



**Department of Higher Education
Government of Madhya Pradesh**

**Tender Notice for selection of
State level Manpower Supply Agency**

The State Government has created posts of class-III and Class-IV cadre to be filled through outsource. Proposal (Technical and Financial) from eligible manpower supply firms (Service providers) are invited to supply manpower against around 1400 posts of Class-III (Assistant Grade-3, Lab Technician etc) and Class-IV (Peon, Chowkidar, Farrash etc) cadre. State level agency will be hired initially for five years. The detailed tender document including conditions of tender, eligibility criteria and list of colleges where posts are to be filled on outsource basis, can be seen at M P Higher education portal <http://www.mphighereducation.nic.in/> www.highereducation.mp.gov.in and e-procurement portal www.mpeproc.gov.in

The tender process shall be completely on-line. **Last date for submission of tender is 19.06.2018**. For resolving queries related with tender process a pre bid meeting has been scheduled on **24.05.2018 on 3.00PM** at the conference hall of the office of the Commissioner Higher Education. Tender form can be downloaded from above mentioned websites, however a fee of Rs 2000 and processing fee will be charged separately at the time of submission of tender form. On-line tender form will be available at www.mpeproc.gov.in after 16th May, 2018.

(Dr Jagdish Chandra Jatiya)
Additional Director-Administration
Higher Education, MP Bhopal



मध्यप्रदेश शासन उच्च शिक्षा विभाग

शासकीय महाविद्यालयों में तृतीय /चतुर्थ श्रेणी की पदपूर्ति हेतु पांच वर्षों के लिए राज्य स्तरीय आउट सोर्स एजेन्सी के चयन की निविदा

राज्य शासन द्वारा प्रदेश में खोले गए नवीन शासकीय महाविद्यालयों में वर्ष 2012 से तृतीय एवं चतुर्थ श्रेणी के नियमित पदों के स्थान पर आउट सोर्स के पदों का सृजनकिय गया है। इन तृतीय श्रेणी (सहायक वर्ग-3] प्रयोगशाला तकनीशियन आदि) एवं चतुर्थ श्रेणी (भृत्य] चौकीदार] फर्श आदि) के लगभग 1400 पदों की पूर्ति हेतु एक राज्य स्तरीय सेवा प्रदाता एजेन्सी का चयन प्रथमतः पांच वर्षों के लिए किया जाना है। इस निविदा की विस्तृत शर्तों] पात्रता] शासकीय महाविद्यालयों की सूची जहां पदपूर्ति की जाना है एवं अन्य विवरण तथा विस्तृत निविदा प्रपत्र म प्र उच्च शिक्षा पोर्टल <http://www.mphighereducation.nic.in/> www.highereducation.mp.gov.in एवं ई प्रोक्योरमेन्ट पोर्टल www.mpeproc.gov.in पर देखे जा सकते हैं।

समस्त निविदा प्रक्रिया ऑनलाइन सम्पादित की जाएगी। **निविदा जमा करने की अंतिम तिथि 19.06.2018 निर्धारित की गई है।** इच्छुक निविदाकारों की शंकाओं के निराकरण हेतु दिनांक **24.05.2018 को अपरान्ह 3.00 बजे** कार्यालय आयुक्त उच्च शिक्षा सतपुड़ा भवन, भोपाल में एक **प्री बिड बैठक** का आयोजन किया गया है। निविदा प्रपत्र उपरोक्त वेबसाइट्स से निःशुल्क डाउनलोड किया जा सकता है परंतु निविदा जमा करते समय रु 2000 एवं प्रक्रिया शुल्क पृथक से देना होगा। ऑन लाइन टेन्डर फॉर्म www.mpeproc.gov.in पर दिनांक 16.05.2018 के पश्चात् उपलब्ध होंगे।

जगदीश चद्र जांटया
अपर सचालक प्रशासन
उच्च शिक्षा मध्य प्रदेश



Higher Education Department Madhya Pradesh

RFP for Selection of Manpower Supply Agency

Tender No. - 904/DHE/Section-1/2018/07.05.2018

Directorate, Higher Education
5th Floor, Satpura Bhawan, Arera Hills Bhopal - 462003
Tel: 0755 -2554784
Email: -mphe.outsource@mp.gov.in
Website: <http://www.mphighereducation.nic.in/> and
<http://www.highereducation.mp.gov.in>

