

NATIONAL INSTRUCTIONAL MEDIA INSTITUTE

(AN AUTONOMOUS INSTITUTION)

Directorate General of Training

Government of India - Ministry of Skill Development and Entrepreneurship

Post Box No.3142, CTI Campus, Guindy Industrial Estate, Guindy, Chennai - 600 032.

Office : 044-2250 0657, 044-2250 0248 Director 044-2250 0256 FAX : 044-2250 0791

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NIMI/MS/A-11012/Estt/2017/454

Date: 21.06.2017

NOTICE INVITNG TENDER (NIT)

National Instructional Media Institute, (NIMI), Chennai, 600032, India invites from experienced and reputed manpower supplying agencies for outsourcing in various positions at NIMI, Chennai

Tender Enquiry No & Date	No: NIMI/MS/T-17016/2/PS/2017/454 dated: 21.06.2017
Description	Outsourcing of manpower for various positions
Total nos	22 for various positions
Specification	1. DTP Operator – 13 nos 2. Data Entry Operator – 4 nos 3. Draughtsman (CAD Operators) - 2 nos 4. Call Centre Executives - 3 nos
Single/ Double bid	Single
Bid Security (Rs.)	10,000

Interested bidders may download a complete set of bidding/Tender documents from the cpp portal <http://eprocure.gov.in/eprocure/app>.

The critical dates/schedule of tender is as under:

Last date & time for receipt of Bids through CPP:	06.07.2017	1430 Hours (IST)
Date & time of opening of bids:	07.07.2017	1500 Hours (IST)

The Director, NIMI, Chennai, reserves the right to accept or reject any quotation and cancel the bidding process and reject all the quotations at any time prior to placing the order without assigning any reason/notice whatsoever.

Tenders and supporting documents should be uploaded through e-procurement portal. Hardcopy of the tender documents will not be accepted. "No negotiation will be conducted with any of the bidders who participate in this tender".

All corrigenda, addenda, amendments, time extension, clarification etc. to the tenderer will be hosted on the websites and e-procure portal only and no separate notification shall be issued in the press, Prospective bidders are requested to regularly visit the website and e-portal to keep them updated.

DIRECTOR
NIMI, C.T.I. Campus,
Guindy, Chennai-600 032

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TENDER DOCUMENT

E-tenders are invited from experienced and reputed manpower supplying agencies for outsourcing of the services of the following personnel in National Instructional Media Institute, Guindy, Chennai-32.

SI no	Position	No
1.	DTP Operator	13
2.	Data Entry Operator	4
3.	Draughtsman (CAD Operators)	2
4.	Call centre Executives	3

1. Position details with qualification, experience and nature of duties

(I) DTP Operator (13 nos)

(A) Passed in Matriculation or equivalent examination.

(B) National Trade Certificate in Computer Operator and Programming Assistant course/ Data Preparation and Computer Software/ DTPO Course with 2 year experience in DTP work in PC.

(OR)

Degree in Computer Application from a Recognized University or any degree with 1 year experience in DTP work in PC

(OR)

(C) Should fulfill the criteria given below

- Typing speed of 40WPM(Minimum) in English
- Knowledge in Adobe PageMaker, Photoshop, Illustrator etc.
- Knowledge of English and any one regional languages viz. Hindi/Tamil/Telegu/ Marathi/Gujarathi . Typing and working knowledge in handling the software for DTP/Data Entry in these languages.

(D) Nature of Duties for DTP operator in Development/Translation section

- Data Entry for the Manuscript Developed in English, Hindi and other regional languages.
- DTP layout for the data entry made.
- Check for DTP layout and proof reading after getting it corrected from the experts.
- Incorporating the corrections.
- Taking of Novatrace /CD after approval from the coordinator.
- Checking of Novatrace/Final Print .

(II) Data Entry Operator (4 nos)

(A) Should be a Graduate from a recognized University having good knowledge of MS-Office (.Word, Excel, Power Point), MS-Access Internet etc. Candidate should have typing speed of 40WPM(Minimum) In English. Higher Secondary pass candidates having experience of working in Central Ministry/Department and possessing Certificate/Diploma in typing/computer may also be considered. Preference may be given to persons having knowledge of shorthand.

(B) Nature of Duties

- i. Perform various typing and other data Entry and processing related jobs specific to the section in which they are deployed.
- ii. Perform any other work assigned to them by the senior officers/officials and proficient in handling office gadgets like photocopying, Printers, Telephone Systems etc.

(III) Draughtsman (CAD Operators) 2 nos

(A) Passed in Matriculation or its equivalent examination with Science and mathematics.

(B) National Trade Certificate in the trade of Draughtsman Mechanical followed by 2 Years experience in using AutoCAD.

(OR)

National Apprenticeship Certificate in the trade of Draughtsman Mechanical followed by 1 year experience in using AutoCAD.

(OR)

Diploma in Mechanical engineering or equivalent followed by 1 year experience using AutoCAD.

