

TENDER ID

DATE:

2024

BID DOCUMENT

FOR

**“SELECTION OF AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY
RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA”**



Issued By:

**Additional Chief Executive Officer (Admin)
Uttarakhand State Disaster Management Authority (USDMA)**

Department of Disaster Management
(Government of Uttarakhand)

36 IT Park, Sahashtradhara Road, Dehradun-248001(U.K.)

Website: www.usdma.uk.gov.in

Email: usdmauttarakhand@gmail.com

TABLE OF CONTENTS

NOTICE INVITING TENDER	3
1. INVITATION FOR BID	5
1.1 Introduction	5
2. GENERAL TERMS AND CONDITIONS FOR BID SUBMISSION AND BID EVALUATION.....	6
3. The evaluation of the Bids will be completed in 3 Steps	7
4. Technical Qualification Conditions.....	8
5. Other Terms & Conditions	8
6. Bid Security	9
7. Performance Security	9
8. Termination	10
9. Mode of Payment	10
10. Force Majeure	10
11. Settlement of Disputes	10
SCHEDULE OF REQUIREMENTS	14
A. LETTER OF TECHNICAL BID	15
B. GENERAL INFORMATION ON BIDDER'S ORGANIZATION	17
C. FORMAT FOR FINANCIAL INFORMATION OF BIDDER'S ORGANIZATION	18
D. FORMAT FOR COMPLETED PROJECT/ WORK EXPERIENCE IN SIMILAR NATURE DURING LAST THREE YEAR	19
E. AFFIDAVIT	20
F. FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF BID	21
G. FORM OF BID SECURITY - BANK GUARANTEE	22
CONTRACT AGREEMENT	24
PRICE SCHEDULE FORMS.....	Error! Bookmark not defined.
CHECKLIST FOR TECHNICAL BID	28

DISCLAIMER

The information contained in this Tender Document or subsequently provided to Bidders, whether verbally or in documentary form by or on behalf of USDMA Dehradun, USDMA or any of its employees or Transaction advisors, is provided to Bidders on the terms and conditions set out in this Tender document and any other terms and conditions subject to which such information is provided.

This Tender document is not an Agreement and is not an offer or invitation to any other party. The purpose of this Tender document is to provide the Bidders with information to assist the formulation of their Bid submission. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons and it is not possible for USDMA and their employees or Transaction advisors to consider the investment objectives, financial situation and particular needs of each Bidder. Certain Bidders may have a better knowledge of the proposed Project than others. Each recipient must conduct its own analysis of the information contained in this Tender document or to correct any inaccuracies therein that may appear in this Tender document and is advised to carry out its own investigation into the proposed Project, the legislative and regulatory regimes which applies thereto and by and all matters pertinent to the proposed Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the proposed Project.

USDMA, DEHRADUN and their employees and Transaction advisors make no representation or warranty and shall incur no liability under the Law of Contract, Tort, the Principles of Restitution or unjust enrichment or otherwise for any loss, expense or damage, accuracy, reliability or completeness of the Tender document, which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this Tender document, the award of the Project, the information and any other information supplied by or on behalf USDMA, DEHRADUN or their employees, any consultants or otherwise arising in any way from the selection process for the Project.

USDMA, DEHRADUN may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information/clauses/articles in this Tender document. The information that USDMA is in a position to furnish is limited to this Tender only. The information contained in the Tender must be kept confidential. Mere submission of a responsive Bid does not ensure selection of the bidder as Successful Bidder.

NOTICE INVITING TENDER

Uttarakhand State Disaster Management Authority (USDMA) invite E-tenders from established Firms for **SELECTION OF AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA.**

1.	Name of Work	<u>TENDER FOR SELECTION OF AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA</u>
2.	Cost of Tender Documents cum processing Fee (Non-refundable)	INR 5,000/- (Indian Rupees Five Thousand Only) in the form of Demand Draft/Bankers Cheque payable at DEHRADUN issued in favour of "ACEO (Admin), USDMA, 36, IT Park, Sahastradhara Road, Dehradun").
3.	Earnest Money Deposit (EMD)	INR 50,000/- (Indian Rupees Fifty Thousand Only) in the form of Unconditional Bank Guarantee or FDR/Demand Draft/Bankers Cheque payable at DEHRADUN issued in favour of "ACEO(Admin), USDMA, Dehradun"). EMD of unsuccessful bidder will be returned & EMD of successful bidder will be returned on receiving security Deposit equivalent to 5% of contract value.
4.	Security Deposit (ISD)	The successful bidder whose tender is accepted by the USDMA shall be bound to deposit a sum equivalent to 5% of accepted "Contract Value (Including GST)" as Security Deposit (SD) in the form of FDR/BG issued by any Nationalised/ Scheduled Bank favoring ACEO (Admin) "USDMA Dehradun" payable at Dehradun.
5.	Date for Downloading of Tender Document (Technical and Price Bid)	The Tender document for this work shall be available from website http://uktenders.gov.in from 29/07/2024 to 14/08/2024 up to 12:00 PM .
6.	Last date and time for receipt of written queries for clarification from bidders in Pre-bid meeting.	01/08/2024 up to 15:00 hrs
7.	Pre-Bid Meeting date, time and address	03/08/2024 at 11.30 AM, DMMC Hall, 4 Subhash Road, Dehradun
8.	Submission of original documents i.e. EMD, Tender Fees (Non-refundable) and Affidavit for Correctness of Bid Note: In sealed Envelope marked as "Original Document for SUPPLY OF AECO (Admin) FOR USDMA" to the office of USDMA at the address mentioned hereinbefore by the stipulated date and time.	16/08/2024 up to 17:00 hrs. Note: <ul style="list-style-type: none">It is sole responsibility of the bidder to ensure submission of their bid by stipulated date and time at specified address. The USDMA shall not entertain bids received late due to any delay on account of delivery by the courier agency/speed post or any other mode for the reasons whatsoever. Tenders received without EMD and / or Tender Processing Fee shall be summarily rejected.