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DISCLAIMER

All information contained in this tender document provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in this tender document, the interested Bidders shall satisfy itself that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the tender document is complete in all respects and Bidders submitting their proposal are satisfied that the tender document is complete in all respects. *Department of Higher Education (DHE) Madhya Pradesh* reserves the right to reject any or all of the proposals submitted in response to this tender document at any stage without assigning any reasons whatsoever. DHE also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their proposal in response to this tender. DHE reserves the right to change/ modify/ amend any or all of the provisions of this tender document without assigning any reason. Any such change would be communicated to the Bidders by posting it on www.mpeproc.gov.in portal or on the website of DHE <http://www.mphighereducation.nic.in/> and <http://www.highereducation.mp.gov.in>

Neither DHE nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this tender document, any matter deemed to form part of this tender document, the award of the assignment, the information and any other information supplied by or on behalf of DHE or their employees or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of tender process is confidential to DHE and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

GLOSSARY

Abbreviations	
CA	Chartered Accountant
DHE	Department of Higher Education Madhya Pradesh
EMD	Earnest Money Deposit
EPF	Employee Provident Fund
ESIC	Employee State Insurance Corporation
GoI	Government of India
GoMP	Government of Madhya Pradesh
GST	Goods and Service Tax
MS	Microsoft
MP	Madhya Pradesh
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
SL	Service Levels
SLA	Service level Agreement

1. Bid Data Sheet

Particular	Details
Name of the Client	Department of Higher Education Madhya Pradesh (DHE)
Address and Concerned person for Correspondence	Commissioner, Department of Higher Education Madhya Pradesh, 5 th Floor, Satpura Bhawan, Arera Hills, Bhopal - 462003
Availability of Tender - Start Date and Time	14/05/2018, 11:00 Hrs.
Availability of Tender - End Date and Time	19/06/2018, 15:00 Hrs.
Last date for sending Pre-Bid queries	23/05/2018, 17:30 Hrs.
Pre-Bid Meeting	24/05/2018 15:00 Hrs. At, Office of Commissioner, Department of Higher Education Madhya Pradesh, 5 th Floor, Satpura Bhawan, Arera Hills, Bhopal - 462003
Email address to send the Pre-bid queries	mphe.outsource@mp.gov.in
Online Bid Submission Date	19/06/2018, 15:00 Hrs.
Cost of bid document	Rs. 2,000 + Processing Fees (non-refundable) to be paid online through the e-procurement portal.
EMD / Bid Security Amount	Rs 2,00,000/- (Rs Two Lakh only)online through e-procurement portal. EMD in any other form will not be accepted failing which the tender shall be rejected summarily.

Particular	Details
Date and time for opening of Technical Proposal	19/06/2018, 15:30 Hrs.
Date and time for opening of Financial Proposal	23/06/2018, 15:30 Hrs.
Performance Security	10% of the contract value in the form of DD.
Method of submission of Proposal	Only through e-Procurement portal: website www.mpeproc.gov.in
Validity of Bids	Minimum 120 days from the due date of submission of proposal as mentioned in this tender or the subsequent corrigendum (if any)

Note:

- Tender document can be viewed/ downloaded from the website www.mpeproc.gov.in, DHE website <http://www.mphighereducation.nic.in/>, <http://www.highereducation.mp.gov.in>
- Bidder have to upload their bid document through onlinemode only on the portal www.mpeproc.gov.in. No hard copy shall be submitted.
- Bidders have to submit the document fee, processing fee amount Online only.
- EMD shall be submitted online on the eProcurement web site only on or before bid closing date & time. Scan copy of the proof shall be uploaded in eProcurement portal.
- Any further corrigendum/ addendum shall be uploaded on the e-procurement portal www.mpeproc.gov.in and DHE web site <http://www.highereducation.mp.gov.in>.

2. Introduction

The Government of Madhya Pradesh (GoMP) is committed to accelerating economic growth and improving living conditions and wellbeing of the citizens of the state. GoMP's vision document titled "Vision 2018 - An Agenda for Development and Good Governance" provides the overarching framework within which reforms are being undertaken across all key sectors to achieve the above stated goal. As part of

this vision, GoMP plans to expand and improve its higher education institutions with a view to improve the state's higher education system's outcomes to national and international flagship standards. This can only be achieved by undertaking a comprehensive and sustained package of

reforms and capacity building measures which improve the efficiency and effectiveness of all higher education institutions (HEIs) operating in the state.

Currently, Madhya Pradesh provides higher education to nearly 10% of all Indian students. Over 1.6 million students attend its 36 universities (17 are state public universities, 9 are state private universities, 3 are institutes of national importance, 3 are deemed government universities and 2 are central universities, 1 central open university and a state open university) and its over 1300 colleges.

