

**ADMINISTRATION OF
DADRA AND NAGAR HAVELI, U.T.
(POLICE DEPARTMENT)**

NO: DNH/POLICE/E-TENDER/ERSS/2019/556

Date: 14 / 06 /2019

E-TENDER (ON LINE) RE-INVITATION NOTICE

Police Department, Dadra & Nagar Haveli on behalf of the President of India, hereby invites e-tenders Online in two bid system through <https://dnhtenders.gov.com> from the interested Authorized Dealers/Agencies/Firms for “**Providing Manpower Services on Outsource Basis for Emergency Response Support System (ERSS) ‘112’ for a period of one (01) year**” as scheduled below:

Sr. No.	Description of Item	Qty. (of Manpower required)	EMD	No. of Call	Tender Fees
1	Providing Manpower Services on Outsource Basis for Emergency Response Support System (ERSS) - ‘112’ for a period of one (01) year	12 nos.	65,000/-	Third	2000/-

<u>Eligibility Criteria</u>			
Sr. No.	Post	Age	Essential Qualification & Experience
1	Call Takers/ Dispatchers	18 to 27 years	<ol style="list-style-type: none">1. Three year Diploma in Electronics and Communication/ Computer Science/ Information Technology from recognized Board/ Institute. OR 10+ 2 with CCC Certificate of DOEACC2. Basic knowledge of working on computer with minimum Typing Speed of 35 wpm in English. <p>Desirable:</p> <ol style="list-style-type: none">1. Domicile of Dadra & Nagar Haveli or Daman & Diu2. Able to Speak/Read Hindi, Gujarati, Marathi languages.3. Previous experience of Min. 1 year

Responsibilities & Scope of Work			
Sr. No.	Post	No. of Shifts	Scope of Work
1	Call Takers/ Dispatchers	Three (03) Shifts	<p>The list of major daily activities that has to be carried out by the deputed personnel are as below, but not limited to:</p> <ul style="list-style-type: none"> • Answering all incoming calls. • Collecting all critical/pertinent information from the caller. • Entering all information into the computer-aided dispatch system of ERSS. • Routing the call to the appropriate dispatcher or other service agency as quickly as possible. <p>The person is expected to have excellent communication skills in languages mentioned above.</p>

Sr. No.	Activity Description	Date:	Time
1.	Online downloading and uploading starts:	15-06-2019	12:00 hrs
2.	Last date for receiving queries by post or hand delivery	21-06-2019	15:00 hrs
3.	Pre-Bid Meeting: At the O/o Superintendent of Police, Dadra & Nagar Haveli, Silvassa	22-06-2019	11:00 hrs
4.	Reply to pre-bid/pre-proposed queries if any	25-06-2019	15:00 hrs
5.	Bid submission End date (on line only)	08-07-2019	16:00 hrs
6.	Online opening of Technical bid	08-07-2019	17:00 hrs
7.	Online opening of price bids	10-07-2019	11:00 hrs
	<ul style="list-style-type: none"> • The online Technical Bids received without scanned copies of tender fees, EMD and Mandatory documents shall not be considered for evaluation. List of the mandatory documents are specified in the terms and conditions. • The tender fee is Non Refundable even in case of non-opening of price Bid due to disqualification of bidder • The bidders have to submit the price bid in Electronic Format only on website till the last date and time for submission. <u>Price bid in physical format shall not be accepted in any case.</u> The price bid shall be opened of those firms/agencies who are qualified in technical bid. • The tender form alongwith all details including schedule and terms & conditions can be downloaded from the web site https://dnhtenders.gov.in • The Tender Inviting Authority reserves the right to accept / reject any or all tenders without assigning any reason thereof. 		

