

IITTM**पर्यटन शिक्षा
संस्कृति रक्षा****INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT**

(An Autonomous Body under Ministry of Tourism, Govt. of India)

H.Q. – Govindpuri, Gwalior (M.P.) – 474011

Website: www.iittm.ac.in

Bid.No. GeM 2025/B/6903436

Dated: 18.11.2025

NOTICE INVITING TENDER

TENDER NOTICE (THROUGH GEM PORTAL) FOR ENGAGEMENT OF MANPOWER SUPPLY AGENCY FOR OUTSOURCING COMPUTER OPERATORS, OFFICE STAFF, GARDENERS, HOUSEKEEPING STAFF, ETC. TO **IITTM CENTRES AT GWALIOR AND NOIDA.**

E-tender (through GeM Portal) under two-bid system from eligible Manpower Service providers for providing Manpower like Computer Operators, Office Staff, Gardeners, Housekeeping Staff, etc. to **IITTM Centres at Gwalior and Noida** for an initial period of one year from 16th December 2025 to 15th December, 2026 (extendable for further period of one year with mutual consent of both parties) is invited. Requirement/eligibility criteria Terms and Conditions of the contract as per the tender document. Tender document (including terms and conditions) may download from GeM Portal and from **IITTM** website i.e. iittm.ac.in However, for any clarification, bidders may contact on gagan.chaturvedi@iittm.ac.in. Bidders are advised to read tender document (uploaded on website and on GeM portal) and check their eligibility before participating in the bid.

TENDER SCHEDULE

Name of the Work	E-Tender through GeM for Providing Office Staff, Gardeners, Housekeeping Staff, etc. on outsourced basis at IITTM Centres at Gwalior and Noida
Estimated Cost for one year contract	Refer GEM Bid Document
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in form of DD/Banker's Cheque must be received at IITTM, Gwalior by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Rs. 10.00 Lakh (Rs. Ten Lakh only) EMD exempted subject to provide MSME documents in same category
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder, within the time prescribed by IITTM in offer letter.	Rs. 12.00 Lakh (Rs. Twelve Lakh only)

INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS:

1. The e-tenders are being invited for engagement of manpower agency for providing of Computer Operators, Office Staff, Gardeners, Housekeeping Staff etc. on outsourcing basis through GeM. All the instructions of GeM bidding are applicable. Tender must be submitted through GeM portal only. The bid received in physical mode, email, by post shall not be considered at all and summarily rejected. Detailed information regarding the application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites www.gem.gov.in or www.iittm.ac.in
2. The interested bidders shall submit their tender(s) both Technical Bid and Financial Bid through online mode in www.gem.gov.in. The bidders shall upload all the documents as per Eligibility criteria for Bidders.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
5. **Computer Operators, Office Staff, Gardeners, Housekeeping Staff Etc. on outsourcing basis - Number of persons and place of work**

Item No.	Manpower Category Required	Persons to be hired	Location
1	Cook	2	IITTM Gwalior
2	Electrician	1	
3	Undefined	2	
4	Welder	1	
5	Office Peon	1	
6	Sweeper	13	
7	Mali/Gardner Helper	11	
8	Attendant	5	
9	Admin/ Administrative /Operator or Office Assistant or Executive Assistant Graduate	5	
10	Attendant	2	IITTM Noida
11	Plumber	1	
12	Electrician	1	
13	Sweeper	10	
14	Mali/Gardner Helper	4	

6. Bidders have to submit EMD of Rs. 10.00 Lakh drawn in favour of Director, IITTM (DD / Banker's cheque) and a valid EMD declaration (**Annexure-V**) in the technical bid. No.
7. Bids received without EMD declaration will not be considered and summarily rejected.
8. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result his tender excluded from consideration.
9. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.
10. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
11. The bidder, at the bidder's own responsibility and risk, may visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
12. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at gagan.chaturvedi@iittm.ac.in
13. It requires that this office as well as bidder observe the highest standard of ethics during the supply of manpower and execution of such contracts. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.
14. Tenderers are requested that, before quoting their rates or filling tender, the tender form may please be read out thoroughly (line by line), otherwise the Competent Authority of IITTM will not be held responsible for any error/oversight of his own. Manpower Service Agencies intending to participate in the rate contract should first ensure that they fulfill all the eligibility criteria as prescribed under the terms and conditions mentioned herein before, otherwise the tender will be summarily rejected. Tenderer should quote only for the rate Percentage (%) of administrative charges/ service charges in the Financial Bid (**Annexure - IV**).

