

Haj Committee of India
(Statutory body constituted under the Act of Parliament No.35 of 2002)
Under Ministry of Minority Affairs, Government of India.

Haj Committee of India,
Haj House, M.R.A. Marg, Palton Road,
Mumbai-400001.

Ref.No. Estt-001800088/4/2024-HCoI

Date: 18.03.2024

Notice Inviting Tender (NIT)

HCoI is a Statutory body constituted under the Act of Parliament No.35 of 2002, functions under the administrative control of Ministry of Minority Affairs, Govt. of India, and is presently situated at O/o Haj Committee of India, Haj House, 7-A, M.R.A. Marg, (Palton Road), Mumbai-400001.

2. Online bids are invited under two bid system from Outsourcing Service Provider Agencies for the following categories with qualifications.:
 - a. (70) numbers of Data Entry Operator, Gender: Male,
 - b. (29) Office Assistant (for Offline/Online office work), Gender: Male,
 - c. (66) numbers of MTS (Peon/Sweeper), Gender: Male,
3. Tender documents may be submitted through the Gem Portal <https://gem.gov.in> only till ending of Bid Submission End Date & Time.
4. Manual bids shall not be accepted except for the original documents/instruments as mentioned in this tender.
5. The Bidder should fulfil the following eligibility criteria :
 - a. The outsourcing service provider should have satisfactorily executed contract for providing outsourcing manpower services to at least 5 (Five) organizations during the last three years. Copies of letters of having satisfactorily executed the assignment are to be attached.
 - b. The bidder should have a valid labour licence, ESI and PF registration, PAN/TAN NO.
 - c. The bidder should have filed income tax returns for the last 3 financial years.
6. The tender shall be submitted online with both bid details viz., Technical bid /Financial bid should be submitted together in two separate covers..
7. Contact Information: For any clarifications, Bidder may contact: The CEO, Haj Committee of India, Haj House, M.R.A. Marg, (Palton Road), Mumbai-400001. Ph: 022-22717100,106,138
8. The schedule of dates shall be applicable for this tender process through Gem portal:
 - a. Bid Submission Start Date & Time: as per specification of Gem
 - b. Bid Submission End Date & Time: as per specification of Gem
 - c. Bid Opening Date & Time: : as per specification of Gem

II- Qualification, Scope of work

The required qualification, scope of work for the outsource HR are as under:

A. Qualifications for DATA ENTRY OPERATOR:

Skilled Manpower is required who should be at least Diploma in Computer from a recognized institute. Outsource person should be able to read and write English, Hindi and Urdu. Able to receive and understand both written and verbal instructions. It is desirable that the worker has previous experience of data entry or computer related work, of atleast 2 years. The candidate deployed should be within age limit of 18 to 40 years.

B. Qualifications for OFFICE ASSISTANT:

Manpower is required who should be at least (HSC) 12th Passed. Outsource person should be able to read and write English, Hindi and Urdu. Able to receive and understand both written and verbal instructions. It is desirable that the worker has knowledge of computer operation, worker should have experience of office/establishment work of atleast 2 years. The candidate deployed should be within age limit of 18 to 40 years.

NATURE OF DUTIES (Data Entry Operator/Office Assistant) :

1. Scanning the documents, computer data entry, preparing of reports and other office documents.
2. Typing of official letters and other documents.
3. Handling existing data and editing current information.
4. Proof reading new entries into a data base etc.
5. Keeping the office record updated.
6. Taking backup of data at regular intervals and storage of data.
7. The services shall include carrying out all the functions generally performed in this office by data entry operators including but not limited to the work of maintenance of office record.
8. Any other work assign to them time to time.

C. Qualifications for MTS personnel (Peon/ Sweeper work):

Manpower is required who should be at least 10th Pass from a recognized school. Deployed personnel should be able to understand English, Hindi and Urdu. It is essential that provided manpower must be able to receive and understand both written and verbal instructions. It is desirable that the worker has previous experience of MTS. The manpower deployed for services should be within age limit of 18 to 40 years.

NATURE OF DUTIES:

1. Serving refreshment to Officers / Staff/ Guest as per the instruction of Officer/Satff
2. Manage incoming and outgoing files/letter/packages,
3. Visiting offices to distribute/ received office documents
4. Organizing and maintaining cleanliness of work area and desk
5. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
6. Responsible for the cleanliness and maintenance of his work area.
7. Keeping chairs, tables and other furniture in proper places, after sweeping and mopping of floors and washroom.
8. Any other work assign to them time to time.

III- General T&C.