The Higher Education sector in Madhya Pradesh comprises 457 government colleges, 75 government aided colleges, 789 private unaided colleges and 5 government institutes catering to students from the 51 districts of the state. There are six state universities established under the Madhya Pradesh Vishwavidyalaya Adhiniyam, 1973 (MP Universities Act, 1973). These six universities act as affiliating bodies for all government and private colleges in the state.

According to NAAC, five universities and 44 of the 457 government colleges have active National Assessment and Accreditation Council (NAAC) accreditation (valid Accreditation). Eight government colleges have been granted autonomous status by the University Grant Commission (UGC).

Government College may be defined as an Institution of Higher Learning established, Financed and managed by the State Government. All rights regarding Appointment, Promotion, Pay Fixation, Framing Rules and Regulations, Penal Action against Teaching and Non-Teaching Staff rest with the Government. Government of Madhya Pradesh is maintaining minimum standards of Higher Learning as prescribed by the National Level apex bodies like UGC, NCTE and AICTE. It also provides all necessary requirements of the Institution, right from Human Resource to other Infrastructure and fixtures. Colleges are affiliated to a State University as per the jurisdiction of the University.

A Government College is controlled by several authorities with different type of inter relationship.

2.1 Objective of this assignment

The main objective of higher Education Department is to produce Academically Competent, Ethically Sound human beings with social productivity and capacity to contribute in the process of National Development.

The objective of this assignment is to provide the skilled and unskilled manpower (Class III & IV) under different categories to the government colleges throughout the state.

The list of colleges and indicative requirement of manpower can be found at Annexure L.

3. Eligibility / Qualification Criteria

The bidders interested in bidding for the tender should meet the minimum eligibility criteria as mentioned below:

Sr. No.	Eligibility / Qualification Criteria	Documents to be Provided
1.	The Bidder should be a legally registered entity in India, Registered as Manpower Supply Agency since last 5 (Five) years as on 31 st December 2017. A Consortium/ Joint Venture are not allowed.	Copy of Registration Certificate of the Firm (Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).
2.	The Bidder should have Minimum 3 years of Experience working with any Agency of Central/State government/ PSU as Manpower Supply Agency.	Letter/Work Order issued by government Agency showing work experience.
3.	The Bidder should have experience of running/completed at least three similar projects of providing minimum 200 resources in each Work order/ Project in last three years for any Central/ State Government/ Government Corporation/ PSU for at least six months.	Copy of Work Orders/ PO should be furnished as documentary proof.
4.	Minimum Average Annual Income/Profit of Last three years from Manpower Supply (2014-15,2015-16,2016-17) should be 1 Crore.	CA Certificate showing Average Annual Income/Profit from providing Manpower Supply Services.
5.	At least 200 average number of Manpower per month for whom Provident Fund deposited for the financial year 2016-17 (Total manpower figure of 12 month/12) as on 31 st Dec 2017	Annual EPFO return
6.	The bidder should not be black listed by State Government of Madhya Pradesh, or any of its agencies as on the last date of Bid Submission.	An undertaking to this effect should be submitted by the bidder on its letter head.
7.	There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against the bidder.	An undertaking to this effect should be submitted by the bidder on its letter head.
8.	The bidder must have valid GST registration certificate, EPF Registration & ESIC Registration as on the date of submission of bid	Copy of certificates/registration/ relevant documents should be submitted along with the bid.
9.	The bidder must have valid labour license issued by Labour Commissioner for providing manpower in Services sector/ Industries/ Government Departments.	Copy of valid labour licence certificate.
10.	The Bidder should have a local support office at Bhopal and should provide the supporting documents for the same.	Declaration of office space on the letter head for communication or Undertaking

Sr. No.	Eligibility / Qualification Criteria	Documents to be Provided
	If the Bidder does not have any local support office at the time of Bidding then the bidder must submit an undertaking on his letter head that the bidder shall open a local support office at Bhopal within one month from the date of award of contract, if selected.	on letter head that the bidder shall open a local support office at Bhopal within 3 weeks from the date of award of contract, if selected.
11.	No Deviations from Terms and Conditions of Bid Document and mandatory compliance of all statutory liabilities and other terms and conditions as specified in this bid document.	'No Deviations certificate' as per the Annexure G of this bid document duly filled and signed by the bidder.
12.	Rs 2,00,000/- (Rs Two Lakh only) online through e-procurement portal. EMD in any other form will not be accepted failing which the tender shall be rejected summarily.	Copy of submission proof of EMD through MP eProcurement Portal.