Terms and Conditions for Manpower Service Providers

1. The personnel will report to the Designated Officer / Care taker and follow his/her instructions. While working at the premises of the Institute, the manpower staff shall work under directives and guidance of the official of the institute as authorized.
2. The Bidder must be registered with statutory authorities (ESI, EPF, GST, Income Tax, Labour License, etc.), comply with all applicable laws, and submit certified copies of registrations. The Firm/Agency shall be solely responsible for adherence to labour, tax, and welfare laws, indemnify the Institute against any liability, and non-compliance or service deficiency shall result in immediate termination.

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3. Firm/Agency shall apply to the Central Labour Commissioner for obtaining a labour license within a reasonable time and will submit a copy of the license to the Institute within 15 days of award of contract.
4. The service provider shall furnish copies of all remittance challans /receipts of statutory levies paid in respect of EPF, ESI, GST, etc. of previous month along with the claim/bill of current month.
5. The amount of PF/ESI/Service taxes will be reimbursed to the agency on submitting the proof of payment.
6. The annual turnover of the bidder must be above 2.00 crores per year for the last three financial years. The copy of PAN/GST No. along the tax/turnover statement should be enclosed.
7. The contractor shall pay personnel at least the prevailing minimum wages as notified by the Government of India, including any statutory revisions. Monthly bills must be accompanied by a certificate confirming payment of minimum wages and compliance with statutory requirements. Any violation or breach will result in immediate termination of the contract and legal action against the agency.
8. The provident fund scheme, the employee will be required to contribute an amount equivalent to the Provident fund deposited by the manpower supply agency as contribution to the scheme. The provident fund amount paid by IITTM is computed @12% of basic salary, limited to Rs. 1800/- per month, where the Basic Salary is more than Rs. 15000/- per month.
9. The contractor shall pay minimum wages (as per Central Govt. notifications) to all staff before the 5th of every month through digital transfer/RTGS and submit a staff-wise report by the 10th. Attendance and wage records with Workmen's Compensation insurance must be maintained. Payments to staff shall not be delayed due to Institute's payments.
10. Manpower staff shall work 8 hours daily, with no wages for absences. Leave/absence shall not exceed 10% of contracted staff, and long-term absences must be immediately replaced without extra cost to the Institute.
11. The Manpower staff shall be required to work in shifts as per requirement. The attendance of the manpower staff should be through biometric machine only. The payment will be made on the basis of the report generated through biometric machine.
12. The quoted rates shall be fixed for the contract period, inclusive of all liabilities and expenses, with no extra payment admissible.
13. The Institute shall pay the agency monthly through digital mode within 7 working days of receiving complete bills and records, subject to adjustment of dues, with applicable TDS/GST deductions. Payment to the contractor will be made by NEFT/RTGS/ECS only, on presentation of the bill. Income Tax, GST and other taxes, if any shall be deducted at source as per the rates notified by the respective authorities.
14. The contractor shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party. All damages caused by the personnel to the property of the Institute shall be recovered from the contractor.
15. The Firm/Agency shall be liable for any loss, damage, or negligence by its staff and must compensate the Institute through replacement, reimbursement, or payment as deemed fit by the Director, including legal expenses and penalties.
16. This Office reserves the right to terminate the contract at any time without giving any notice or reasons whatsoever.