1. Bidder shall not modify the downloaded tender form including downloaded financial bid template in any manner. In case any tender form/financial bid template is found to be tampered with/ modified in any manner, such bids are liable to be summarily rejected, Bid Security would be forfeited, and bidder would be liable to be banned from doing business with this Office.
2. **Bid Security:** Bid Security (EMD) amount of Rs50,000/- in the form of Crossed Demand Draft drawn on any nationalised bank in favour of "Haj Committee of India, Mumbai" and payable at Mumbai, is to be delivered in original along with the Bid documents to the Chief Executive Officer, Haj Committee of India, Haj House, 7-A, M.R.A. Marg, (Palton Road), Mumbai - 400001 before the time stipulated against Bid Submission End Date & Time above. Name & full address of the bidder may be written at the back of the Demand Draft/ Pay Order. Bids in respect of which Bid Security is not received as above shall be summarily rejected.
3. **Submission of Quotations:** The sealed tender shall be submitted in two parts, viz., Technical bid and Financial bid. The Technical and Financial bids should be sealed by the bidder in separate covers duly superscribed "Technical Bid - Hiring of HRO Services" and "Financial Bid - Hiring of HRO Services" respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed "Quotation for Hiring of HRO Services". Quotations are to be submitted in person/ through Registered Post with Acknowledgement Due /SpeedPost. Quotations which are received without being sealed through Fax/Email shall not be considered. Quotations received after the due date and time shall not be considered.
4. **Technical Bid:** To be submitted by the Bidder in Annexure I enclosed.
5. **Financial Bid:** To be submitted in Annexure II enclosed. Bidder shall not modify the Financial Bid template in any manner. In case it is found to be tampered/modified in any manner, such bid will be liable to be rejected outright. The financial bid should be filled in carefully after considering all the aspects of work as described in Section-II of this document, "Terms & Conditions Governing the Contract". No request for change or variation in rates or terms and conditions of the contract shall be entertained on the grounds that the Bidder had not understood the work envisaged by this tender document. Any overwriting in the Financial Bid template should be avoided. In case of a mistake, the mistake should be clearly cut and the correction should be signed in full by the Bidder or his authorized signatory.
6. **Validity of Financial Bid:** The Bidder is required to keep the rate offer as per Financial Bid open for a period of 90 days from the last date of submission of tender.
7. **This Office reserves the right to:**
 - i. Accept or reject any or all of the Technical Bids received, without assigning any reason.
 - ii. Accept or reject any or all of the Financial Bids received, irrespective of their being lowest, without assigning any reason.
 - iii. Modify any tender conditions before opening of bids, if necessary in the financial interest of the office.
 - iv. Disqualify bidders who have been black-listed by Central/ State Government Departments/ Statutory Bodies.

8. **Postal Address and Contact Details:** Every Bidder shall state in the tender his correspondence postal address fully and clearly, landline and mobile phone number, Fax Number and Email address for communication. Any communication sent to the tenderer by post and/or other modes to the contact details furnished by the tenderer shall be deemed to have reached the Bidder on time.
9. **Bid Opening:** Both bids will be opened together by Tender Opening Committee.
10. **Bid Evaluation:** In case of bidders who are evaluated as technically qualified based on Technical bid as per Annexure-I, the sealed financial bids shall be opened. The bidder who has submitted the lowest financial bid as per Annexure II shall be awarded the contract. In case there are two or more bidders who are tied as the lowest financial bidders(L1), then, the tie will be broken based on highest score achieved across the four designated parameters in the Technical bid, as listed at Annexure 1. If there are two or more bidders still tied, the contract will be awarded to one of the tied bidders:-
(i) By taking consideration experience with Central Govt. Deptt.
(ii) By draw of lots on random basis.
11. **Execution of Agreement:** The Bidder whose quotation is accepted shall be required to appear at this Office in person or if the Bidder is a Firm, Company or a Corporation, a duly authorized representative shall so appear and execute the Agreement within seven (7) days of the date of issue of communication from acceptance of tender from this office, and start provision of the hired service from the date as mentioned in the communication. Failure to do so shall constitute a breach of the contract concluded by the acceptance of the quotation. The Bidder shall treat the contents of his filled in tender documents as private and confidential.
12. **For any clarifications, prospective bidders may contact:** The Chief Executive Officer, Haj Committee of India, Haj House, 7-A, M.R.A. Marg, (Palton Road), Mumbai – 400001.

Sd/-
(Leyaqat Ali Aafaqui, IRS)
CEO, HCoI, Mumbai.

TECHNICAL BID

Sr.No.	Description	To be filled by bidder
1	Name of the Agency	
2	Details of EMD	Amount: Draft No.: Draft Date: Issuing Bank:
3	Detailed office address of the agency	
4	Date of Establishment of the Agency	
5	Whether registered with all concerned Govt. Authorities:	Regn. No. with EPF: Regn. No. with ESI: PAN/TAN No.: Labour Lic. No.: GST No.:
6	IT Returns for last 2 years	
7	Whether firm is black listed by any Govt Department or any criminal case is registered against the firm or its owner/ partner any where in India.	
8	Work Experience with Govt. Department	
9	List of client and firm profile	

Certified that I/we have read and fully understood the terms and condition of tender and if contract is awarded to me /us, i.we will abide them till the end of contract period.

Signature and Seal of bidder

FINANCIAL BID

Sr.No.	Description	To be filled by bidder
1	Name of the Agency	
2	Validity of financial bid	
3	Composite rate for per DATA ENTRY OPERATOR per month (including all statutory taxes and charges)	
4	Composite rate for per Office Assistant per month (including all statutory taxes and charges)	
5	Composite rate for per MTS (Peon/Sweeper) per month (including all statutory taxes and charges)	
6.	Any other information to be mentioned	

Certified that I/we have read and fully understood the terms and condition of tender and if contract is awarded to me /us, i.we will abide them till the end of contract period.

Signature and Seal of bidder