6.	Time and date of opening of Technical Bid (Online)	The Bids will be opened online by the Authorized Officers on 14/08/2024 at above mentioned address.
7.	Date and time of opening of Financial Bids	Shall be informed later to technically qualified Bidders
8.	Place of opening of Bids and Pre bid Meeting address for communication	ACEO (Admin), USDMA, 36, IT Park, Dehradun (Uttarakhand). Email: usdmauttarakhand@gmail.com
9.	Bid validity period	120 days from the last date of bid submission
10.	Date of Commencement of supply	1 st Day of Succeeding month of the Work Order
11.	Duration of the deployment of manpower	One year which can be further extended maximum up to One Year as per mutually agreed terms and Conditions under E-procurement system.
12.	Penalty/Liquidated damages	As per relevant clause in the tender document
13.	Payment	As per relevant clause in the tender document

2. In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.

3. Tenders received without EMD and Non-Refundable Cost of Tender Documents shall be summarily rejected.

4. USDMA reserves their rights to accept any or to reject all the tenders in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard.

5. Tenders can be downloaded from www.uktenders.gov.in

6. The bidder shall sign and stamp each page of the tender document thereby ensuring the number and sequence of all pages. Tender documents without seal and signature of the authorized tenderer are liable to be rejected.

7. The intending bidders are categorically advised to submit the prequalification documents strictly in the attached formats only. The information required should be neatly filled/typed in **each and every columns and row** of the Formats. **The applications received with "partly filled formats" not containing desired information in each and every columns/points/row of various annexures shall be treated as INCOMPLETE and such applications shall be summarily rejected without any reference to the bidder and at the bidder's risk and responsibility.**

8. Conditional tenders shall be summarily rejected.

**AECO (Admin),
USDMA Building,
36 IT Park,
Sahastradhara Road, Dehradun (U.K.)**

1. INVITATION FOR BID

1.1 Introduction

1.1.1 Emergency Response Support System (ERSS) is the vision of the Ministry of Home Affairs (MHA), Govt. of India, to launch the implementation of a nationwide, unified emergency response system with catering to a single emergency telephone number 112. ERSS is a unique system which provides 112 emergency services in a fast and efficient way. Govt. of India has allotted 112 as the single number for all emergency services in the country which includes police, fire, medical, disaster, coastal services etc. Once the integrated 112 system matures, all other emergency numbers in the country will be withdrawn in a phased manner. Citizens of India can now call a single Pan India number 112 for any emergency. The States/UTs where the ERSS has been launched are Andhra Pradesh, Uttarakhand, Punjab, Kerala, Madhya Pradesh, Rajasthan, UP, Telangana, Tamil Nadu, Gujarat, Punducherry, Lakshadweep, Andaman, Dadra & Nagar Haveli, Daman & Diu, Jammu & Kashmir, Himachal Pradesh and Nagaland. Uttarakhand State initiated the scheme “Extension of Emergency Response Support System (ERSS) (Dial 112) for Disaster Emergencies” and integrated with the SEOCs in 2021. The MOU was signed between NDMA Government of India and USDMA for the project for ERSS (Dial 112).

1.1.2 USDMA, Dehradun intends SELECTION OF AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA FOR A PERIOD OF ONE YEAR WHICH SHALL BE EXTENDED FOR ONE YEAR ON MUTUALLY AGREED TERMS AND CONDITIONS UNDER e-PROCUREMENT SYSTEM, in Uttarakhand, India.

1.1.3 A “Single Stage, Two Envelope” bidding process has been planned for determining the Successful Bidder on L₁ basis. The Bidders would be required to meet the minimum threshold Technical Qualification Conditions and qualify for undertaking the Project as set out in this Tender document. This qualification assessment would be carried out as part of the current bidding and evaluation process. The Financial Bids of only those Bidders that possess the minimum Technical Qualification Conditions and other relevant documents would be opened and evaluated.