Desirable

Knowledge in latest version of PROE, CATIA , SOLID WORKS, etc.

(C) Nature of Duties

Making 2D/3D model by using AutoCAD latest version

(IV) Call Centre Executives (3 nos)

(A) Passed in 12th standard examination with fluency in Spoken English and Hindi language and 1 year of working experience in Call centre

(OR)

Any Degree from recognized university with fluency in Spoken English and Hindi language

2. The number of DTP Operators, Data Entry operators, Draughtsman, Sales Assistant and Printing Press Assistants may increase/decrease based on the requirement of NIMI.
3. The initial period of contract would be up to one year from the date of award of the contract. The contract period can be extended further/terminated by NIMI based on the performance of the contractor. There shall not be any change in the services charge quoted by the firm in the tender and the amount will be same throughout currency of the tender.
4. The manpower will have to be supplied by the agency within 15days of award of contract.
5. Terms and Conditions: **As per Annexure-I.**
6. Only those who fulfill the following criteria may submit their bids:

- a) The manpower supplying agencies should have been in existence for more than 3 years. The details of business turn over for the least 3 years should be enclosed with the technical bid.
 - b) It should have been registered with the Government authorities concerned and a copy of each of the registration certificates shall be attached with the technical bid.
 - c) It should have PAN number and Sales Tax/Service Tax registration proof. Necessary documents in this regard may be attached with the technical bid.
 - d) It should not have been blacklisted by any Government Organization and on undertaking should be submitted to that effort.
 - e) a) It should be willing to take up the contract on the terms and conditions as at Annexure-I.
 - f) A photo copy of EPF registration.
 - g) A photo copy of ESIC registration.
7. An earnest money deposit of **Rs. 10,000/- (Rs. Ten Thousand Only)** in the form of Demand Draft drawn in favour of National Instructional Media Institute, Chennai may be submitted along with the technical bid, failing which the bid shall be rejected summarily.
8. While uploading the tender documents following particulars should be taken care of
- i. The proforma at **Annexure-II**, duly filled in.
 - ii. Agency profile, including previous experience of manpower to Government Departments.
 - iii. Acceptance of terms and conditions at **Annexure- I** by duly signing the pages with seal.
 - iv. Demand Draft for earnest money deposit.
 - v. All required documents at Para:6(a) to (g)
9. **The “Financial Bid” to be uploaded by the tenderer should contain only rates (not less than the minimum wages act of Tamilnadu) and to be quoted on monthly basis for normal duty of 8 hours per day per person for six day a week.**
10. The tender document should be submitted in www.eprocure.gov.in.
11. For details regarding procedure of uploading the tender and its related information please visit www.eprocure.gov.in.
12. The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required without any additional financial implications
13. The bids of the firms will be opened by the purchase committee on **July 7, 2017 at 3 PM**, in the presence of the tenderers or their representatives, if any.
14. Financial bids of the tenders whose tender is qualified technically will be opened for comparison of rates.
15. Tender received on or **after 2 P.M** on **July 6, 2017** will not be accepted.
16. All the uploaded pages of the tender document should be signed by the tenderers. Any alteration in the tender documents to be uploaded should be duly signed by the tenderers with seal.

EXECUTIVE DIRECTOR

Place: Chennai

TERMS AND CONDITIONS FOR OUTSOURCING OF THE SERVICES OF
DTP OPERATORS/DATA ENTRY OPERATORS/DRAUGHSTMAN(CAD OPERATORS)
/SALES ASSISTANT/PRINTING ASSISTANT

- i. All services on outsourcing basis shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
- ii. 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 the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local Police, collecting proofs of identify like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to NIMI. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request.
- iii. The service providers shall engage necessary number of persons as required by NIMI from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master and Servant or Employer and Employees relationship between the employees of the service provider and NIMI and further the said persons of the service provider shall not claim any employment, engagement or absorption in NIMI .
- iv. The service provider's persons shall not claim any benefit/ compensation/ absorption/regularization of service from/in NIMI under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
- v. The service provider's personnel shall not divulge or disclose to any person any details of office operation process, technical know-how, security arrangements, administrative/organizational matters as all are confidential/secret in nature.
- vi. If the L1 service provider is not supplying the manpower within 4 (four) weeks after issuing the order, the order issued to L1 service provider will be cancelled and it will be accorded to L2 service provider.
- vii. The service providers personnel's shall be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of NIMI. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- viii. The persons deputed should be between the age of **20-40** years and they shall not interfere with the duties of the employees of NIMI.
- ix. NIMI may require the service provider to dismiss or remove from the site of work any person or persons employed by the service provider who may be incompetent or of his/her/their misconduct and the service provider shall forthwith comply with such requirements. The service provider shall replace immediately any of its personnel if they

are unacceptable to NIMI because of security risk, incompetence, conflict of Interest and breach of confidentiality or improper conduct upon receiving written notice from NIMI.

