

**e-REQUEST FOR PROPOSAL (eRFP)**

**for**

**Outsourcing of Manpower Services on contract basis  
for the different posts**

eTender Notice No. : IPA/PGAV/Manpower/2022 dated 08/12/2022



**Indian Ports Association,  
1<sup>st</sup> Floor, South Tower, NBCC Place  
Bhism Pitamah Marg, Lodhi Road,  
New Delhi-110003**

Cost of Document: Rs.1,500/-

**Indian Ports Association,  
1st Floor, South Tower, NBCC Place Bhisham  
Pitamah Marg, Lodhi Road, New Delhi- 110003 Tel. No.  
0091-011-24369061/63, 24368334,  
FAX: 011-24365866.**

Name of work : eRFP for “Outsourcing of Manpower Services on contract basis for the different posts”

Tender Notice No. : IPA/PGAV/Manpower/2022 Dated 08/12/2022

Cost of Tender Documents : Rs. 1,500/- (Non-refundable)

EMD : Rs. One Lakh.

Contract Period : Contract for a period of **Two Years** from the date of Contract.

Last date of Tender submission : 23/01/2023 by 1500 hrs.

Validity of Tender : 120 days from the due date

Tender Submission to : **Managing Director**, Indian Ports Association,  
1st Floor, South Tower, NBCC Place Bhisham Pitamah Marg, Lodhi Road, New Delhi-110003  
Tel. No. 0091-011-24369061/63, 24368334, FAX: 011-24365866.

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**Indian Ports Association,**  
**1st Floor, South Tower, NBCC Place Bhisam**  
**Pitamah Marg, Lodhi Road, New Delhi-110003**  
**Tel. No. 0091-011-24369061/63, 24368334,**  
**FAX: 011-24365866.**

**TENDER NOTICE**  
**FOR OUTSOURCING OF MANPOWER SERVICES ON CONTRACT BASIS**

**IPA/PGAV/Manpower/2022**

**DATED: 08/12/2022**

Indian Ports Association (IPA), a society registered under the Societies Registration Act, 1860, invites sealed tender in two bid system from reputed agencies Registered / Well established Manpower Service Provider Agencies /Firms having valid Registration Certificate, including registration with the Regional Labour Commissioner, EPF Registration, ESI Registration, GST Registration and PAN Card, up to date clearances/Certificate for providing manpower as per the details mentioned below on contract basis (subject to variation depending upon the actual requirement of IPA, initially for a period of two years).

The Agency should be registered under the relevant Authority of Central Govt/State Govt. for supply of manpower. The Agency should have at least three (3) years' experience of providing manpower to Government Organizations/PSUs/Societies as on the date of submission of RFP and should have a minimum average turnover of Rs. Two Crores during last three financial years (2019-20, 2020-21 & 2021-22). The persons to be deployed by the Agency should have the educational qualification/experience as indicated against each post mentioned in Annexure-I, II & III.

The selected Agency shall be initially appointed for a period of two years which may be extended further for one year through mutual consent. The hiring of services for providing Office Support staff through this tender shall have no employment obligation on IPA or any other organizations for which IPA depute the staff provided by the Agency.

1. The period of contract will initially be for a period of two years from the date of award of contract subject to review of performance every three months.
2. The Agency shall provide the required number of manpower within a period of 10 days from the date of the contract and failure to comply with the same or deficiency in service shall invite penalty or forfeiture of the security deposit for the omission/ deficiencies in service.
3. The Agency shall provide manpower for all the posts stated in this tender.
4. The rates for different category of manpower services that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government from time to time under contract Labour (R&A) Act – 1970 and the Minimum Wages Act 1948 and or announced by Central/State Government from time to time.
5. The tender which can be downloaded from IPA website [www.ipa.nic.in](http://www.ipa.nic.in) and CPP Portal, shall be submitted under **Two Bid System as under**

**5.1 "Technical Bid"** - Scanned copies of Technical Bid shall be submitted on e-Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app> (Technical Bid) containing information as prescribed in Form I, II, III, & IV etc and also one hard copy original and alongwith one soft copy in Pen drive. The

envelope of the hard copy submission shall carry the name of work and the name of Agency. The following should also be indicated. 'Tender Document- Do not open before due date'

- 5.1 "Financial Bid"** - The Financial bid should be submitted Online only as per the Price Schedule given in Form V Financial Proposal and attached in PDF format in e-procurement Portal only(CPPP) <https://eprocure.gov.in/eprocure/app>. Any Indication of Quoted Price in the online/hard copy of technical Bid Documents shall lead to rejection of the bid outright. For evaluation purpose the uploaded offer documents shall be treated as authentic and final. No hard copy of financial Bid shall be submitted.

The "Financial Bid" is for engaging manpower on monthly basis for normal duty of 8 (eight) hours per day per person in Form V. Service charges payable to the Agencies will take into account pay, PF, ESI and bonus as per rules.

"Tender for supply of Manpower" should be addressed to

**Managing Director, Indian Ports Association, 1st Floor, South Tower, NBCC Place, Bisham Pitamah Marg, Lodhi Road, New Delhi- 110 003** and should be submitted on or before 1500 hrs. of 23/01/2023. The **Technical Bids** shall be opened on 23/01/2023 at 1530 hrs. in presence of bidders, if they wish to be present.

Tenderer has to submit its tender, along with the required non-refundable fee of **Rs. 1,500/-** towards tender cost. However, exemption in submission of Tender Fee shall be provided to MSME bidders registered with NSIC for the subject work i.e. Manpower Supply.

6. The **Financial bids of the successful bidders**, who have been found technically qualified, will be opened at a later date and those technical qualified bidders shall be intimated separately before opening of financial bids.

Sd/-

Chief Administrative Officer,  
Indian Ports Association.