1.1.4 The Tender document contains information about the Project/Work, bidding process, Bid submission, qualification and Financial Bid requirement.

2. GENERAL TERMS AND CONDITIONS FOR BID SUBMISSION AND BID EVALUATION.

2.1 Instructions for Online Bid Submission

1. The online procurement portal is <http://uktenders.gov.in>.
2. Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for e- tendering.
3. Bidder should register for the enrolment in the e-Procurement site using the “Online Bidder Enrolment” option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
4. Bidder need to login to the site through their user ID/ password chosen during enrolment/registration.
5. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/ nCode/ eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken /Smart Card, should be registered.
6. The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
7. Contractor/Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders.
8. After downloading/getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
9. Any clarifications may be sought online through the tender site, through the contact details or during pre- bid meeting, if any. Bidder should take into account the corrigendum, if any published before submitting the bids online.
10. Bidder may log in to the site through the secured login by the user id/password chosen during enrolment/registration and then by submitting the password of the e- Token/Smartcard to access DSC.
11. Bidder may select the tender in which he/she is interested in by using the search option and then move it to the ‘my tenders’ folder.
12. From my tender folder, he may select the tender to view all the details uploaded there.
13. It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
14. Bidder should get ready the bid documents to be submitted as indicated in the tender document/schedule in advance and ordinarily it shall be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/ rar and the same, if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under “My Space option” and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fees and Bid Security as specified in the tender. The hard copy should be posted/couriered/given in person to the Tender Inviting Authority, within bid submission

due date and time as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer & affidavit as stated in the Tender Document. Any delay for submission of these documents bidder will be responsible

17. While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.

18. The bidder has to select the payment option as offline to pay the Bid Security as applicable and enter details of the instruments.

19. The details of the DD/any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. The very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have duly read, understood and agreed with all clauses of the bid document without any exception.

21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.

22. If the price bid format is provided in a spread sheet file like BoQ_MP.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified /replaced by the bidder; else the bid submitted is liable to be rejected for the tender.

23. The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority well before the bid submission due date and time (as per Server System Clock). The Authority shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.

24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.

25. The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The bidders should follow such time during bid submission.

26. All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.

27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28. The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.

29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

3. The evaluation of the Bids will be completed in 3 Steps

A. Step 1 - Opening & Evaluation of Original Documents [Submitted in Hard Copy(s)] i.e. Tender Document Fees, EMD/Bid Security and Affidavit for Correctness of Bid.

B. Step 2 - Opening of Technical Bids and Technical Evaluation.

C. Step 3 - Opening of Financial Bids of technically qualified bidders

Note: The minimum technical marks to qualify for bidders is 70 out of 100.

3.1.1. Amongst all the proposals, the proposal that score higher than the minimum technical score, the proposal with the lowest financial quote will be considered as the Most Advantageous Proposal.

3.1.2. The Successful Bidder (substantially responsive L1 Bidder) shall be issued Letter of Award (LoA). After issuance of the LoA in writing and acceptance of the same by the Successful Bidder within 7 (seven) days from the date of receipt of Letter of Award (LOA). An amount equivalent to 5% of total work order value has to be deposited by the Successful Bidder, which will be retain as a Performance Security and shall be released after successfully completion of work as per Agreement.

IMPORTANT NOTE:

1. ***Financial Evaluation shall be done on the complete required manpower as per the Schedule of Requirement as a single lot. The bidder shall quote for the complete required manpower as per the Schedule of Requirement failing which the bid shall be treated as NON-RESPONSIVE.***

2. ***If the financial bid/quoted price are found same of two or more bidder, then the work will be awarded on the basis of minimum service charges quoted by the bidder.***

4. Technical Qualification Conditions

The Bidder shall submit the following additional documents in the Technical Bid and accordingly the bids will be evaluated on the basis of the documents submitted. Bidders are requested to refer to the Technical Eligibility Criteria for Technical Qualification Condition.

- 4.1. The Bidder should be a Company / Partnership firm / Society / Proprietorship Firm.
- 4.2. The following details shall also be provided by Bidders:
 - a) Name, address, and ward/circle
 - b) Company's PAN
 - c) Company's GST
 - d) Certification of incorporation.
 - e) Registration details of the company under applicable taxes
 - f) Power of Attorney of the authorized person**

- 4.3. The Bidder Should be in the Human Resource Business or having qualification and experience in the field of Human Resource. The Bidder should having at least 3 years of experience of providing manpower as mentioned in Schedule of Requirements in **Central Govt./State Govt./PSUs/Autonomous Bodies/Universities/ Banks** in related field (the experience in the field of security services is not considerable). The Bidder shall submit successfully completion certificate from the end user/ client.

