabilities including bonus (please indicate)	

Signature of authorized person

Full Name: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Date:

Place:

Note: If a manpower agency quotes "Zero", "NIL", or "Fraction of rupees" as Services charges in the financial bid, the bid shall be treated as unresponsive and will not be considered. The service charges should not be less than the 5% of Wages to be paid to the Outsourcing Staff. The agency shall quote service charges as lump-sum in rupees in the financial bid.

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