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17. The contract will be in force for a period of one year from the date of award of contract. This Office reserves the right to extend the contract further, subject to satisfactory performance of the contractor.
18. The service provider should have at least a minimum of five years and above experience.
19. Performance guarantee of Rs. 12.00 Lakh, in case of deficiency of service / loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also two months after the end of the contract period.
20. The service provider shall fill in the required details as per annexure and enclose the supporting documents which does not contain any ambiguity. Incomplete enclosure of documents shall be rejected and the tender shall be disqualified.
21. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to courts of Gwalior jurisdiction only.
22. All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located in Gwalior.
23. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India. No request will be entertained by the Institute in this regard.
24. The service provider's person shall not claim any benefit / compensation / absorption / regularization of services from / in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
25. The manpower engaged shall be employees of the Firm/Agency alone, and the Institute shall bear no liability regarding their employment or claims thereto. The manpower staff shall neither join nor form any union/association of the Institute, nor make any service-related claims against it.
26. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential /secret nature.
27. The service provider's personnel shall be polite, disciplined, and efficient. The agency shall prevent misconduct, intoxication, trespassing, or any act prejudicial to the Institute, and will be held responsible for violations. The decision of the Officer In-charge in such matters shall be final and binding.
28. The Firm/Agency shall ensure proper conduct of its staff and remove any misbehaving employee at its own risk.
29. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering either individually or in groups.
30. That the persons engaged shall not be above the age of 58 years and they shall not interfere with the duties of the employees of this office.
31. The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.

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32. The Firm/Agency shall not appoint any sub-agency to carry out any obligations under the contract. None of the employees of the Firm/Agency shall enter into any kind of private work within or outside the campus of the Institute. Non-compliance with this provision will be deemed to be violation of the contract inviting penal action.
33. The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
34. The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Office.
35. The Director, IITTM may at its discretion at any point of time during the validity of the contract, require the service provider to dismiss or remove from the site of work, any person or persons, as employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements immediately.
36. The Institute may require immediate removal of staff for administrative or disciplinary reasons, and the Firm/Agency shall replace them without claims.
37. All outsourced personnel engaged in this contract must be suitably trained from a registered institute under ministry of skill development and entrepreneurship.
38. The Firm/Agency shall provide manpower staff to the Institute within the assigned premises as required by the Institute. The Firm/Agency shall deploy only screened, verified, medically fit, and suitably qualified staff, ensuring discipline and conduct not prejudicial to the Institute / Govt. of India / any State or any Union Territory. Any violation shall be deemed a breach of contract and attract penalties. The Firm/Agency shall provide uniform with its logo and identity cards to all staff, and submit copies of the ID cards with staff details to the Institute for record and verification.
39. Any expenses or liabilities incurred by the Institute due to Firm/Agency's employees shall be reimbursed by the Firm/Agency or adjusted from its bills. All levies and taxes must be considered in the bid, but new statutory taxes imposed after bid opening shall be reimbursed by the Institute on proof of payment.
40. The Institute will not make any arrangement for the residential accommodation to the deployed staff in any case.
41. All the assets and articles provided by the Institute shall be the property of the Institute and the Firm/Agency shall be merely the custodian of such assets and articles. On termination of contract either by efflux of time or any time earlier than the stipulated period as the Institute may decide at its sole discretion, such property shall be handed over to the Institute forthwith.
42. The Firm/Agency shall undertake to engage/employ and provide additional number of staff as and when required by the Institute, on reasonable notice. Any replacement of manpower staff shall be made with prior intimation to the Institute and, where required, with approval of the Competent Authority of IITTM Gwalior.
43. The Firm/Agency in discharge of its duties will be bound by operational parameters. The Firm/Agency shall be bound to perform the assigned jobs even though the same may not have been included in the schedule of services. The charges for the extra services not mentioned in the Price Schedule should be settled mutually.