Attached

1.0 Eligibility Condition

2.0 Terms & Conditions

Form – I - Proforma

Form – II - Minimum eligibility criteriaForm –

III - Prior Experience

Form – IV - Declaration

Form – V - Proforma for Financial Bids (to be submitted in 2<sup>nd</sup> Cover)

**1. ELIGIBILITY CRITERIA:**

- a. The bidder should be registered as a Manpower Supplier with the relevant Authorities of Central Govt/State Govt. The bidder must be an Agency engaged in providing the **Manpower support services to various organizations** for at least three years with average turnover of minimum Rs. Two crores (average) during the last three financial years viz. 2019-20, 2020-21 and 2021-22. The bidder shall attach copies of audited balance sheet and profit & loss account or a certificate in original from a Chartered Accountant on the turnover for the reference financial years.
- b. During the last 10 years, the bidder must have provided manpower services to Ministries/Departments of the Govt. of India/Government Organisations/Central or State Public Sector Enterprises/Govt. Autonomous Bodies/Govt. Societies with the cost of services as following
- i) 3 works costing at Rs.15.00 Lakhs each
  - ii) 2 works costing at least Rs.20.00 Lakhs each
  - iii) One work costing at least Rs.30.00

Other documents to be furnished by the bidders

	<b>Document</b>
1	Registration with Regional Labour commissioner
2	EPF Registration
3	ESI Registration
4	Copy of PAN Card
5	Registration with Labour Department
6	Registration with GST department
7	Articles of Association/Bye Laws and Certificates/partnership deed
8	Self certificate that there is no litigation with Govt. Departments
9	Undertaking to supply all categories mentioned in Annexure I, II & III.
10	Undertaking (self-certificate) that the bidder has, in the past, supplied Provident Fund Statements and ESIC cards to its deployed individuals for the full period of their deployment in various organizations, and shall be responsible for all the acts & obligations under the provisions of Employees Provident Fund & Misc Act.
11	Valid registration certificates in case registered under MSME/NSIC for the subject work i.e. Manpower Supply (Division 78), in case exemption from payment of document fee and EMD to be availed.
12	Undertaking that the Agency has not been blacklisted by Central/State Government Agencies, Undertakings in the past two years

Note: Only bids fulfilling the above minimum eligibility criteria will be considered for evaluation.

## 2. TERMS AND CONDITIONS:

### 2.1 Bidding Process

#### 2.1.1 Bid Submission:

- a. Bidders are advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the bidder's risk and may result in the rejection of the bid.
- b. Scanned copies of Technical Bid shall be submitted on e Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>. An amount of **Rs. 1,500/- (Rupees one thousand five hundred only) towards tender fee and Rs. 1,00,000/- (Rupees one lakh only) towards EMD**, is payable for submission of bids. In case of payments of the above amounts by Demand Drafts, the DDs shall be drawn from a Nationalized/scheduled commercial bank, payable to Indian Port Association, New Delhi. Copies of the DDs should be scanned and uploaded along with the Technical proposal. In case the Agency has a valid MSME registration under the required category, namely supply of manpower (Division 78), such agencies are exempt from paying tender fee and EMD. A copy of the MSME certificate shall also be scanned and uploaded along with the Technical bid in such cases. Tender fee and EMD may also be submitted through NEFT, the details of which are as under.

Name of the Organization	INDIAN PORTS ASSOCIATION
Address of organization with PIN Code	1 <sup>st</sup> Floor, South Tower, NBCC Place Bhisham Pitamah Marg, Lodhi Road, New Delhi – 110003
Contact person	Consultant (Technical) 9822388841
Name of the Bank and Branch	Indian Overseas Bank Lok Kala Manch, Lodhi Colony, New Delhi
Account No.	149801000002360
IFSC Code No.	IOBA0001498
Beneficiary E-mail ID	<a href="mailto:ipa@nic.in">ipa@nic.in</a> <a href="mailto:prem.mpt@gmail.com">prem.mpt@gmail.com</a>
Document download from	08/12/2022
Pre-Application meeting	15.00 hrs on 22/12/2022
Hard copies of Applications to be submitted by	1500 hrs on 23/01/2023

Proof of submission of tender fee and EMD through NEFT shall be furnished in the Technical bid.

Agencies shall also submit a hard copy of the Technical Bid which shall reach IPA by the due date and time. The hard copy submitted shall contain apart from other documents, original demand drafts/copy of MSME certificate and a pen drive containing all the documents submitted as hard copy. The outer envelope of the hard copy submission shall contain the name of agency, name

of work RFP no. and the following written in bold letters. '**Tender Document. Do not open before due date and time.**'

- c. The Financial bid should be submitted Online only as per the Price Schedule given in Form V Financial Proposal and attached in PDF format in e-procurement Portal only (CPPP) <https://eprocure.gov.in/eprocure/app>.

### **2.1.2 Forfeiture of Earnest Money Deposit (EMD)**

The Earnest Money Deposit shall be forfeited if a Bidder: -

- Withdraws its bid during the period of bid validity.
- Does not accept the correction of errors.
- In case of the successful Bidder fails to sign the contract within the stipulated time.
- Bidder fails to execute the contract within stipulated time

### **2.1.3 Pre bid meeting**

IPA shall hold a pre-bid meeting with the prospective/interested bidders at 1500 hrs. on 22/12/2022 in the IPA Conference Hall. Queries shall be sent at least two days prior to the pre bid meeting. The queries may be sent to IPA through email at [ipa@nic.in](mailto:ipa@nic.in) or [prem.mpt@gmail.com](mailto:prem.mpt@gmail.com).

### **2.1.4 Last date for submission of bids**

- a. Bids, complete in all respects, must be submitted by the due date and time.
- b. IPA may, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of IPA and the Bidders shall be applicable to the extended timeframe.
- c. The offers submitted by fax/email or any manner other than specified above shall not be considered. No correspondence shall be entertained on this matter.
- d. At any time prior to the last date for receipt of bids, IPA, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. The amendment shall be notified on IPA's website <http://www.ipa.nic.in> and also on CPP portal and these amendments shall be taken into consideration by the prospective bidders while preparing their bids. Guideline on CCP portal is given at Appendix-I.
- e. In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, IPA may, at its discretion, extend the last date for the receipt of bids. No bid shall be modified or revised subsequent to the last date for receipt of bids. No bid shall be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval shall result in forfeiture of Bidder's EMD.
- f. The bidders shall bear all costs associated with the preparation and submission of their

bids. IPA shall, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

- g. In case the terms and conditions of the contract applicable to the Invitation of bid are not acceptable to any bidder, they must clearly specify the deviations in their bids.