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| <ul style="list-style-type: none">• However, Tender Inviting Authority shall not be responsible for any postal delay or less of documents and reserves the right to Accept/ reject any or all the tenders to be received without assigning any reasons thereof |
| <ul style="list-style-type: none">• Bidder shall have to post their queries on E-mail address: dysp-hq-dnh@gov.in or contact at office numbers on or before 21.06.2019 upto 15.00 hrs. |
| <ul style="list-style-type: none">• In case bidder needs any clarification or if training required of participating in online tender, they can contact the NIC, Silvassa |

Sd/-
Deputy Superintendent of Police (HQ)
For Dy. Inspector General of Police
Dadra & Nagar Haveli,
Silvassa

Copy fd.w.cs to:

1. All Head of Offices D&N.H, Silvassa for wide publicity.
2. The Chief Publicity Officer, D.N.H, Silvassa with a request to publish the same in leading national daily newspapers.
3. The Director (IT), D&NH, Silvassa for publication on Website.
4. All reputed Authorized Dealers/Agencies/Firms for information and necessary action.

TENDER CONDITIONS

1. All the tender details are available on web portal www.dnhtenders.gov.in and the tender notice is also available on www.dnh.nic.in for downloading and online submission.
2. Hard copy of technical bid is to be submitted to the office of the Deputy Superintendent of Police, Police Head Quarter, Silvassa, UT of Dadra & Nagar Haveli, on or before 08/07/2019 upto 16.00 hrs and the same documents can be send by RPAD/Speed Post, however, Tender Inviting Authority shall not be responsible for any lost or postal delay.
3. E.M.D. of Rs 65,000/- only (Rupees Sixty Five thousand only/-) will be accepted in the form of DD/ FDR/ Bank Guarantee in the prescribed format in favour of Dy. Superintendent of Police, Police Head Quarter, Silvassa, UT of Dadra & Nagar Haveli from any Nationalized/ Scheduled bank. The validity of the FDR shall be for a minimum of six months.
4. Tenderer should submit the following documents/certificates in envelope.
 - i. Experience Certificate along with the list of similar works in any
 - ii. Government Utilities/Board /Government undertaking/Distribution Company/Private corporate office.
 - iii. PAN CARD
 - iv. Income Tax Return certificate for last three years.
 - v. Demand draft of Tender Fees.
 - vi. E.M.D in form of FDR / Demand Draft / Bank Guarantee.
 - vii. Tenderer should have valid registration under GST (Goods & Service Tax).
 - viii. Copy of Registration Certificate of Authorised Dealer/ Agency/ Firm.
 - ix. Copy of Tender Conditions duly signed and stamped by the bidder on letter head.

The physical documents / Hard copy of the above is only for reference in case the scanned copy is illegible, failure to upload any documents will not be replaced by hard copy submitted in the office.

No other documents should be enclosed in this Envelope.

5. Each page of the Tender should be numbered and signed by the Tenderer with the seal of the firm while uploading the documents
6. Telegraphic / Telex / Fax and Letter Head quotations are not acceptable and will be ignored.

7. All the copies of documents / Certificates required to be submitted should be duly self-attested. Documents/certificates without attestation enclosed with the Tender will not be considered.
8. Completely filled Tender offer will be accepted by this office upto dated 08/07/2019 till 16.00 Hrs and same will be opened on dated 08/07/2019 at 17.00 Hrs.
9. Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.
10. A Tender not bearing signature with rubber stamp of the firm of the Tenderer on all page / documents accompanying, will be rejected.
11. It shall be presumed that the Terms & Conditions mentioned in the Tender have been duly accepted by the bidder in case he submits the Tender. The Tenderer shall have no right to modify/ alter/ amend/ delete any Terms/ condition mentioned in the Tender document.
12. The rates shall be quoted in the rate schedule. The rates and amount shall be written both in words and figures. The Tender documents shall be written legibly and shall be free from eraser, overwriting or conversion of figures correction and where unavoidable shall be made by Crossing out & rewriting along with date & sign of authorized person and the same would be subject to acceptance by Police Department.
13. The rates quoted should be firm and price variation will not be applicable and the rate should be quoted including of all kind of taxes/ charges. Police Department would not be liable for any kind payment in terms of allowance or extra benefits or anything else towards the Agency or Manpower deployed.
14. Each Bidder shall submit only one tender either by himself or as a partner in a joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.
15. Final award of the contract for Outsourcing Manpower services will be subject to the approval of the Competent Authority of the Police Department, DNH.
16. Right to reject any or all the tenders without assigning any reason there of is reserved by the undersigned.