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44. No interim queries during the tender process will be entertained. At any time, prior to the date of submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the bid documents by amendment and publish in Institute website.
45. Bid documents must be signed with full name, designation, and proof of authority, specifying whether as proprietor, attorney, or partner (with notarized documents). If unauthorized, the Institute may cancel the contract and hold the signatory liable for all costs, damages, and losses.
46. On termination/expiry of the contract, the Firm/Agency will immediately remove all its manpower staff from the premises.
47. The tender shall remain valid for a period of 180 days from the date of submission. If a bidder withdraws or modifies the offer within this period, his tender shall be liable to be cancelled and 100% (hundred percent) of the Earnest Money shall be forfeited.
48. Institute reserves the right to negotiate with L-1 bidder to arrive at the fair and reasonable price. In case of L-1 is more than one, then it would be at the discretion of the committee to negotiate with L-1 parties. The decision of the Director, IITTM will be final in all respects and will be acceptable to all the tenderers.
49. The work order issued to the successful bidder shall constitute the contract, supported by tender terms and an agreement on ₹500/- non-judicial stamp paper. The bid must be free from corrections/overwriting. The successful bidder shall execute the agreement and commence work within one month of award, failing which the Institute may forfeit the earnest money and engage another agency.
50. The Institute does not bind itself to accept lowest or any other tender. The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereto incurring any liability to the affected bidder or bidders on the grounds of the Institute's action.
51. The bidders are advised to refrain from stipulating any conditions, rebates etc. in violation of the terms of the tender. The Institute reserves the right to reject such tenders in which conditions of rebate is stipulated, without assigning any reasons thereof.
52. Any of the following action's / commission's / omission's are likely to cause rejection of bid summarily:
 - i. Any bid received late without conclusive proof that it was delivered before the specified closing date & time.
 - ii. Any bid not accompanied by required Earnest Money Deposit (EMD) or Tender fee.
 - iii. Any bid received unsealed or improperly sealed.
 - iv. Any conditional bid or bid offering rebate.
 - v. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Document.
 - vi. Any bid received without and latest attested Income Tax clearance copy.
53. Any dispute shall be resolved amicably; failing which, it shall be referred to courts at **Gwalior jurisdiction only.**
54. **Arbitration:** Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before / after completion or abandonment of work or during extended period, hereafter arises

between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by mutual understating of both the parties. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns / withdraws for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as Arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which his predecessor left it, if both the parties consent to this effect, failing which the Arbitrator shall be entitled to proceed denovo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to Arbitrator at the time of invocation of arbitration under this clause. It is also a term of the contract that the cost of arbitration shall be borne by the parties themselves. The venue of arbitration shall be at Gwalior. Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause

55. **Forced Measures:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the Firm/agency, the manpower staff & equipment deployed in the campus until a new Firm/Agency is appointed and commences the operation.

Bid Evaluation:

1. Bids, in respect of which EMD & EMD declaration has been furnished, will only be considered for technical evaluation.
2. Financial bids of technically qualified bidders will be considered for financial evaluation.
3. The Service provider should quote the service charges as a percentage of monthly wage bills exclusive of GST. The percentage of service charges shall not be less than the applicable TDS Rate as per income tax rules.
4. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder quotes the lowest rate, as per guidelines in GEM portal the buyer shall have two options for placement of Contract:
 - a) Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system or
 - b) Placement of contract on any one of the L-1 bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.
5. The bidder will be given marks on the basis of Technical Point Sheet (**Annexure IV**).
To become eligible for short listing the bidder must secure at least 70% marks in each.

S. No.	Criteria as per Annexure-IV	Check List
1	Financial Strength	Certificate of Chartered Accountant
2	Performance of work	Successfully Completed work performance certificate (s) as per Clause No. 3 of Terms and Conditions.
3	Experience	Modified as per amended condition.
4	Operational Manpower	Undertaking supported by copy of latest EPF/ ESIC Challan

Technical Bid Parameters:

Weight age - 0.3

- a) The Tender Committee will be constituted by the Office to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying due criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical Proposal, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score.
- b) Financial Proposals will remain unopened for those Agencies which fail to achieve the minimum technical scores. Financial Proposals shall be taken up only for those agencies that meet the minimum qualifying marks and will then be inspected to confirm that these are sealed and unopened. Thereafter these Financial Proposals shall be opened, and the total price shall be read loudly and recorded.
- c) The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (fs) of 100 points. The financial scores (fs) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their

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combined Technical (St) and Financial (Sf) scores using the Weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T+F = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times F\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

The formula for determining the financial scores is the following:

$$fs = 100 \times fm / F.$$

where

fs is the financial score,

Fm is the lowest price and

F the price of the proposal under consideration

The weights given to the Technical and Financial Proposals are:

Technical (T) = 0.3 (Annexure – IV), and Financial (P) = 0.7

- d) No negotiation will be undertaken with any bidder except the highest points achiever.