- 4.4. The bidder shall submit an affidavit duly attested by Notary Public/Oath Commissioner to the effect that the service provider has neither been blacklisted nor debarred by any authority.

Note: The information and documents in support of meeting the qualification criteria as specified above should be uploaded in Technical Bid.

5. Other Terms & Conditions

- 5.1 The Bid of any Bidder who has not complied with one or more of the conditions prescribed in the terms & conditions/minimum technical parameter will be summarily rejected.
- 5.2 The successful bidder shall pay the minimum rate of wages as per Central Sphere – Ministry of Labour and Employment to the deployed manpower.
- 5.3 USDMA reserves the right to increase or decrease the scope of work without assigning any reason and shift employee/employees anywhere according to requirement of work.
- 5.4 USDMA will reimburse the wages & other statutory charges and no advance payment will be allowed to the successful bidder.
- 5.5 USDMA will provide the monthly attendance details of deployed manpower and the contractor shall submit bill along with attendance. On the basis of bill, contractor shall pay the wages, ESI and EPF to each employee. After transferring the monthly wages, EPF and ESI to his deployed manpower, contractor shall submit the related document to this office with pay bill, EPF and ESI Details as a proof.
- 5.6 The bidder shall be capable to pay the wages as per tender document timely before 05th of every month from his own resources.
- 5.7 The bidder shall be capable to pay monthly wages up to 3 - 4 months from his own resources in case of delay in payment by USDMA due to unavoidable circumstances.
- 5.8 The deployed manpower may be the employee / contractual employee of the bidder firm but they cannot be employee of USDMA Office.
- 5.9 The Bidder shall be liable for any issues arising in relation to EPF, ESI and shall deal with it taking responsibility of the related procedures.
- 5.10 Requisite manpower shall be provided within 15 days from the final contract signing.
- 5.11 The deployed manpower has to work from Monday to Saturday during office hours. However, the deployed manpower has to work extra as and when required by USDMA.
- 5.12 Deployed manpower may be the employee/ contractual employees of the Bidder's firm but they cannot be employee or servant of USDMA office.
- 5.13 The prices shall be firm and shall not be subjected to any adjustment during the complete contractual completion period. However, the requirement of the manpower can be increased or decreased. In case the requirement is increased, then the variation shall be done as per the prices quoted by the successful bidder in their financial bid.
- 5.14 In case USDMA found that the performance of any of the deployed manpower is not satisfactory, the successful bidder shall replace him/her within 07 days after getting notice from USDMA in writing. If any employee from deployed manpower want to leave the job, the successful bidder shall inform 30 days in advance in writing and replace him/her after 30 days of notice. If any employee of deployed manpower shall leave job/USDMA without 30 days prior notice, one month salary of respective post shall be deducted from the bill of contractor.

6. Bid Security

The Bid Security may be forfeited:

- (a) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Technical Bid Submission Form
If the successful Bidder fails to sign the Contract within the time specified in the Tender Document.
- (b) If the successful bidder fails to furnish the Performance Security.

7. Performance Security

Within 21 days of Letter of Award, the successful bidder shall furnish Performance Security to ACEO (Admin), USDMA, Dehradun which shall be for an amount of **5% of the contract value** and valid up to at least 60 days after the date of completion of all the performance obligations. The Performance Security shall be in the form of Demand Draft or Bank Guarantee in favor of "ACEO (Admin), USDMA, Dehradun". The format for Performance Bank Guarantee has been

provided in the Tender Document.

8. Termination

This agreement may be terminated by either partly or fully by giving one months' notice in writing of the intention to terminate without specifying any reason(s) for termination. On termination of the contract, the contractor shall take steps to withdraw all employees in a smooth and orderly manner.

9. Mode of Payment

(i) The bidder shall raise the bill, in triplicate, along with attendance sheet duly verified by the person authorized by USDMA in respect of the persons deployed and submit the same to the USDMA in the first week of the succeeding month. **The bill, in proper form and shall also be accompanied with the details of ESI & EPF deposit slip for the previous month (if applicable).** The Bidder's Bills shall be prepared and actual manpower deployed and the same shall be certified by officer-in-charge respective section of the USDMA.

(ii) The claims in bills regarding Employees State Insurance, Provident Fund etc. shall be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount will be held up till such proof is furnished, at the discretion of the office.

(iii) A successful bidder shall submit necessary bank details for bill payment at the time of entering into contract.

(iv) GST will be paid extra on applicable rate.

10. Force Majeure

Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other give a notice of termination.

11. Settlement of Disputes

The Contract agreement and any transaction in furtherance thereto shall be governed by the laws of India, and the Courts of Dehradun shall have absolute jurisdiction over all matters directly and indirectly arising out of or relating to the Contract Agreement, before during or after extinguishment, termination and/or transfer of the project.