17. ELIGIBILITY CRITERIA

- i. Priority shall be given to the Agency/Firm which have previous minimum two (02) years of experience of providing **Manpower Services (preferably Call Takers)** in any Government Utilities / Board / Government undertaking / Distribution Company / Private corporate office. The agency/firm should produce satisfactory performance certificate/s from minimum one of the previous/ existing employers.
- ii. Agency/ Firm shall have its Local Office/ Branch at Dadra & Nagar Haveli or Daman.

18. SCOPE OF WORK:-

- i. The specifications /scope of work shall be as detailed in this Tender document. The job/task indicated in this Tender is not exhaustive. Any job/task required to be carried out for proper '**Running & Operation**' of the Emergency Response Support System shall be deemed to be inclusive in the scope of agency unless it has specifically been excluded from the scope of the agency.
- ii. The manpower should be provided for 24 hrs x 7 days throughout the year. In the event of any personnel being on leave/absent, the selected Agency/Firm shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the Agency/Firm shall make provision for leave reserve.

19. DURATION OF CONTRACT:-

- i. The contract will be initially for a period of One (01) Year from the date of order. The contract may be extended for further period as per requirement on satisfactory performance.

20. PREPARATION OF BID

- i. A prospective bidder shall examine all instruction forms & terms of Bid Documents and shall fully apprise himself of all conditions/matters which may in any way affect the scope of work/services and cost thereof.
- ii. The Bidder is also advised to visit sites/places where services are to be performed to satisfy himself before submitting the bid. The bidder shall bear all costs associated with the preparation & submission of bid regardless of the contract or outcome of the bidding process.

- iii. If any prospective bidder seeks any clarification regarding any of conditions of Bid Documents, clarifications may be obtained at least seven days before the last date of submission of the bid. All such clarifications issued by the POLICE DEPARTMENT shall form part of the Bid documents. Only written communication from either bidder or POLICE DEPARTMENT shall be considered by either party.
- iv. The rates quoted lower than that of minimum wages notified by Central Govt. or State statutory body whichever is higher along with EPF, works contract tax etc. regarding workmen engaged shall not be accepted.
- v. POLICE DEPARTMENT entirely at its discretion reserves the right to postpone and/or extend the date of receipt/opening of bids or to withdraw the Invitation for Bid or cancel any or all the tenders/bids, without assigning any reasons thereof. In such case, the bidder shall not be entitled to any compensation in any form from the POLICE DEPARTMENT.

21. DEPLOYMENT OF MANPOWER:

- i. The agency shall deploy the Quantity of Manpower, as described in this Tender document. Before the deployment, the agency shall submit the list of personnel to be deployed along with their detailed bio-data which shall include information like name, father/ husband's name, sex, age, present address, permanent address, qualification, contact no. etc. Proof of age shall also be submitted along with the bio-data. The agency shall also ensure that all the workers are effectively supervised and coordinated in the day to day work. The agency shall deploy their representative who will supervise the personnel deployed & act as an interface between the agency and the officer-in-charge of the POLICE DEPARTMENT for effective dispensation of the services envisaged under the contract and shall be available in the office premises as per requirement.

22. PHOTO IDENTITY CARDS

The agency shall provide proved photo identity cards mentioning agency name as well as name of the concerning department to all the personnel deployed in the premises and submit a copy of such identity cards along with the personal particulars to the POLICE DEPARTMENT.