Director

Indian Institute of Tourism and Travel Management

ANNEXURE – I
(To be submitted with technical bid)

DECLARATION

1. I,____Son/ Daughter /wife of Shri_____Proprietor/ Director, authorized signatory of the Agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE – II
(To be submitted with technical bid)

PROFILE OF THE CONTRACTOR / TENDERER

Sl. No	Particulars	To be filled in by the Tenderer
1.	Name of the Agency	
2.	Date of establishment of the agency.	
3.	Detailed office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person(s) and email ID including branch offices (attach details separately)	
4.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of all certificate of registration to be enclosed.)	
5.	PAN/ TAN Number (Copy to be enclosed)	
6.	GST Number (Copy to be enclosed)	
7.	Whether the agency had obtained approval of DGR or not? If yes, the details of approval.	
8.	Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner / partner anywhere in India. Please attached an Affidavit stating that the agency is / has not been black listed by Centre/ State Government/ PSU etc.	
9.	Length of experience in the field	
10.	Average yearly turn over in last three financial years.	
11.	Client list as per Annexure - III	
12.	Whether agency profile is attached?	

Signature of the Tenderer or Authorized signatory
Of the Tenderer with seal of the Firm/Agency.

ANNEXURE – III
(To be submitted with technical bid)

DETAILS OF THE EXISTING CONTRACTS

S. No.	Name and Address of the organization, Name, Designation and Telephone /Fax No. of the officer concerned	In Government/ Private Sector	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the Contract	
					From	To
1.						
2.						
3.						
4.						
5.						

Signature of the Tenderer or Authorized signatory Of the
Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

ANNEXURE –IV

No.....

Dated.....

To
The Director
Indian Institute of Tourism and Travel Management
Govindpuri, Gwalior (M.P.) - 474011

Subject: Quotations for award of contract for supply of outsource manpower - Reg.

Sir,

With reference to your letter No. dated..... on the subject mentioned above, I/we quote the rate (%) of Administrative/Service Charges (on monthly wage bill exclusive of GST) for supply of cadres manpower (Outsourced staff) as given below:

Administrative/ Service charges to be quoted in percentage (in numbers and words)

Signature of the Tenderer or Authorized signatory Of the
Tenderer with seal of the Firm/Agency.

Note

1. The percentage of service charges shall not be less than the applicable TDS Rate as per income tax rules & GEM Transaction charges.
2. Statutory liabilities as per applicable rates.

ANNEXURE – V

EMD DECLARATION

I/We hereby accept that if I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and I/We fail to sign the contract or to submit a performance security before the deadline defined in the request for proposals (RFP) document, I/We will be suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with the Director, Indian Institute of Tourism and Travel Management (IITTM).

Signature: (Authorized Signatory)

Designation: -----

Stamp:

Place:

Date:

ANNEXURE – VI

TECHNICAL BID

For providing outsource staff in IITTM

S. No.	Particulars	Yes/No	Page No.												
1.	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)														
2.	Name of proprietor/Director of Company/Firm/Agency														
3.	Full Address of Registered Office with Telephone No., FAX and E-Mail														
4.	Full address of operating/ Registered Branch Office with Telephone no. FAX and E- Mail with name of the Contact Person {s) and Mobile No.														
5.	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)														
6.	Registered License No. with the appropriate registration authority														
7.	PAN/GIR No. (Attach attested copy)														
8.	GSTIN Registration No. (Attach attested copy)														
9.	E.P.F. Registration No. (Attach attested copy)														
10.	E.S.I. Registration No. (Attach attested copy)														
11.	ISO Certificate														
12.	Documents showing completing at least one service of value not less than Rs. 1.00 crore per annum related to providing similar services in a single contract during last Financial Year (2024-25).														
13.	Documents showing gross turn over 2.00 crore per annum during last 03 Financial Years (2022-23 to 2024-25).														
14.	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments PSUs and other Private sector, during the last five years in the following format. (Attach attested copies). <table border="1"> <thead> <tr> <th rowspan="2">S. No.</th> <th rowspan="2">Details of Client along with address, telephone and fax numbers</th> <th rowspan="2">Amount of Contract (Rs. Lakh)</th> <th colspan="2">Duration of Contract</th> </tr> <tr> <th>from</th> <th>to</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> (If the space provided is insufficient, a separate sheet may be attached.)	S. No.	Details of Client along with address, telephone and fax numbers	Amount of Contract (Rs. Lakh)	Duration of Contract		from	to							
S. No.	Details of Client along with address, telephone and fax numbers				Amount of Contract (Rs. Lakh)	Duration of Contract									
		from	to												
15.	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./ PSUs)														
16.	Total No. of years of experience in providing manpower with the list of clients year wise.														