TECHNICAL ELIGIBILITY CRITERIA

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted
1	The bidder must be a Firm / Proprietary / Partnership/ Company registered under Companies Act with an experience of minimum 05 years in the similar field	<p>-In case of Proprietorship concerns copy of License/Registration and the GST Registration certificate.</p> <p>-In case of firms, Copy of the firm registration Certificate and GST Registration.</p> <p>-In case of company, copy of certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.</p>
2	<p>Three Similar Completed Contracts Each one having Contract Value not less than Rs. 06.50 Lakh, for single client / Department /Institution in providing human resource service</p> <p style="text-align: center;">Or</p> <p>Two Similar Completed contract Each one having Contract Value not less than Rs. 10.00 Lakh, for single client / Department /Institution in providing human resource service</p> <p style="text-align: center;">Or</p> <p>One Similar Completed contracts having Contract Value not less than Rs 20.00 Lakh for single client / Department /Institution in providing human resource service</p>	<p>Copy of the supply order and completion certificates issued by the principal Employers specifying following information relating to the supply carried out during the period from April 2021-March 2024:</p> <ol style="list-style-type: none"> 1. Scope of work. 2. Contract value. 3. Items detail. 4. Period of the contract for completed. 5. Payment status
	<p><u>Note: "Similar Completed Contract" under this clause shall mean successful completion of similar type of works for the Central Govt./ State Govt./ PSUs/ Autonomous Bodies/Universities/ Banks</u></p>	
3	<p>The bidder should have a minimum average annual turnover of Rs. 50.00 Lakh for the last Three years. Audited / Certified Balance Sheet (by Chartered Accountant) for the years 2021-2022, 2022-2023 & 2023-24 (provisional / audited) establishing the turnover criteria should be submitted.</p>	<p>i.The bidder should submit Annual Financial statement (Balance sheet, Profit & Loss account) with auditor report for above mentioned financial years</p> <p>ii.Certified Turnover certificate with UDIN needs to be submitted along with Annual Financial statements (Balance sheet, Profit & Loss account) for above mentioned Financial years</p>

		iii.Acknowledgement of submission of Income tax return of above mentioned years needs to be submitted. All CA certified documents must mention UDIN.
4	Bidder should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, in India.	Suitable declaration to be submitted on the Letter Head of the Firm duly signed by the Authorized Signatory only
5	The Bidder should be registered with the Labour Department of State /Central Govt.	Self-Attested Copy of the registration certificate to be submitted
6	The Bidder should have valid GST, Income Tax Registration and PAN Card No. as on date of submission of proposal.	Self-Attested Copies of all the registration certificate(s) to be submitted
7	The bidder should have EPF & ESI registration in India as on date of submission of proposal.	Provide a Self-Attested copy of EPF & ESI registration with a latest challan.

Note: Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or record of poor performance such as, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

Copies of the Documentary evidences must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Note: The information and documents in support of meeting the qualification criteria as specified above should be uploaded in Technical Bid.

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

Signature of the Contractor
With Seal

SCHEDULE OF REQUIREMENTS

Sl. No.	Staff Position	Requirement (Nos.)	Max. Salary per month in INR	Total Amount Per Month	Qualification
1.	Supervisor	1	Rs. 21,000/- + 18% GST	Rs 24,780/-	1. Graduate in any discipline from recognized Institution/University 2. Computer & Communication Skills 3. Work experience in E-Governance projects, call center, telephonic help line, will be preferred
2.	Operator	6	Rs. 18,000/- + 18% GST	Rs 21,240/-	1. Graduate in any discipline from recognized Institution/University 2. Computer Skills 3. Work experience in call center, telephonic help line, will be preferred
Total Amount				Rs. 46,020/-	Rs. 18,26,640/- Annually

Term of Reference of Supervisor & Operator

1. **Supervisor role:** Assign and distribute work, evaluate staff performance and report to the Nodal person; coordinates shift schedules; coordinates leaves and holiday schedules to ensure shift coverage as required.
2. Ensures the proper maintenance of records relating to 112 calls.
3. Answer a multi-line phone system, providing information, referral or response as required to the public by applying extensive procedures and using sound judgment.
4. Receive, prioritize and handle multiple, simultaneous emergency and administrative phone calls for assistance, evaluates and prioritizes the calls received and takes necessary action.
5. Identify, through appropriate and timely questioning of the caller, the nature of the problem; summarize the critical information for public safety-first responders in the CAD (computer aided dispatch) system using correct grammar, spelling, and punctuation, and refer and classify calls according to the level of rescue required.

Terms and Conditions for Deployed Manpower

- i) The deployed manpower will get the benefit of Gazetted holidays as notified/ declared by the State Government.
- ii) The deployed manpower has to work in shift basis with at least two operators at a time for seven days and 24 hours in three shift.
- iii) Deployed manpower may be the employee/ contractual employees of the Contractor's firm but they cannot be employee or servant of USDMA.