23. PAYMENT, TERMS & CONDITIONS:-

- i. The payment shall be released by the POLICE DEPARTMENT, Dadra & Nagar Haveli on monthly basis for the deployment of personnel as per contract/ instructions of authorized representative of the POLICE DEPARTMENT.
- ii. The agency shall submit monthly bills, complete in all respects, within five days after expiry of the month, to the respective department for the due amount along with the certificate regarding (i) actual deployment of personnel and their attendance, (ii) proof of payment by the agency to the personnel for the previous month and (iii) challan / receipt by Regional provident fund authorities, sales tax dept. for the previous month. However, for the first month certificates mentioned at (ii) & (iii) shall not be applicable. The POLICE DEPARTMENT, Dadra & Nagar Haveli shall release due amount after effecting recoveries, if any, through crossed account payee cheque / Demand Draft / RTGS to the agency, within fifteen (15) days from the receipt of complete bills(s) after due certificate from respective officers of the POLICE DEPARTMENT, Dadra & Nagar Haveli.
- iii. The agency shall release wages to be paid as per minimum wages act/ salaries to the personals deployed under this contract within seven days after expiry of the month.
- iv. The agency shall promptly make payment to Regional Provident Fund Commissioner, in case wherever and whenever applicable, the provident fund contribution from agency end and the amount deducted from. Further, the agency shall fulfill all statutory requirements entirely at its own cost.
- v. Any recovery including security deposit, as per contractual terms shall be made by the Police Department from the running bill of the agency.
- vi. Income tax as per Income Tax Act shall be deducted at source from the running bills of the agency.
- vii. All the applicable taxes and Other Levies enforced by Govt. from time to time shall be deducted at source from the running bills of the agency.

24. STATUTORY & OTHER RESPONSIBILITIES OF THE AGENCY

- i. It shall be the responsibility of the agency to comply with all statutory obligations under various enactments which are applicable to the contract. The agency shall be responsible to secure compliance with all Central & State Government laws as well as Rules, Regulations, Bye-laws and other of the local authorities and statutory bodies as may be in force from time to time as applicable. The agency shall also be responsible for giving the required notice to any statutory or local bodies as required by law and obtain all requisite license/ permission as applicable to the agency for carrying out the work envisaged in the contract. The POLICE

DEPARTMENT, Dadra & Nagar Haveli shall bear no liability whatsoever towards any violations by the agency in this regard.

- ii. The agency shall also be responsible for safety of all workmen employed by them from time to time and they shall be responsible for payment of any compensation that may arise out of any accident, injury or death of worker during the execution of contract. The POLICE DEPARTMENT, Dadra & Nagar Haveli shall bear no liability whatsoever towards any violations by the agency in this regard.
- iii. The agency shall comply with all labour laws applicable to workmen engaged by them for carrying out work and the POLICE DEPARTMENT shall bear no liability whatsoever towards any violations by the agency in this regard.

25. GUARANTEE:-

- i. The agency is required to furnish a CONTRACT PERFORMANCE GUARANTEE (CPG) towards faithful performance of the entire contract, in accordance with the terms and conditions specified in this Tender document. The agency shall furnish the CPG within 15 days from the date of issue of LOA for an amount equivalent to 10% of the contract value, in the form of FDR/DD only drawn from any Nationalized Bank at Silvassa. The validity of the FDR/DD shall be for the entire contract period & additionally shall be kept valid for period up to Three (3) months beyond the contract period.
- ii. Failing to submit the above CPG, security Deposit of 10% of the gross amount from monthly running bill will be deducted. However, this will be released after the expiry of the Subject contract i.e. after the successful completion of the contract and no due certification by officers- in charge to the effect.
- iii. In case the agency fails to execute the contract successfully, the security Deposit Amount as deducted above/ furnished by the Agency shall be forfeited.