#### **2.1.5 Opening of Bids**

- a. IPA shall open the technical proposal on due date. The technical proposals of only those bidders whose tender fee and EMD drafts are found in order shall then be passed on to a duly constituted Technical Evaluation Committee (TEC).
- b. Financial bids of only the technically qualified bidders shall be opened online on a notified date and time.

#### **2.1.6 Bid Validity**

All the bids shall be valid for a period of 120 days from the date of tender opening for placing the initial order. However, the rates shall be valid for the initial/extended period in case IPA decides to extend the contract. No request shall be entertained for price revision during the extended (contract) period. If necessary, IPA may seek extension in the bid validity period beyond 120 days. The bidders, not agreeing to such extension may be allowed to withdraw their bids without forfeiture of their EMD.

#### **2.2 Evaluation of Bids**

- a. When deemed necessary, IPA may seek clarifications on any aspect of their bid from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. This shall also not mean that their bid has been accepted.
- b. IPA may waive any minor non-conformity or irregularity in a bid, provided such waiver does not prejudice or affect the sanctity of the bidding process.
- c. Any effort by a bidder to influence IPA's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bidder's bid and forfeiture of the EMD.
- d. IPA reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidders or bidders and of any obligation to inform the affected bidders of the grounds for IPA's action and without assigning any reasons.
- e. If there is a discrepancy between words and figures, the amount in words shall prevail.

#### **2.3 Technical Evaluation**

The two-stage procedure shall be adopted for evaluation of the bids. In the first stage, the technical bids shall be evaluated by a duly constituted Technical Evaluation Committee (TEC).

The first process for the TEC is to examine the eligibility of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria shall be rejected. Subsequently, the TEC would examine the technical details and may ask for additional information from the bidders. On request from the TEC, the bidders shall have to produce documents and/or information. The time limit, in which the bidders' have to submit additional information, shall be decided by the TEC and its decision shall be final in this regard. Bids of the bidders failing to adhere to the specified time limit shall be rejected.

#### **2.4 Financial Evaluation**

- a. On completion of the Technical evaluation, Financial Bids of only the technically qualified Bidders shall be opened.
- b. L1 is the agency quoting least percentage of agency charges/ handling fee in the financial bid table. In case two or more agencies quote the same percentage, the agency with the highest turnover taken together for three reference years shall be considered as L1.
- c. **Agency charges quoted by the bidder shall not be less than one percent.** Any agency not adhering to this stipulation shall be considered unresponsive and such bid shall not be considered.

#### **2.5 Award of Contract**

- a. On written communication from IPA for having qualified the selected bidder shall sign the contract within 7 days of such communication, failing which the offer will be treated as withdrawn and EMD forfeited.
- b. IPA will award the contract for availing the services which will be initially for two years. Depending on the requirements, IPA may extend the period of contract for one more year through mutual consent. In such case, the selected bidder will have to renew/re-submit the security deposit for the extended period of contract.
- c. The selected bidder will give Security Deposit of Rs 100,000/- (Rupees One Lakh only) in the form of Bank Guarantee from a Scheduled/Commercial Bank for the duration of the contract period or extended period, if any, in favor of Indian Ports Association, New Delhi.

#### **2.6 Providing Services/Support**

- a. For the deployment of professionals, the selected bidder (Agency), on demand from IPA, shall forward a list of eligible candidates. The Agency shall post only the candidates recommended by IPA. The names of candidates, rejected by the IPA shall not be forwarded again for a period of three months.
- b. In case the Agency fails to submit list of eligible candidates, on demand, to IPA three times in a row, the contract shall be cancelled and Security Deposit shall be forfeited.
- c. The Agency shall deploy the requisite manpower within 30 days of placing the work order by IPA. Beyond 30 days a penalty of Rs 300/- per day per person shall be levied for a period of 10 days and after that the work order shall be treated as cancelled and manpower obtained from alternate sources at the risk and cost of the defaulting Agency. The work order cancellation charges shall be applicable.

- d. For the manpower deployed, the agency shall keep with them proof of identity viz. passport/DL/Aadhar Card etc. their present and permanent address (with proof), educational and technical qualification details, specimen signature, two passport size photographs and furnish this details/information to IPA for verification, as and when required.
- e. The agency shall issue appointment order to the deployed manpower only after character verification from a gazetted officer. A copy of the appointment order should be endorsed to the CAO. Agency deployed professionals shall wear the agency issued I-cards on their person at their respective places of work.
- f. The personnel hired from the agency shall report to IPA, who shall assign them specific tasks as per job profile given at Annexure .
- g. The agencies shall ensure that remunerations are given to the deployed manpower intime. Any unjustifiable delay, beyond seven working days from the receipt of the satisfactory performance/attendance report, shall attract a penalty as per the penalty clause. It is the responsibility of the agency to procure the performance/attendance report from the CAO in IPA before end of the month subject to limit of the first week of the succeeding month.
- h. In case of MTSS/Cooks/Skilled Staff Car Drivers, minimum wages are payable as prescribed by the Government of NCT of Delhi from time to time and other statutory payments prescribed by the Delhi Government from time to time. The agency shall also provide two pairs of uniform in summer and two pairs of uniforms along with two sweaters(one without sleeves and one full sleeves) in winter as specified by the IPA within 15 days of deployment/specification, whichever be later. The cost of the uniforms upto Rs 5000/- per year shall be borne by IPA. This amount shall be credited to the saving accounts of MTS, Cooks and Drivers by the agency.
- i. In case any personnel of the Agency is found engaged in doing any work other than the task assigned to him/her or is found not useful to the project or leaves the project without any notice, the agency shall arrange the replacement within one week at its own cost, otherwise the penalty will be applicable as per the penalty clauses.
- j. The agency shall be responsible for any damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at IPA's premises. All equipment shall be used only for the purpose of carrying out legitimate business of organization and shall not be put into any other use. For any established damage the extent of damage as decided by IPA shall be final and binding on the agency.
- k. The staff deployed by the agency shall maintain office decorum and follow all the office timings for punctuality. They shall be courteous, polite and cooperative and able to resolve the problems. The agency shall verify the character antecedents before deploying any person at IPA. The agency shall be fully responsible for the antecedents/deeds of its deployed manpower, hence shall verify the same on its own before deployment of any manpower.
- l. Medical or any other allowances to the staff deployed shall not be borne by IPA. It shall be the responsibility of the agency.