A. LETTER OF TECHNICAL BID

(To be submitted and signed by the Bidder's authorized signatory)

Ref:

Date:

To

ACEO (Admin),

USDMA, 36, IT Park,

Dehradun - 248001,

Uttarakhand, India

Sub: "Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E-procurement system.

Sir,

1) Being duly authorized to represent and act for and on behalf of.....

.....(Here in after referred to as "the applicant"), and having studied and fully

understood all the information provided in the Tender document, the undersigned hereby apply as a Bidder for "Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E- procurement system" according to the terms & conditions of the Tender Document issued by USDMA.

2) Our Technical & Financial Bids are as per the requisite formats along with the supporting documents, duly filled and signed on each page are enclosed in separate sealed envelopes as specified.

3) The Bid Security is enclosed in the Envelope 1 marked "Bid Security deposit".

4) USDMA, DEHRADUN and its authorized representatives are hereby authorized to conduct any inquiries / investigation to verify the statements, documents and information submitted in connection with the application and to seek clarification from our banker regarding any financial and technical aspects. This letter of application will also serve as authorization to any individual or authorized representative of any institution referred to the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the application or with regard to the resources, experience and competence of the applicant.

5) This application is made with full understanding that:

a) USDMA, DEHRADUN reserve the right to reject or accept any Bid, cancel the bidding process, and / or reject all Bids.

b) USDMA, DEHRADUN shall not be liable for any of the above actions and shall be under no obligation to inform the applicant of the same.

- 6) We, the undersigned declare the statements made and the information provided in the duly completed application forms enclosed, as complete, true and correct in every detail.
- 7) We hereby confirm that we have read, understood and accepted all the detailed terms and conditions of this Tender document including all amendments and Project related Information as required for the Bid. We have also visited the proposed project sites and surroundings, for the assessment and have made our own due diligence and assessment regarding the project.
- 8) We agree to keep our Bid valid for one hundred twenty (120) days from the last date of submission of bid thereof and not to make any modifications in its terms and conditions not acceptable to the USDMA. Should this Bid be accepted, we hereby agree to abide by and fulfil all the terms, conditions and provisions of the aforesaid documents.
- 9) This application is made with the full understanding that the validity of bid submitted by us will be subject to verification of all information, terms and conditions submitted at the time of bidding and its final acceptance by USDMA. We agree that, without prejudice to any other right or remedy, USDMA shall be at liberty to forfeit the said Bid Security absolutely.

Authorized signatory

Date:

Name and seal of Bidder:

Place:

B. GENERAL INFORMATION ON BIDDER'S ORGANIZATION

(a) Name:

(b) Address :

(c) Address of the corporate headquarters and its branch office(s), if any, in India :

S. No.	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Incorporation status of the Bidder (Company /Firm) (Relevant Certificate to be submitted in Technical Bid)	
4.	Year of Establishment	
5.	Valid GST registration No. (Copy of certificate to attached)	
6.	Permanent Account No. (PAN) (Copy of PAN card to be attached)	
7.	Name and Designation of Contact Person to whom all references to be made regarding this Bid	
8.	Telephone No. (With STD Code)	
9.	E-mail ID of Contact Person	
10.	Website if any	

Signed

(Name of the Authorized Signatory)

For and on behalf of

(Name of the bidder)

Designation:

Place:

Date:

To be enclosed:

1. Documents certifying Bidder's legal status i.e. Certificate of incorporation /registration.
2. Latest brochures/ organization profiles, etc

C. FORMAT FOR FINANCIAL INFORMATION OF BIDDER'S ORGANIZATION

(To be submitted and signed by the Bidder's authorized signatory)

Ref:

Date:

To
ACEO (Admin),
USDMA, 36, IT Park,
Dehradun - 248001,
Uttarakhand, India

Sub: "Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E-procurement system".

Sir,

We hereby submit our Financial Information for the captioned project.

S.No.	Parameters	FY 2021-22	FY 2022-23	FY 2023-24
1	Annual turnover In INR.			
Average annual turnover for the last three financial year				

Note: To be certified by Statutory Auditor/ Chartered Accountant.

Authorized signatory:

UDI Number

Name of Authorized signatory

Name and seal of Bidder:

Date:

Place:

D. FORMAT FOR COMPLETED PROJECT/ WORK EXPERIENCE IN SIMILAR NATURE DURING LAST THREE YEAR

(To be submitted and signed by the Bidder's authorized signatory)

Ref:

Date:

To
ACEO (Admin),
USDMA, 36, IT Park,
Dehradun - 248001,
Uttarakhand, India

Sub: Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E-procurement system.

Sir,

We hereby submit our project experience for the captioned project.

Sl. No.	Description of Work	Details of manpower Supplied	Name of the Client	Contract Period	Agency Charges/ Fee Earned (Rs in Lakh)
1	2	3	4	5	6
1					
2					
3					
4					
5					

Please note that, the supporting documents such as copies of Work Order/Contracts/LoAs/Completion Certificate/end user certificate to be attached. Assignments which are not supported by documentary evidence shall not be considered for evaluation.