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S. No.	Particulars	Yes/No	Page No.
17.	Income declared in I.T. returns for F.Y. 2022-23, 2023-24, 2024-25 (enclose copy of Income tax returns acknowledgement for the relevant assessment years).		
	2022-23 Rs. 2023-24 Rs. 2024-25 Rs.	-	
17.	Total Service Tax/GSTIN Remitted in F.Y. 2022-23, 2023-24, 2024-25		
	2022-23 Rs. 2023-24 Rs. 2024-25 Rs.		
19.	Details of employees in the service providing company/agency/firm		
20.	Affidavit stating that the agency has not been black listed by Centre / State Government / PSU/Institutions		
21.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document - Annexure-III)		
22.	Details of Earnest Money Deposited: DD No Dated Amounts: Rs..... Drawn Bank...		
23.	Bank solvency certificate of Rs. 60.00 Lakh		
24.	Annual Performance Sheet shall be filled by the Govt. Office/PSU/ where you are providing manpower services (Minimum 3 parties) during last three financial years.		

DECLARATION

1. Son/Daughter/Wife of Shri _____ Proprietor /Partner/ Director, authorized signatory of the Company/Agency/ Firm, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them:
3. The information / documents furnished along with tin - above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Seal and Signature of Tenderer

Full Name:

Date:

Seal:

Place:

ANNEXURE - VII

TECHNICAL POINTS SHEET

**Parameter for technical evaluation of Manpower Supply Agencies for
SUPPLY OF MANPOWER AT IITTM PREMISES**

FINANCIAL ASPECT				
1.	Financial Strength (Max. 30 Marks)		Marks	Evaluation
	i.	Average Annual Turnover of the last three years of the Firm/ Agency (up to the financial year ending March 2025)	25	i) 70% marks for minimum eligibility criteria ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) — on pro-rata basis
	ii.	Solvency Certificate	05	

2. Performance of work (Max. 20 Marks)				
			Marks	Evaluation
	i.	Excellent	20	
	ii.	Very Good	18	
	iii.	Good/Satisfactory	16	
	iv.	Fair	12	
	v.	Poor	00	

3.Experience in similar works (Max. 25 Marks)				
			Marks	Evaluation
	i.	Supply of Manpower	25	70% marks for minimum eligibility criteria. 100% marks for twice the minimum eligibility criteria or more in between (i) & (ii) — on pro-rata basis

4.Human Resources (Max. 25 Marks)				
			Marks	Evaluation
		Current Operational Manpower on Roll		
	i.	200 to 500	15	
	ii.	501 to 1000	20	
	ii i	1001 or more	25	

To become eligible for short listing the bidder must secure at least 70% (Seventy Percent) marks in each and 75% (Seventy Five Percent) marks in aggregate.

ANNEXURE – VIII

ANNUAL PERFORMANCE ASSESSMENT

(Please refer clause 24 of Annexure – I)

S. No.	Criteria	Negative Marks on each occasion	Marks obtained	Remarks
1.	Absent without prior information	02		
2.	Misbehavior by manpower or contractor	02/03		
3.	Post found vacant	02		
4.	Delay in payment to staff	01		
5.	Delay to settle EPF/ESI claim of manpower by contractor	01		
6.	Un-manned location	03		
7.	Monetary Loss to Institute due to negligence/theft or otherwise	01-04		Depending upon the severity of the case (since indemnified)
8.	Misuse of area of responsibility	05		
9.	Loss of image of organization due to deliberate act/ misdeed/ misbehavior by manpower staff	01-04		Depending upon the severity of the case (since indemnified)
	Total Marks Obtained			

Assessment Criteria based on cumulative negative mark within one year:

Performance	Marks range
Excellent	00-03
Very Good	04-15
Good	16-30
Satisfactory	31-45
Average	46-70
Poor	71 and above

Authorized Signatory

Name:

Designation:

Seal:

---- END of Document ---