26. PENALTIES FOR ABSENTIES AND FAILURE OF PERFORMANCE

- i. In case of absence of the deployed personnel, substitute(s) shall be provided by the agency without any additional liability to Police Department, Dadra & Nagar Haveli. If in case the Agency fails to provide substitute(s) or if the performance is not found satisfactory, then an amount of Rs.500/- per shift

per person (who is found missing/ absent from duty) would be deducted from the running bills of the Agency/ Firm as a penalty.

- ii. Any Complaint reported by Police Department shall be resolved within 24 hours, otherwise Strict action would be initiated and Rs 500/- per day per complaint would be deducted from the running bills of the Agency/Firm as penalty.

27. OBSERVANCE OF LABOUR LAWS & CONTACTORS'S LIABILITY:

- i. The agency shall strictly comply with all rules / regulations etc. as per the laws in force, including but not limited to. Contract Labour (R&A) Act, shops and Establishment Act, Employees provident Act, SI Act, Minimum Wages Act and payment of wages Act, as applicable during the currency of the contract in respect of any employee / workman engaged by the agency for Police Department, Dadra & Nagar Haveli.
- ii. The agency shall also comply with all rules / regulations of the local authorities during the currency of the contract. For any violation, in this regard, the agency shall be solely responsible without any liability of Police Department, Dadra & Nagar Haveli.
- iii. In case ESI Act is not applicable, the agency has to insure all personnel under Workmen Compensation Act during currency of the contract period and shall indemnify and keep indemnify Police Department, at all times against all claims, if any. A copy of insurance under the above act shall be sent to the respective officers-in charge.
- iv. All registration and statutory feed in respect of contactor's work pursuant to this contract shall be payable by the agency only and is not reimbursable
- v. The agency shall be liable to make payments to all the deployed personnel and shall comply with Labour Laws, pursuant to sub-clause 27(i) & 27(ii) above. If the Police Department, Dadra & Nagar Haveli, is held liable as "Employer" or "Principal Employer" to pay compensation or contributions etc., under any Act or court decisions in respect of the personnel deployed by the agency, then the agency shall reimburse the amounts of such compensation/ contributions so paid to Police Department, Dadra and Nagar Haveli.

28. CONTRACTOR'S DEFAULT

- i. In case, the Contractor neglect to execute the works with due diligence or refuse or neglect to comply with any reasonable written orders issued to him in writing by the Police Department in connection with the works or shall contravene the provisions of the Contract, the Police Department shall give notice in writing to the Contractor to make good the failure, neglect or contravention complained of, and if the Contractor fail to comply with the notice within fifteen (15) days from the date of serving the notice, then in such case the Police Department shall be at liberty to terminate the contractor and/or employ other agency and forthwith execute such part of the works as the Contractor may have neglected to do. In such an event, any additional cost incurred by Police Department due to appointment of any such other agency/ personnel shall be recovered from Contractor either from any balance due to Contractor or by other means including encashment of Contract Performance Guarantee.
- ii. In case the Contractor is held responsible by any authorities of the Central/State/Local Govt. on any legal/statutory authority for non-payment or less payment of wages by Contractor or other benefits as per the Minimum Wage Act or any other Act applicable under the contract to the deployed personnel for execution of the work or non-payment of dues to the concerned statutory authorities then the same shall also be deemed as breach of contract. And in such case, POLICE DEPARTMENT shall have right to recover/ deduct such amount from the Contractor and/or terminate the Contract.

29. TERMINATION OF CONTRACT

If the work is found to be unsatisfactory during the contract period or if the contractor commits defaults in complying with any of the terms and conditions of the contract, POLICE DEPARTMENT reserves the right to Terminate the contract and Forfeit the Contract Performance Guarantee and also Black list the contractor at any time with or without notice and can get the work done by another agency at the risk and cost of the original contractor.

30. ARBITRATION

In the event of any question, dispute or difference arising under these conditions or in connection with this contract except as to any matters or decisions which are specially provided for (by these conditions) the same shall be referred to the sole arbitration of an arbitrator appointed by POLICE DEPARTMENT.