Note: -

1. All the above criteria compliance is compulsory for all bidders to be qualified for the technical evaluation.
2. A bidder would be disqualified if any of the above criteria is not complied.
3. Successful bidder will have to obtain the required valid labour license for the numbers of manpower for which the bidder has been awarded the contract within 30 days of Work Order.

4. Technical Marking Criteria

Technical evaluation would be done for only those bidders who would be qualified at the eligibility criteria stage.

4.1 Following are the criteria of Technical marking

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Marks Allotted	Total Marks
1.	The Bidder should be a legally registered entity in India, Registered as Manpower Supply Agency since last 5 (Five) years as on 31 st December 2017. A Consortium/ Joint Venture are not allowed.	Copy of Registration Certificate of the Firm (Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).	<ul style="list-style-type: none"> • If less than 5 years = 0 Marks • For every completed additional year, one mark shall be allotted to maximum 5 marks. 	5

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Marks Allotted	Total Marks
2.	Ownership type of bidder's firm	Copy of Registration Certificate of the Firm (Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).	<ul style="list-style-type: none"> Company incorporated under Companies Act, 1956/ Corporation = 5 marks. Public Sector Undertaking of Central or State Government = 5 Marks Limited Liability Partnership Act 2008 (LLP) = 4 marks Society/ Co-operative society = 3 Marks Proprietor firm/ partnership firm = 2 Marks 	5
3.	The Bidder should have experience of running/completed at least three similar projects of providing minimum 200 resources in each Work order/ Project in last five years (01-04-2013 onwards) for any Central/ State Government/ Government Corporation/ PSU for at least six months.	Copy of Work Orders/ PO should be furnished as documentary proof.	<ul style="list-style-type: none"> If less than 3 projects = 0 Marks For every additional completed project Two marks shall be allotted to maximum 20 marks. 	20
4.	Average number of manpower per month for whom Provident Fund deposited for the financial year 2016-17 (Total manpower figure of 12 month/12) as on 31 st Dec 2017	Annual EPFO return	For every 200 Manpower Two mark would be awarded Maximum 20 Marks	20
5.	Minimum Average Annual Turnover of Last three years from Manpower Supply (2014-15, 2015-16, 2016-17) should be One Crore.	CA Certificate showing Average Annual Turnover from providing Manpower Supply Services.	<ul style="list-style-type: none"> If Average Annual Turnover is less than 1 Crore = 0 Marks For every additional One Crore Turnover, two marks shall be allotted up to maximum 20 marks. 	20
6.	Experience of working with any Department or Agency/body of MP State Government for at least six months in a single work order	Work Order or Client completion certificate	<ul style="list-style-type: none"> Less than 1 Projects/Work Order = 0 Mark. For every additional project/Work Order one mark shall be allotted up to maximum 5 marks. 	5
7.	Write up on why the firm is best fit to work with Higher Education Department, Madhya Pradesh.	Write-up not more than 250 Words	<ul style="list-style-type: none"> Excellent = 10 Marks Good = 8 Marks Average = 6 Marks Below Average = 4 Marks 	10

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Marks Allotted	Total Marks
			<ul style="list-style-type: none"> Poor = 0 Marks 	
8.	Completeness of proposal with all respect, i.e. provided checklist, provided relevant documents, numbered pages and proper references.	Proposal Document	<ul style="list-style-type: none"> Provided Table of Content = 1 Mark Provided Checklist = 1 Mark Provided Relevant Documents = 1 Mark Provided Serial Numbers at every page = 1 Mark Provided correct page reference = 1 Mark 	5
9	Approach Document for development & Maintenance of IT facility.	Approach document as part of proposal	<ul style="list-style-type: none"> Excellent = 10 Marks Good = 8 Marks Average = 6 Marks Below Average = 4 Marks Poor = 2 Marks 	10
Total Marks				100

Note: -

- Minimum Technical score required to qualify is 50 marks. Bidder who scored less than 50 marks would be disqualified.
- All bidders who get more than 50, would be ranked. The bidder who gets the highest technical marks would be ranked as first. Other bidders will get the ranking accordingly.
- Only bidders whose ranked in top six (6) in the Technical scoring and have been found to be substantially responsive shall be declared eligible for their price bid opening, other bidders would be declared as disqualified.

Example of Technical Scoring: - An illustrative example of marking is below.