- x. The service provider has to provide photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed and their loss to be reported immediately.
- xi. The service provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work in the office premises of NIMI.
- xii. The transportation, food, medical, and other statutory requirements in respect of each personnel of the service provider shall be responsibility of the service provider and NIMI shall not be liable or responsible for any expenditure on these account towards any personnel of the service provider.
- xiii. Working hours would be normally from **9.15 AM to 5.45PM** during working days including ½ an hour break in between. However, in exigencies of work they may be required to work late and the personnel may be called on Saturday, Sunday and other Gazetted holidays, if required. Each personnel should have compulsory attendance for **26 days** in a month..
- xiv. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and NIMI shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any obligation. The agency will require to provide particular for monthly remittance of EPF, ESIC of its employees engaged in NIMI.
- xv. Every month service provider will submit the bill, in triplicate, in the first week of the following month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.
- xvi. Payments to the service provider would be strictly on certification by the officer with whom the outsourced personnel is attached that his/her service was satisfactory and as his/her attendance shown in the bill preferred by the service provider.
- xvii. No wage/remuneration will be paid to any staff for the days of absence from duty.
- xviii. The service provider will provide the required personnel for a shorter period also in case of any exigencies as per the requirements of NIMI.
- xix. The service provider shall arrange for a substitute well in advance if there is any probability of the persons 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.
- xx. The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from NIMI to the service provider shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by NIMI in fulfillment of the contract from time to time.

- xxi. NIMI shall be not liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
- xxii. That the Agency on its part and through its own resources shall ensure that the goods, assigned to them are not damaged in the process of carrying out of the services undertaken by it and shall be responsible for act of commission and omission on the part of its staff and its employees, etc. If NIMI 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 NIMI for the same. The agency shall keep NIMI fully indemnified against any such loss or damage.
- xxiii. NIMI will maintain Bio metric attendance 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.
- xxiv. The successful bidder shall submit a Bank Guarantee of **Rs.50,000/- (Rupees Fifty thousands only)** in favour of National Instructional Media Institute, Chennai towards the security deposit from a nationalised bank in an acceptable form safeguarding the interest of NIMI in all respects. The security deposit shall remain valid for a period of 60 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 NIMI or on 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.
- xxv. The successful bidder will enter into an agreement in a court stamp of Rs.100/-(the cost of the court stamp paper to the borne by the service provider with NIMI for supply of suitable and qualified manpower as per requirement of NIMI on these terms and conditions. The agreement will be valid for a period of one year commencing from date of signing such agreement and shall continue to be in force in the same manner unless terminated in writing. The service charges quoted by the agency shall be fixed for a period up to one year from the issue of contract and no request for any change/modification shall be entertained before expiry of the period. Any change in the minimum wages made by the Government will automatically change the wages payable if it is less than minimum under this contract.
- xxvi. The service provider shall not assign, transfer, pledge or sub-contract the performance of service without the prior consent of NIMI.
- xxvii. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the agency from NIMI shall be forfeited by NIMI.
- xxviii. 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.

ANNEXURE- II

Sl.No	Particular	To be filled by the tenderer
1.	Name of the Agency	
2.	Details of EMD	
	(v) Amount	
	(VI) Draft No.	
	(VII) Date	
	(VIII) Issuing Bank	
3.	Date of establishment of the agency	
4.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contract person.	
5.	Whether registered with all concerned Government Authorities. (Copy of all certificates of registration to be enclosed)	
6.	PAN/TAN Number (copy to be enclosed)	
7.	Service Tax Registration Number (copy to be enclosed)	
8	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partner anywhere in India.	
9	Length of experience in the field.	
10.	Experience in dealing with Govt.Department.(Indicate the names of the Department and attach copies of contracts order placed on the agency)	
11.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance or the same, is attached.	
12.	Whether agency profile is attached	
13.	List of other clients.	

Compliance Statement for the Tender Specifications

NATIONAL INSTRUCTIONAL MEDIA INSTITUTE-CHENNAI

Tender Enquiry No: NIMI/MS/A-11012/Estt/2017/454

Date: 21.06.2017

Instructions

1.	You have to fill in all columns and ensure that you furnish all the required information accurately and unambiguously.
2.	If our specification contains any values, you have to provide your values against the column in the same unit as we have specified.
3.	Deviation in values, materials etc. from our specification may be explained in the remarks column

S.No	Check list of documents/ Undertakings?	YES/NO	Remarks (Give explanation if answer is No)
1	Is the bidder is authorized dealer.		
2	If authorized dealer, recent dated Certificate of Incorporation to this effect attached or not?		
3	Security deposit shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the service provider.		
4	Validity of 180 days or not		
5	Undertaking from bidder regarding acceptance of tender terms & conditions		
6	Whether special educational discount for National Instructional Media Institute (NIMI) given.		
7	The Prices quoted as per format of BOQ should be inclusive of all taxes		