## 2.7 Penalty for non-performance

- a. The Agency shall deploy the requisite manpower within 30 days of placing the work order by IPA. Beyond 30 days a penalty of Rs 300/- per day per person shall be levied for a period of 10 days and after that the work order will be cancelled and manpower will be obtained from alternate sources at the risk and cost of the defaulting Agency. Work order cancellation charges will be applicable.
- b. In case of the starting date of work order is from "date of joining" the manpower shall be deployed within 30 days from the date of issue of work order. Beyond 30 days a penalty of Rs 300/- per day per person will be levied for a period of 10 days and after that the work order will be cancelled and manpower will be obtained from alternate sources at the risk and cost of the defaulting Agency. Work order cancellation charges will be applicable.
- c. The agencies will ensure that remunerations are disbursed to the deployed manpower/technical professionals latest by the 7<sup>th</sup> of the following month. Any unjustifiable delay, beyond seven working days from the receipt of the satisfactory performance/attendance report, will attract a penalty @ Rs 500/- (Rupees Five hundred only) per day per person. Beyond seven days IPA reserves the right to cancel the work order and change the agency. In addition to the penalty, work order cancellation charges will be applicable.
- d. The defaulting Agency is liable to pay work order cancellation charges of 10% of Contract value which shall be realized through the pending bills or Security Deposit or by raising claims.
- e. In case of levy of 3 cancellations charges of the work orders, the contract shall be terminated, Security Deposit shall be forfeited and work get done from alternate sources at the risk and cost of the defaulting Agency.

## 2.8 Payment terms

- a. The Payments to the Agency will be made on the basis of the man days of the services provided at IPA premises. Monthly Remuneration/wages to deployed manpower shall be made by the Agency through NEFT/Direct bank transfer. The Agency shall submit their GST compliant tax invoices to IPA for processing release of statutory payments namely, Provident fund and ESI.
- b. All payments to the agency shall be made subject to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961, penalty for late payments and other taxes if any applicable as per Government rules.
- c. The agency shall submit Pre-receipted bills in triplicate by the 15<sup>th</sup> day of the succeeding month enclosing therewith:
  - i. Payment to their deployed staff; on receipt of a satisfactory performance certificate from the project head/user's authorized representative. The payment will be made for the number of days worked in a month as reported by the project head/user's representative within 7 days of the receipt of such information. This certificate should be sent to IPA along with the bills for reimbursement.
  - ii. The Agency shall submit a copy of the appointment letter issued to the deployed professionals along with the first bill for claiming reimbursement for the services

provided to IPA.

- iii. Proof of e-Payment to individual's accounts and amount paid to the individual deployed manpower.
  - iv. Agency shall submit documentary evidence of actual expenditure incurred by the individual, for days attending outside duty, duly certified by IPA.
  - v. Pre-receipted bills in triplicate shall be raised in terms of man-days. Reimbursement/ Payment shall be made within 30 days of submission of completed documents.
  - vi. Location wise pre-receipted bills in triplicate shall be raised in terms of man-days for corresponding locations if man power is deployed in different locations as per work-order.
- d. After completion of one year of the deployed individual, annual enhancement, as prescribed Financial Bid Form V will be admissible.
  - e. Work done on holidays (Saturday, Sunday and other holidays): Manpower shall be deployed on holidays only after obtaining prior approval from the competent authority of the IPA. Agency shall pay remunerations to man power for extra days work done on pro rate basis and claim. Agency charges shall be applicable on remuneration paid for extra work done. For extra work/work done on holidays/Saturdays/Sundays exceeding 30 hours in a month; bio-metric attendance records of the deployed manpower shall be submitted by the agency.

## **2.9 Security**

- a. The agency shall ensure that no information about the software, hardware, database and the policies is taken out in any form including electronic form or otherwise, by the manpower posted by them.
- b. The agency or its deployed personnel, by virtue of working on IPA, shall not claim any rights on the work performed by them. IPA shall have absolute rights on the work assigned and performed by them. Neither any claims of the agency or its deployed professionals shall be entertained on the deliverables.

## **2.10 Indemnity**

- a. The agency shall indemnify IPA of all legal obligations of its professionals deployed in respect of any damages/breach of trust, duties, contract and/or failure in compliances of statutory laws/rules & regulations viz. Provident Fund & Misc. provisions Act, Minimum Wage Act, ESI Act etc.
- b. IPA shall also stand absolved of any liability on account of death or injury sustained by the Agency staff during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff.

## **2.11 Indian Ports Association (IPA)**

- a. The selected agency shall not, without IPA's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of IPA in connection therewith, to any person other than a person employed by the agency in the

Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

- b. The selected agency shall not outsource the work to any other associate/franchisee/thirdparty under any circumstances. If it so happens then IPA shall impose sanctions which shall include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.
- c. IPA may by written notice sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination shall specify that termination is for IPA's convenience, the extent to which performance of work under the work order and /or the contract is terminated, and the date upon which such termination becomes effective. IPA reserves the right to cancel the remaining part and pay to the selected agency an amount for partially completed Services which shall be decided by IPA.
- d. In the event of the agency's company or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with IPA, shall be passed on for compliance by the new company / new division in the negotiation for their transfer.
- e. The agency shall agree with IPA for honoring all aspects of fair trade practices in executing the orders placed by IPA.
- f. The Technical support to the project shall be provided throughout the country and the period for which the support is required shall be indicated by IPA from time to time.

#### **2.12 Termination for Insolvency**

IPA may at any time cancel the work order / contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

#### **2.13 Termination for default**

- a. Default is said to have occurred
  - If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by IPA.
  - If the agency fails to perform any other obligation(s) under the contract / work order.
- b. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from IPA (or takes longer period in spite of what IPA may specify in writing), IPA may terminate the contract / work order in whole or in part. In addition to above, IPA may at its discretion also take the following actions: -

IPA may transfer upon such terms and conditions and in such manner, as it deems appropriate, the work order for similar support service to some other agency and the defaulting agency shall be liable to compensate IPA for any extra expenditure involved towards support service to complete the remaining scope of work.

