

# INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT

GOVINDPURI, GWALIOR – 474 011

## Notice inviting *Letter of Intent* from various humanpower agencies for “Outsourcing of Human-power” on contract basis

*Letter of Intent* (LoI) is invited from reputed humanpower agencies for outsourcing of following categories of skilled, semi skilled and unskilled human-power:

***Library Assistant, Accounts Assistant, Receptionist, , Data Entry Operator, Attendants, Security Guards, Gardener, Helpers and others as and when required.(Requirements may increase or decrease as per actual need).***

### **A. Terms and conditions of contract**

1. *Period*: Approximately for one year (may be renewed).
2. *Security considerations*: The persons supplied by the agency should not have any criminal record/ cases against them. The agency should give an undertaking about the character and antecedents of the persons whom they are recommending.
3. *Period within which the manpower is to be supplied*: within 15 days of award of contract.
4. *Requirements*: The agency should be registered with the concerned Govt. Authorities under the Companies Act, ESI Act & Service Tax under Central Excise Act, and a copy of the registration may be submitted along with the LoI. The Agency should provide/ an undertaking that they will comply with all relevant statutory norms.
5. *Experience*: The Agency should have a minimum of 3 years experience in supplying manpower.
6. *Tax registration details*: The Agency should submit its PAN and Service Tax registration number along with documents.
7. *Security deposit*: A security of Rs. 20,000/- must be deposited through a demand draft drawn in favour of “*The Director, IITTM*”, payable at Gwalior, may be submitted, failing which their Letter of Intent will not be entertained.
8. Security deposit will be forfeited in case the supply of manpower is delayed the stipulated period indicated at para 3 above or frequent absence from duty/ misconduct on the part of humanpower supplied by the agency.
9. Agency should ensure that persons deployed get their wages as per rules. IITTM shall reserve the rights to oversee distribution of wages to labour/ humanpower.
10. Agency should supply this office attested copies of ‘challans’ of provident fund contributions/service tax every month.
11. Agency should obtain licence for deploying humanpower at IITTM from office of Labour Commissioner with 15days of issue of order to supply humanpower.
12. A fixed service charge of 7% would be admissible.

**B. Terms and conditions of work:**

1. The Institute may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his her/their misconduct and service provider shall forthwith comply with such requirements.
2. The service provider has to 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.
3. All services shall be performed by persons qualified and skilled in performing such services.
4. The Service provider 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.
5. IITTM shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.
6. The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
7. The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
8. 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.
9. The service provider's person shall not claim any benefit/compensation/absorption/regularization of services with office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
10. The service provider shall engage the necessary person as required by our office from time to time. The said person engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master & Servant relationship between the employees of the service provider and the Purchaser (Office) further that the said person of the service shall not claim any absorption.
11. The service provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
12. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering around without purpose.
13. The transportation, food medical and other statutory requirement in respect of each personnel of the service provider will be the responsibility of the service provider.

14. Working hours would be normally 8½ hours per day including half hours lunch break. Actual amount per hour would be calculated for the personnel deployed on duty.
15. The personnel may be called on a Saturday, Sunday and other gazette holidays, if required. They may be paid extra as per the rates approved by the office.
16. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the office.
17. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
18. Payments to the service provider would be strictly on certification by the office with which he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
19. The service provider shall be contactable at all times and message sent by e-mail/Fax/Special Messenger from office to the service provider shall be acknowledged immediately on receipt on the same day.

-Sd-

To,

Date:

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Sir/Madam,

With reference to your advertisement number .....  
dated ....., we, .....  
Are willing to supply manpower as per laid terms and condition.

Technical details about our agency are as follows: -

1. Name and Address of the Agency :
2. Year of Establishment :  
(Enclose proof)
3. Establishment Registration (SSI No.) :  
(Enclose attested photocopy)
4. Service Tax No. :  
(Enclose attested copy)
5. PAN Number :  
(Enclose attested copy)
6. PF Registration No. :  
(Enclose attested copy)
7. ESIC Registration No. :  
(Enclose attested photocopy)
8. Income Tax Clearance Certificate :

(Enclose attested copy)

9. Certified copy of the Financial Status :  
(Bank Statement)
10. Certified and Audit Copy of Last Balance :  
Sheet of the Agency
11. Clientele: Govt./Semi Govt./Public Sector/  
Autonomous Bodies must be indicated :  
(along with proof of empanelment)
12. Any other Information :

### **DECLARATION**

I hereby certify that information furnished in the above is true complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any stage, my tender/empanelment shall be liable to be cancelled/ terminated without any notice or compensation in lieu thereof.

I also undertake to abide by terms and conditions of supply as stipulated by IITTM.

**(AUTHORISED SIGNATORY WITH SEAL)**

**(A) CLERIFICATION OF RATE FOR HUMANPOWER**

<b>Sl. No.</b>	<b>Particular</b>	<b>Wages</b>	<b>EPF @</b>	<b>ESI @</b>	<b>Service Tax @</b>	<b>Service Charge @</b>	<b>Other Benefits GOI</b>	<b>Gross Total</b>
1.	Library Assistant							
2.	Accounts Assistant							
3.	Receptionist							
4.	Data Entry Operator							
5.	Helpers							
6.	Attendant							
7.	Security Guard (civil)							
8.	Security Guard (Ex-Serviceman)							
9.	Security Guard (Gunman Ex-serviceman)							
10.	Security Guard (Gunman civil)							
11.	Gardener							
12.								

**(B) SANITATION & HOUSEKEEPING**

<b>Sl No</b>	<b>Particular</b>	<b>Service Tax , if applicable @</b>	<b>Gross Amount</b>
1.	Campus Cleaning with Material month wise rate		
2.	Campus Cleaning without Material, month wise rate		

**(AUTHORISED SIGNATORY)  
(SEAL)**