Authorized signatory:
Name of Authorized signatory
Name and seal of Bidder:

Date:

Place:

E. AFFIDAVIT

(To be given by the Bidder on non-judicial Stamp Paper of Rs. 100/-)

I..... S/o Resident of
the

.....,

..... (Insert designation) of the (insert name of the Bidder), do solemnly affirm and state as under:

1. **That** I am the authorized signatory of.....(insert name of company)(hereinafter referred to as “Bidder”) and I am duly authorized by the Board of Directors of the Bidder to swear and depose this Affidavit on behalf of the bidder.

2. That I have submitted information with respect to our eligibility for the “Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E-procurement system” (hereinafter referred to as “Project”) and I further state that all the said information submitted by us is accurate, true and correct and is based on our records available with us.

3. **That** I hereby affirm to furnish any information, which may be requested by USDMA to verify our credentials/information provided by us under this Bid and as may be deemed necessary by USDMA.

4. **That** if any point of time till the completion of all the contractual obligations, in case USDMA requests any further/additional information regarding our financial and/or technical capabilities, or any other relevant information, I shall promptly and immediately make available such information accurately and correctly to the satisfaction of USDMA.

5. **That** I fully acknowledge and understand that furnishing of any false or misleading information by us in Bid shall entitle us to be disqualified from the tendering process for the said Project. The costs and risks for such disqualification shall be entirely borne by us.

6. That, we fully acknowledge and understand that in case any false or misleading information, as furnished by us in our Bid, is found at a later stage after the signing of the Contract Agreement amongst USDMA and.....(Insert name of organization), it shall entitle USDMA to terminate the said signed Contract Agreement between the Parties. The costs and risks for such termination shall be entirely borne by us.

7. That all the terms and conditions of the Tender Document have been duly complied with.

VERIFICATION:

I, the above named deponent, do verify that the contents of points 1 to 7 of this affidavit are true and correct to my knowledge. No part of it is false and nothing material has been concealed.

Verified at, on this day of....., 2024.

F. FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF BID

(To be given by the Bidder on non-judicial Stamp Paper of Rs. 100/-)

Know all men by these presents, we/ I (Name and address of the registered office) do hereby constitute, appoint and authorize Mr./Ms..... (name and residential address) as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the Project envisaging "Empanelment of AGENCY FOR SUPPLY OF MANPOWER FOR EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) SCHEME FUNDED BY NDMA for a period of ONE YEAR which shall be extended for maximum One year on mutually agreed terms and conditions under E-procurement system" Uttarakhand in the country of India, including signing and submission of all documents and providing information/responses to USDMA, representing us in all matters before USDMA, and generally dealing with USDMA in all matters in connection with our Bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

For.....

Accepted.....

(Signature)

(Name, Title and address) of the Attorney

Note:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

G. FORM OF BID SECURITY - BANK GUARANTEE

[Guarantor letterhead or SWIFT identifier code]

Bank Guarantee No.....*[insert guarantee reference number]*

Date.....*[insert date of issue of the guarantee]*

WHEREAS, _____ *[name of Bidder]* (hereinafter called "the Applicant") has submitted his Bid dated _____ *[date]* or will submit his Bid for the supply of _____ *[name of Contract]* (hereinafter called "the Bid") under Invitation for Bids No.....*[insert number]* (hereinafter called "the IFB")

KNOW ALL PEOPLE by these presents that We _____ *[name of bank]* of _____ *[name of country]* having our registered office at _____ (hereinafter called "the Bank") are bound unto _____ *[name of Purchaser]* (hereinafter called "the Purchaser ") in the sum of _____ for which payment well and truly to be made to the said Purchaser the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 20_____.

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Applicant (a) withdraws his bid during the period of Bid validity specified in the Letter of Bid;

or

(2) If the Applicant having been notified of the acceptance of his bid by the Purchaser during the period of Bid validity:

(a) fails or refuses to execute the Contract Agreement in accordance with the Instructions to Bidders, if required;

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the four conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____ days after

the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____

SIGNATURE

OF THE BANK _____

WITNESS _____

SEAL _____

[Signature, name, and address]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

CONTRACT AGREEMENT

[The successful Bidder shall fill in this form in accordance with the instructions indicated]

THIS CONTRACT AGREEMENT is made

the *[insert: **number**]* day of *[insert: **month**], [insert: **year**]*.

BETWEEN

(1) *[insert complete name of Purchaser]*, a *[insert description of type of legal entity, for example, an agency of the Ministry of.... of the Government of { insert name of Country of Purchaser }, or corporation incorporated under the laws of { insert name of Country of Purchaser }]* and having its principal place of business at *[insert address of Purchaser]* (hereinafter called “the Purchaser”), and

(2) *[insert name of Supplier]*, a corporation incorporated under the laws of *[insert: country of Supplier]* and having its principal place of business at *[insert: address of Supplier]* (hereinafter called “the Supplier”).