### 2.14 Force Majeure

- a. Force majeure clause shall mean and be limited to the following in the execution of the contract placed by IPA:-
  - War /hostilities.
  - Riot or civil commotion.
  - Earthquake, flood, tempest, lightning or other natural physical disaster.
  - Restriction imposed by the Central/State Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.
- b. The agency shall advise IPA in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, IPA reserves the right to cancel the order without any obligation to compensate the agency in any manner for what so ever reason.

### 2.15 Arbitration

If any dispute or difference arises under or in connection with the contract or the work order, the vendor and IPA shall make every effort to resolve the same amicably, by direct negotiation. If the dispute or difference is not resolved amicably, the same shall be referred to an arbitrator appointed by the Managing Director, IPA, who shall proceed under the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time and the rules framed there under. The arbitration proceedings shall be held in English language in New Delhi, India. The decision of the arbitrator shall be final and binding.

### 2.16 Applicable law

The work order shall be governed by the laws and procedures established by Government of India, within the framework of applicable legislation and enactments made from time to time concerning such commercial dealings/processing.

### 2.17 Clarification on the date of joining mentioned in work order

- (a) In case of the start date of work order is “date of joining”, the agency shall ensure that manpower is deployed within 30 days from the date of issue of the work order.
- (b) In case of extended period, if the work order issued with start date as “date of joining”, special permission may be obtained from the competent authority for extension beyond 30 days from the date of issue of the work order.
- (c) If the work order is issued for certain number of man power with start date mentioned as “date of joining”, the agency shall ensure that all manpower deployed will be within 30 days from the date of issue of work order otherwise the deployed number of manpower only permissible.
- (d) Non deployment of manpower within 30 days from the date of issue of the work order, the

work order shall be treated as cancelled and shall attract a penalty @ Rs 300/- (Rupees Two hundred fifty only) per day per person shall be levied for a period of 10 days and after that the work order shall be deemed to have been cancelled and the manpower shall be obtained from alternate sources at the risk and cost of the defaulting agency. Work order cancellation charges shall be applicable.

- (e) No work order shall be issued as start date as “date of joining”, for earlier work done period.

### 2.18 Other Terms & Conditions

1. The Agency shall verify and submit whether any Police records/criminal cases are pending against persons supplied by the Agency. 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 Agency shall be verified by the Agency before their deployment after investigation by the local police, collecting proofs of residence and recent photograph and **submit the PVC (Police Verification Certificate) to IPA**. The Agency shall also ensure that the personnel deployed are medically fit and shall keep record and certificate of their medical fitness. The Agency shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
2. The Agency shall provide the Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately to agency/police and IPA.
3. The Agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote goodwill and enhance the image of IPA. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
4. IPA may require the Agency to dismiss or remove from the site of work, any person or persons, employed by the Agency, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
5. The Agency shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
6. IPA shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Agency.
7. The Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
8. That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the other employees of the IPA Department.
9. The Agency's persons shall not claim any benefit/ compensation / absorption / regularization of services in this office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other law.

Undertaking from the persons deployed to this effect shall be required to be submitted by the Agency to IPA.

10. The person deployed through the Agency shall not have any claim of Master & Servant relationship against this office.
11. The Agency shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, betel leaf, smoking, loitering without work.
12. The Agency shall engage the necessary person as required by our office from time to time. The said person engaged by the Agency shall be employee of the Agency and it shall be the duty of the Agency to pay their remunerations every month in time. There is no Master & Servant relationship between the employees of the Agency and the IPA, further that the said person(s) of the Agency shall not claim any benefit from IPA. The contractor should not stop the payment of remuneration on account of delays not attributed to the engaged manpower.
13. The transportation, food, medical facilities and other statutory requirements under the exclusive various Acts/Government Regulations, if applicable, in respect of each personnel of the Agency shall be the responsibility of the Agency. This shall include payment of PF, ESI, and GST etc. However, payments in respect of PF, ESI, Bonus etc. or any such other statutory requirements to the successful contractor shall be made subject to furnishing of proof of such payments to the concerned authorities indicating the PF No., ESI No. etc. of the outsourced persons every month without fail and before submitting bills for the subsequent months. The bill should be for reimbursement of the actual amount to the service rendered by the contractor. Documentary evidence for having deposited PF, ESI in r/o deployed person shall be submitted by the Agency to IPA along with their monthly bill. Payment for the month plus PF, ESI and bonus paid shall be considered for determining the service charges payable to the Agency.
14. Working hours shall be decided by the head of the Department concerned in the interest of the IPA.
15. The Agency shall submit the bill in triplicate before end of the respective month latest within the 1<sup>st</sup> week of following month for payment. The payment will shall be made on pro-rata basis whatever the amount comes to after necessary deduction in terms of non-permissible absence of the manpower.
16. The Agency shall provide the required personnel for shorter period also, in case of any exigencies as per the requirement of the office.
17. The Agency shall provide an equivalent 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 Agency.
18. If for any reason the personnel deployed by the Agency intends not to attend office for any emergent reason, he/she must properly intimate the Controlling Officer and the

Concerned Administration before such absence or in case of Medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she would be absent. The Agency shall provide a substitute in case the absence exceeds 3 days or even earlier.

19. Payments to the Agency shall be strictly on submission of bio-metric attendance record and/or on certification by the office with which he is attached that his services were satisfactory and attendance as per the bill preferred by the Agency.
20. The Agency shall be contactable at all times and message(s) sent by E- mail/Fax/Special Messenger/Phone from the center to the Agency shall be acknowledged immediately on receipt on the same day. The contractor shall ensure every day that the required manpower have been supplied.
21. Indian Ports Association reserves the right to cancel the contract at any stage without assigning any reason.
22. The agreement may be terminated by either party by giving one month's notice in writing 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 the IPA shall be forfeited.
23. That on the expiry of the agreement as mentioned above, the agency shall 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 of the personnel of the agency or payment of their remuneration, it shall be the entire responsibility of the agency to pay and settle the same.
24. Jurisdiction  
All disputes and differences arising out or in any way touching or concerning the contract shall be within the jurisdiction of courts in New Delhi.
25. Contact person from the contractor must be available on call basis to solve the day to day issues relating to the issue of the manpower deployed by the Agency.
26. Agency charges/handling fee quoted by the bidder necessarily has to be over and above one percent. Any agency not adhering to this stipulation shall be considered unresponsive and such bid shall not be considered.
27. The Agency shall be responsible for payment of maternity benefit to the individual employee deployed under the contract and who are eligible for payment of such benefits under the provisions of the Maternity Benefit Act 1961. IPA shall reimburse the benefits paid by the Agency to the employee concerned subject to fulfillment of eligibility criteria. The date of commencement of the contract or the actual deployment of the individual employee, whichever is later shall be treated as the starting date for calculating the qualifying period under Section 5(2) of the Maternity Benefit Act, 1961.