31. GENERAL TERMS:

- i) If the agency is required to do any job which is not specified in the BOQ or Scope of Work but necessary under services of Emergency Response Support System (ERSS), they would undertake the same without any additional cost to POLICE DEPARTMENT.
- ii) The agency shall maintain all the documents necessary such as Age, Sex, Educations qualifications, and addresses of the workers deployed by them in the premises including payment vouchers, attendance register, leave and weekly off particulars etc. to satisfy the provisions of various labor laws.
- iii) The agency shall ensure that none of their deployed Personnel smokes or consume alcohol or any other intoxicating drugs during their duty and off the duty within the premises.
- iv) The agency shall ensure that none of their deployed Personnel indulge in gambling within the premises and should not use the premises for any anti-social or unlawful activities.
- v) The agency shall ensure that all personnel engaged by them in the premises behave courteously with the employees of POLICE DEPARTMENT.
- vi) **The rate should be quoted per resource per month (Considering the Minimum Wages Act and Payment of Wages Act etc.)**
- vii) In case of any dispute arising out of your contract, it will be in the jurisdiction of court in Silvassa only.
- viii) Tender Fees of Rs. 2000/- (Rupees Two Thousand only) will be accepted in the form of Demand Draft in favour of the Deputy Superintendent of Police, Police Head Quarter, Silvassa, UT of Dadra & Nagar Haveli from any Nationalized/Scheduled bank having his branch in Dadra & Nagar Haveli (U.T).
- ix) The Agency shall comply with all the rules and regulations applicable in the matter of such Personnel engaged by it.
- x) The Agency shall engage Personnel having experience to perform their duties satisfactorily. They should be healthy and medically fit, alert and able to perform their duties diligently. Minors should not be engaged.
- xi) The Agency shall not engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in rendering the services under this agreement.

- xii) The Agency shall be fully responsible for any theft, burglary and any malicious damage or any other mischievous deed done by their deployed Personnel.
- xiii) All the Personnel deployed by the Agency shall be free from contagious diseases and should wear standard uniform.
- xiv) The Police Department DNH reserves the right to order any Personnel of the Agency to leave the premises if his/her presence at any time is felt undesirable.
- xv) The Agency shall replace any person deployed by him, if found unsuitable by the Police Department, DNH with a suitable substitute forthwith.
- xvi) List of persons engaged is to be submitted by the Agency with their respective photos & bio-data to the Police Department, DNH. Monthly attendance sheet of the persons engaged is also to be submitted to Police Department, DNH. In case of absence for a day or more, alternative arrangement for replacement should be made.
- xvii) The staff should be provided photo identity-card counter signed/ verified by Police Department, DNH.
- xviii) The bill for the month should be submitted on the expiry of every month after payment of the salaries to Personnel as specified in the Minimum Wages Act.

Signature & Rubber Stamp of the Agency/Bidder

Sd/-
Deputy Superintendent of Police (HQ)
For Dy. Inspector General of Police
Dadra & Nagar Haveli,
Silvassa

ANNEXURE-I

**RATE SCHEDULE AS PER REQUIRED MANPOWER AT POLICE DEPARTMENT,
DNH, SILVASSA.**

Sr. No.	Manpower required	Quantity	Total Rate per year (Cumulative)
1	Call Takers/ Dispatchers (for Emergency Response Support System - 112)	12 (Twelve)	Rs. _____ (in figures & words)

Note:

- 1. The rates should be inclusive of all statutory obligation including applicable taxes, PF, work compensation policy, Insurance/ Sanjivini Bima Yojna, etc.**

Signature & Rubber Stamp of the Agency/Bidder

**Sd/-
Deputy Superintendent of Police (HQ)
For Dy. Inspector General of Police
Dadra & Nagar Haveli,
Silvassa**