WHEREAS the Purchaser invited bids for certain Goods and ancillary services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in Rs]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract Agreement. This Agreement shall prevail over all other contract documents: In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed below.

- (a) The letter of Acceptance
- (b) this Contract Agreement
- (c) Letter of Bid – Technical Part
- (d) The Supplier’s letter of Bid – Financial Part and original completed Schedules including Price Schedules
- (e) Conditions of Contract
- (f) Technical Requirements (including Schedule of Requirements and Technical Specifications)
- (g) *[Add here any other document(s) listed as part of contract]*

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with

the laws of *[insert the name of the Contract governing law country]* on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*
in the capacity of *[insert title or other appropriate designation]*
in the presence of *[insert identification of official witness]*

For and on behalf of the Supplier

Signed: *[insert signature of authorized representative(s) of the Supplier]*
in the capacity of *[insert title or other appropriate designation]*
in the presence of *[insert identification of official witness]*

PRICE SCHEDULE FORM
(To be submitted in Commercial Bid)

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Bidder must prepare the Letter of Bid - Financial Part with its letterhead clearly showing the Bidder's complete name and business address.

Note: All italicized text is to help Bidders in preparing this form.

Date of this Bid submission: [insert date (as day, month and year) of Bid submission]

Tender ID No.:

Tender Name:

To: AECO (Admin)

Uttarakhand State Disaster Management Authority (USDMA)

We, the undersigned Bidder, hereby submit the second part of our Bid, the Financial Part

In submitting our Financial Part we make the following additional declarations:

- (a) **Bid Validity Period:** Our Bid shall be valid for 4 months (as amended, if applicable) from the date fixed for the bid submission deadline specified in bid document (as amended, if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (b) **Bid Price:** The total price of our Bid, excluding any discounts offered in item (c) below is:

NUMBER #	TEXT #	NUMBER #
Sl. No.	Manpower Description	Amount (Rs.) for Manpower
1	2	3
I	Supervisor	
1	Monthly Minimum Wage Rate [A]	
2	Employees Provident Fund (EPF) as per Norms [B]	
3	Employees State Insurance (ESI) as per Norms [C]	
4	Total (A+B+C) [D]	
5	Contractors Service Charge [E]	
6	GST @ 18% (D+E)*18% [F]	
7	Total (D+E+F) [G]	
II	Operator	
8	Monthly Minimum Wage Rate [P]	
9	Employees Provident Fund (EPF) as per Norms [Q]	
10	Employees State Insurance (ESI) as per Norms [R]	
11	Total (P+Q+R) [S]	

12	Contractors Service Charge [T]	
13	GST @ 18% (S+T)*18% [U]	
14	Total (S+T+U) [V]	
	Total Amount [G+V]	

Notes:

1. The rates quoted by the tendering agency shall be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each manpower.

Binding Contract: We understand that this Bid, together with your written acceptance thereof included in your Notification of Award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

Name of the Bidder: *[insert complete name of the Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder: ** [insert complete name of person duly authorized to sign the Bid]

Title of the person signing the Bid: [insert complete title of the person signing the Bid]

Signature of the person named above: [insert signature of person whose name and capacity are shown above]

Date signed [insert date of signing] **day of** [insert month], [insert year]

Important: To be completed and submitted/uploaded on the e-portal (www.uktenders.gov.in) in PDF form in the Financial Envelope along with the BOQ. **This Form shall be the part of Commercial Bid only and if the bidder fails to submit this Form, the bid shall be deemed non-responsive.**

** : Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

NOTE: THE PER MONTH SALARY INCLUDING EPF AND ESI PER PERSON SHOULD NOT EXCEED THE MAXIMUM AMOUNT MENTIONED IN THE SCHEDULE OF REQUIREMENTS.

CHECKLIST FOR TECHNICAL BID

S. No.	Particulars	Yes/No	If Yes, Page No.
1	Tender Fees		
2	Bid Security/EMD		
3	Affidavit of Correctness of Bid		
4	Power of Attorney		
5	Undertaking to the effect that the company has not been black-listed (duly notarized)		
6	Copy of PAN CARD issued by income tax department with copy of income tax returns for the last three FY		
7	Copy of GST Registration Certificate		
8	Copy of Incorporation Certificate		
9	Copy of valid GST Number		
10	Copy of valid Provident Fund Registration Number		
11	Copy of valid ESI Registration certificates with Latest Challan		
12	Proof of experiences & satisfactory performance certificates/ work completion reports as per the qualification criteria		
13	Certificate for Average Annual Turnover certificate for the last three FY duly certified by CA		
14	Copy of MoU		
15	Letter of Technical Bid and all the forms dully filled and signed and sealed		
16	Price Schedule Form To be submitted with Financial/Commercial Bid only in required format only		
17	Any other relevant document		