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## FORM – I

## PROFORMA

To,

The Managing Director,  
Indian Ports Association,  
1<sup>st</sup> floor, NBCC Place,  
B P Marg, Lodi Road,  
New Delhi – 110003.

**Subject : Providing Manpower Services on Contract Basis.**

Sir,

I have read and examined in detail the tender document in respect of providing manpower services on contract basis, do hereby express our interest to provide such services.

I

Correspondence Details:

- 1) Name of the Company
- 2) Address of the Company
- 3) Designation and address of the person to whom all references shall be made regarding this tender.
- 4) Telephone (with STD Code)
  - a. E-mail of the contract person
  - b. Fax No. (with STD code)

It is certified that the person, who shall engage in duties are competent enough and have necessary qualification for taking up this assignment.

Document framing part of the bid: -

- 1) Form II : Minimum eligibility
- 2) Form III : Prior Experience
- 3) Form IV : Declaration Letter
- 4) Form V : Financial Bid
- 5) Earnest Money Deposit & Document Fee
- 6) Letter of authorization (in the name of contract person) representing the company duly authorized by the competent authority

Thanking you,

Yours faithfully,

(Signature of Authorized Person)

Place \_\_\_\_\_ Name \_\_\_\_\_

Date \_\_\_\_\_ Designation \_\_\_\_\_

Seal \_\_\_\_\_

**FORM – II (TECHNICAL DETAILS)****MINIMUM ELIGIBILITY**

- a) Name of the Agency:
- b) Incorporated as \_\_\_\_\_ in year \_\_\_\_\_ at \_\_\_\_\_  
(State Registered Firm, Co-operative Society or Partnership Firm & attach documentary evidence)
- c) Registered with \_\_\_\_\_ (State Govt/Central Govt/Local Bodies for \_\_\_\_\_ (name of services namely manpower supply, house keeping etc. with documentary proof)
- d) Whether any Legal Arbitration/proceeding is instituted against the Agency or the Agency has lodged any claim in connection with works carried out by them. If yes, please give details.
- e) Whether the agency complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act: Yes/No (Attach documents)
- f) Agency profile(\*)  
Address:  
  
Name of the top executive with designation:  
Telephone No: \_\_\_\_\_ Mobile : \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Agency's GST No : \_\_\_\_\_  
PAN : \_\_\_\_\_  
Office Strength : Technical: \_\_\_\_\_ Nos. Administrative: \_\_\_\_\_ Nos.
1. Turn over from Manpower : (In Rs.Crores) (Please see Clause 1a)

2019 -20	2020-21	2021-22

2. Details of work carried out during the last 10 years (Please see Clause 1b – Eligibility criteria)

**The firm should have an office in New Delhi. (Attach documentary evidence)**

Address of the firm in Delhi-

**FORM III (TECHNICAL DETAILS)**

**PRIOR EXPERIENCE**

**(Using the format below, provide information in respect of the each Organisation for whom manpower was provided by the company during the last Ten years)**

- 1) Name of the Company/Firm/Agency along with its address and details of contract to whom manpower was provided
- 2) Type of manpower provided and their number.
- 3) Copies of work orders/Award of work from clients
- 4) Successful completion certificate from clients for the work executed/under execution with Contract Value, Year of Contract, Type/designation of Manpower Categories supplied in execution of contract.

Yours faithfully

(Signature of Authorized Person)

Place \_\_\_\_\_ Name \_\_\_\_\_

Date \_\_\_\_\_ Designation \_\_\_\_\_

Business Address \_\_\_\_\_ Seal \_\_\_\_\_

**FORM – IV**  
**DECLARATION**

**Declaration on official letter head stating the following :**

- 1) We are not involved in any litigation that may have an impact or compromising the delivery of service as required under this tender.
- 2) We are not black-listed by any Central/State Government/Public Sector Undertaking in India for the subject work/Job during the last two years as prescribed in this Tender.
- 3) An undertaking (self-certificate) that the bidder has, in the past have deposited all dues of Provident Fund in respect of Manpower deployed by them, have supplied Provident Fund Statements and ESIC cards to its deployed individuals for the full period of their deployment in various organizations, and shall be responsible for all the acts & obligations under the provisions of Employees Provident Fund & Misc . Act, ESI Act and/or all other relevant Acts governing the provisions of manpower supplies
- 4) An undertaking to supply all Categories mentioned in Annexure-I, II & III.

Yours faithfully,

(Signature of Authorized Person)

Place: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

Business Address \_\_\_\_\_ Seal \_\_\_\_\_

**Form V**  
**PROFORMA FOR FINANCIAL BID (To be uploaded in the CPP Portal)**  
**(in 2<sup>nd</sup> cover)**

Name of the Agency:

**Prescribed Monthly Rates for various categories**

All figures must be quoted in Rupees

S. No.	Category/ Payment Head	Prescribed payment per month per person (without taxes)*	Annual Enhancement (After completion of 1 year)	Agency Charges (%) of A
		A	B	C
1	Technical Assistant	21,184	5% of A	
2	Data Entry Operator	21,184	5% of A	
3	Stenographer	26,722	5% of A	
4	Sr. Office Assistant	22,722	5% of A	
5	Office Assistant/ Assistant	21,184	5% of A	
6	MTS/Cook/Skilled Staff Car Drivers	As prescribed by the Government of NCR of Delhi from time to time	Not Applicable	
7	Programmer Assistant	21,184	5% of A	
8	Programmer	28,222	5% of A	
9	Senior Programmer	34,722	5% of A	
10	Management Associate	34,722	5% of A	
11	Sr. Management Associate	42,722	5% of A	
12	Research Associate	42,722	5% of A	
13	Consultant	52,722	5% of A	

*\*IPA reserves the right to pay more than the above prescribed payments to experienced and deserving candidates.*

**Note:** GST (as applicable from time to time) shall be charged extra.

1. The selected agency will mandatorily pay the prescribed amount to the hired employees. IPA will reimburse amount towards prescribe emoluments and Provident Fund, Employee Insurance or Bonus etc. as per statutory requirement on furnishing of proof of such payments as per provision under clause 13 of RFP.
2. L1 is the agency quoting least percentage of agency charges. In case two or more agencies quote the same percentage, the agency with the highest turnover taken together for three reference years will be taken as L1.
3. The professionals deputed to work on the projects would observe the working days/hours of IPA. Honorarium, overtime etc, beyond office hours is admissible to the deployed professionals as per rules & regulations of IPA conveyed to agency from time to time. Overtime shall be linked with bio-metric attendance of the deployed manpower, and shall be applicable on pro-rata basis. Documentary evidence duly certified by the controlling officer may be submitted by the Agency along with monthly bills

4. Agency charges are not applicable on expenditure paid on outstation duties.
5. For domain experts/specialists for the subject in various discipline such as Law/Finance & Accounts/Engineering (any discipline)/Marketing etc., having experience of more than 10 years, emoluments and role & responsibilities shall be fixed by the competent authority at IPA commensurate with relevant experience and qualification
6. For computing the service charges for a particular month, the salary paid for the month plus, PF contribution, ESI contribution and bonus payment will be considered.
7. The Agency charges quoted will be uniform for all the categories of manpower
8. GST as applicable will be paid separately by IPA. Agency charges will not be applicable for the GST amount.

**(Signature of Authorized Person)**

Place \_\_\_\_\_ Name \_\_\_\_\_

Date \_\_\_\_\_ Designation \_\_\_\_\_

**Annexure – I**

**Qualifications & Experience for Technical Assistants and Data Entry Operator (Entire education must have been pursued through a Government recognized institution)**

**1. Technical Assistant****Job Description:**

First line bug fixing and maintenance of Local Area Networks or all electrical, electronics and IT equipment. Assistance in hardware evaluation/testing.

**Educational Qualifications & Experience:**

- a. Three years diploma in Information Technology / Computer Science / Electronics / Telecommunication / Electrical pursued through a Government recognized polytechnic with minimum one year experience
- b. B.Sc in Physics/Electronics either H/w & Networking course or O/A level course of DOEACC, with a minimum experience of two years.

**2. Data Entry Operator****Job Description:**

Data transcription onto computer amenable formats. Data entry and verification, data validation, reconciliation of validation errors. Project report generation. Preparation of documents, letters and tables, power point presentations, document conversion and computer file handling.

**Educational Qualifications & Experience**

Any Graduate with minimum one year experience and with English typing speed on computers — 40 words per minute, Proficiency in Microsoft software tools like MS-Word, Excel, Access and Power Point. Or O level course of DOEACC or Equivalent

**OR**

High school with 6 years experience in MTS staff and knowledge of computer tools like MS-Word, Excel, Access and Power Point.

**3. Stenographer****Educational Qualifications & Experience**

Any graduate from the recognized Board /University,  
 Short hand speed — 80 wpm (in English).  
 Transcription speed of 30 wpm (in English).  
 Good working knowledge of MS- Office.  
 Three years experience in relevant field (secretarial assistance).

**Desirable Qualification**

Degree in Commerce.  
 Diploma/ Certificate in office management / secretarial practice or equivalent/ similar qualification from Govt. Polytechnic or other reputed institutions.

**Job Description:**

Takes dictation in shorthand of correspondence, reports, and other matter, and operates Computer to transcribe dictated material. To performs variety of clerical duties.

#### **4 & 5 Sr. Office Assistant / Office Assistant/Assistant**

##### **Educational Qualification and Experience:**

- a. Degree from recognized university.
- b. Knowledge of office productivity tools like MS-Office.
- c. Six years' experience in relevant field for the post of Sr. Office Assistant and three years' experience for the post of Office Assistant.

##### **Job Description:**

- i To assist in discharge of day to day office function.
- ii To carry out all secretarial and related work.
- iii To provide direct support to seniors in managing daily clerical tasks.
- iv Develop and maintain a filing system.

#### **6. Multi-Tasking Staff(MTS)/Cook/Skilled Staff Car drivers**

##### **Educational Qualification and Experience:**

- a Matriculation
- b Prior experience of one year is required for cooks.
- c In case of Skilled Car driver, valid commercial driving license is mandatory with minimum two years' experience.

### Educational Qualifications & Experience of Technical Professionals

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All graduate degrees/diplomas should be minimum second class pursued through full time course of a Government recognized university/institution.

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#### 1. Senior Programmer

- a. Same as for programmer and experience of 3 years as programmer in software development and independently handling of projects.

The experience here means continuous working experience on government projects duly certified by the government organization where the work was performed.

#### 2. Programmer

- a. MCA/BE /B.Tech with specialization in computers/Electronics & Communication  
OR  
b. M.Sc. in Computer Science/IT and one year's experience in software development  
OR  
c. Masters degree Physics /Mathematics /Statistics /Operations Research  
/Electronics with

(i) Post Graduate Diploma in Computer Science and one year's experience in software development

or

(ii) two years experience in software development.

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For Programmer Assistant: All graduate degrees/diplomas Regular or through correspondence with minimum second class pursued through a Government recognized university/institution.

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#### 3. Programmer Assistant:

- a. M.Sc in Computer Science/IT.  
OR  
b. Masters degree in Physics/Mathematics/Statistics/Operations Research/ Electronics and one year's experience in software project operations and Maintenance.  
c. Graduate in Computer science / IT / Physics / Maths / Statistics / Electronics/ Operations Research with  
(i) Post Graduate Diploma in Computer Application and one year's experience in software project operations and maintenance.  
OR  
(ii) Two years' experience in software project operations and maintenance.  
OR  
(iii) BCA with two year experience in software project operations and maintenance.

### **Educational Qualifications & Experience of Management Professionals**

All graduate degrees/diplomas should be minimum second class pursued through fulltime course of a Government recognized university/institution.

#### **1. Management Associate**

- a. MCA / BE /B.Tech with one year experience
- b. B.Sc.in Computer Science/IT and one year's experience in software development.
- c. Bachelor degree Physics /Mathematics/Statistics/Operations Research /Electronics with Masters degree in Business Administration (MBA/PGDM)
- d. Masters degree C o m m e r c e / Economics with Master degree in Business Administration(MBA/PGDM).
- e. Graduate in commerce/economics from a recognized university with 5 years relevant experience
- f. LLB, CA, ICWA with Master degree in Business Administration(MBA/PGDM).

#### **2. Senior Management Associate**

Same as for Management Associate and experience of 3 years in experience in handling projects

The experience here means continuous working experience on government projects duly certified by the government organization where the work was performed.

#### **3. Research Associate**

- a Graduate degree in Economics or Commerce. Preference will be given to those who possess degree/diploma in Management with good knowledge in MS Office and should have quantitative aptitude.
- b Experience of more than 1year in data management and analysis in Public/Private sector undertaking etc.

#### **4. Consultant**

- a. Graduate degree (in any discipline)with MBA or equivalent from a recognized Institute or University.
- b. 2 years experience in Ports and Shipping Sector.

### Job Profile of Technical/Management Professionals

#### 1. Sr. Programmer

- a. Independently handling of system design, software development modules allocation and integration of the modules.
- b. Keeping abreast of the technological advances and application of latest technology tools for software development.
- c. Overall responsibility of a user's application.
- d. Guiding teams of Programmers and Assistant Programmer in meeting the above job profiles.

#### 2. Programmer:

- a. Software maintenance of the existing applications and developing new applications.
- b. Guidance to Assistant programmer on project operations and software development.
- c. Maintaining user defined time schedules of software development.
- d. Preparation of system and operations manuals for the application software.
- e. Preparation of training manuals and scheduling user's training.
- f. Act as a system administrator by allocating/removing redundant user-id and passwords.
- g. Ensuring strict compliance to the back-up schedules.
- h. Coordination with maintenance agencies to handle situations like network viruses, hard disk crashes etc.
- i. Day to day coordination with the user for software maintenance.

#### 3. Assistant Programmer:

- a. Independently handling the software project operations on the client machines.
- b. Front-end application software development.
- c. Update the front-end software using the patches supplied by the project in charge.
- d. Scheduled report generation.
- e. Supervision of Input/output to the projects being handled.
- f. Removal of viruses.
- g. Coordination with maintenance agencies and providing first line of maintenance.
- h. Net browsing to address subject specific queries of the users.
- i. Project training and computer basics training to user officials.

#### 4. Senior Management Associate:

- a. Process checks and improvements.
- b. Study/analyze the project requirement
- c. Provide guidance to team members and other colleagues
- d. Perform checks on the work done by subordinates
- e. Identify and resolve common problems and potential risk issues across projects.
- f. Monitor projects to ensure timely updates and performance reporting process
- g. Improve project management capabilities, knowledge, competence, and skills
- h. Prepare pre-delivery inspection schedules.
- i. GAP analysis and Process Improvement.
- j. Risk Analysis and remedies.

- k. Timely meeting with the stakeholders.
- l. Performance reviews
- m. Management /reviews.
- n. Team handling, training and interviews/ screening of new entrants.

**5. Management Associate**

Management Associate having Techno-managerial skills can handle the execution of project with greater degree of efficiency in technical projects. Role of a Management Associate comprise of the following:

- a. Address day to day adhoc activities related to project management office.
- b. Provide oversight to ensure projects are in compliance with established standards.
- c. Standardize project management processes and documentation.
- d. Provide up-to-date status reporting to executive management.
- e. Conduct post project reviews and lessons learned
- f. Implement continuous improvement to the overall project management process
- g. Check and Draft proposals, note sheet, annexure and amendments.
- h. Prepare draft of letters and emails
- i. Put up letter/note sheet to user/coordinators/vendors/etc.
- j. Follow up with vendors for timely delivery/installation of material/ services and deployment of resources.
- k. Design, Update and Maintain MIS as per the requirement of organization.
- l. Analyze and propose Change Requests to the management.
- m. Act as a communication bridge among user/ coordinators/vendors/management.

**6. Research Associate**

- a. To assist in Port sector analysis/ research and traffic forecasting. Data analysis and Management.
- b. To assist in cost benefit analysis and appraisal of projects, research and analysis on Port efficiency parameters.
- c. Any other work assigned by Managing Director/Transport Economist/Adviser and Deputy/Assistant Director from time to time.

**7. Consultant**

- a. Build sector expertise and analyze relevant regulations and policies
- b. Prepare research material, reports, presentations etc. related to the sector and relevant investment opportunities
- c. Build strategies for promoting investments in the sector and address queries from interested investors and stakeholders
- d. Assemble briefing materials on ongoing relevant projects and prepare presentations
- e. Content writing and creative work for enhancing visibility of various projects and schemes
- f. Any other work assigned by the controlling officer from time to time

**Appendix-I****Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at****<https://eprocure.gov.in/eprocure/app>**

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the eProcurement/ e- tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the eProcurement site using the "Clickhere to Enroll" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email-id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/Smart Card, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the eToken/Smart Card to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the „my tenders“ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidders Bid documents may be scanned with 100 dpi with black and white option. However, if the file size is less than 1 MB the transaction uploading time shall be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder shall take into account the corrigendum published from time to time before submitting the online bids.
- 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 Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the instrument shall be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of the DD/any other accepted instrument, physically sent, must tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid shall be rejected.
- 22) If the price bid format is provided in a spread sheet file like PDF\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/PDF template must not be modified/replaced by the bidder, else the bid submitted is liable to be rejected for this tender.

- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA shall not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system must be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 24) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders must follow this time during bid submission.
- 25) All the data being entered by the bidders must be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered shall not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 26) 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.
- 27) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 28) The bidder must 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.
- 29) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 0120-4200462, 0120-4001002 and 8826246593 or send a mail over to [cppp-nic@nic.in](mailto:cppp-nic@nic.in) ; [support-eproc@nic.in](mailto:support-eproc@nic.in).

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