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Compliance of Technical Marking Criteria	Marks Allotted	Marks Obtained
1.	<ul style="list-style-type: none"> The Bidder should be a legally registered entity in India, Registered as Manpower Supply Agency since last 5 (Five) years as on 31st December 2017. A Consortium/ Joint Venture are not allowed. 	<ul style="list-style-type: none"> Copy of Registration Certificate of the Firm (Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under 	<ul style="list-style-type: none"> Registered on 01st November 2010 	<ul style="list-style-type: none"> If less than 5 years = 0 Marks After, every completed additional year, one mark shall be allotted to maximum 5 marks. 	2

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Compliance of Technical Marking Criteria	Marks Allotted	Marks Obtained
		Companies Act, 1956, as applicable).			
2.	<ul style="list-style-type: none"> Ownership type of bidder's firm 	<ul style="list-style-type: none"> Copy of Registration Certificate of the Firm (Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable). 	<ul style="list-style-type: none"> Company incorporated under Companies Act, 1956 	<ul style="list-style-type: none"> Company incorporated under Companies Act, 1956/ Corporation = 5 marks. Public Sector Undertaking of Central or State Government =5 Marks Limited Liability Partnership Act 2008 (LLP) = 4 marks Society/ Co-operative society = 3 Marks Proprietor firm/ partnership firm = 2 Marks 	5
3.	<ul style="list-style-type: none"> The Bidder should have experience of running/completed at least three similar projects of providing minimum 200 resources in each Work order/ Project in last five years (01-04-2013 onwards) for any Central/ State Government/ Government Corporation/ PSU for at least six months. 	<ul style="list-style-type: none"> Copy of Work Orders/ PO should be furnished as documentary proof. 	<ul style="list-style-type: none"> 8 projects with 300 + manpower supply 	<ul style="list-style-type: none"> If less than 3 projects = 0 Marks For every additional completed project Two marks shall be allotted to maximum 20 marks. 	10
4.	<ul style="list-style-type: none"> Average number of manpower per month for whom Provident Fund deposited for the financial year 2016-17 (Total manpower figure of 12 month/12) as one 31st Dec 2017 	<ul style="list-style-type: none"> Annual EPFO return 	<ul style="list-style-type: none"> 2400 Person EPFO file in the year (2400/12) 	<ul style="list-style-type: none"> For every 200 Manpower Two mark would be awarded Maximum 20 Marks 	2

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Compliance of Technical Marking Criteria	Marks Allotted	Marks Obtained
5.	<ul style="list-style-type: none"> Minimum Average Annual Turnover of Last three years from Manpower Supply (2014-15,2015-16,2016-17) should be One Crore. 	<ul style="list-style-type: none"> CA Certificate showing Average Annual Turnover from providing Manpower Supply Services. 	<ul style="list-style-type: none"> 10 Crore 	<ul style="list-style-type: none"> If Average Annual Turnover is less than 1 Crore = 0 Marks For every additional One Crore Turnover, two marks shall be allotted up to maximum 20 marks. 	20
6.	<ul style="list-style-type: none"> Experience of working with any Department of MP State Government Health Department, Education Department, Women and Child Development Department etc. for at least six months in a single work order 	<ul style="list-style-type: none"> Work Order or Client completion certificate 	<ul style="list-style-type: none"> 3 Projects 	<ul style="list-style-type: none"> Less than 1 Projects/Work Order = 0 Marks. For every additional project/Work Order one marks shall be allotted up to maximum 5 marks. 	3
7.	<ul style="list-style-type: none"> Write up on why the firm is best fit to work with Higher Education Department, Madhya Pradesh. 	<ul style="list-style-type: none"> Write-up not more than 250 Words 	<ul style="list-style-type: none"> Good level 	<ul style="list-style-type: none"> Excellent = 10 Marks Good = 8 Marks Average = 6 Marks Below Average = 4 Marks Poor = 0 Marks 	8
8.	<ul style="list-style-type: none"> Completeness of proposal with all respect, i.e. provided checklist, provided relevant documents, numbered pages and proper references. 	<ul style="list-style-type: none"> Proposal Document 	<ul style="list-style-type: none"> Provided Table of Content, Checklist, Relevant Document, Serial Numbers. 	<ul style="list-style-type: none"> Provided Table of Content = 1 Mark Provided Checklist = 1 Mark Provided Relevant Documents = 1 Mark Provided Serial Numbers at every page = 1 Mark Provided correct page reference = 1 Mark 	4
9	<ul style="list-style-type: none"> Approach Document for development & Maintenance of IT facility 	<ul style="list-style-type: none"> Approach document as part of proposal 	<ul style="list-style-type: none"> Good 	<ul style="list-style-type: none"> Excellent = 10 Marks Good = 8 Marks Average = 6 Marks 	8

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Compliance of Technical Marking Criteria	Marks Allotted	Marks Obtained
				<ul style="list-style-type: none"> Below Average = 4 Marks Poor = 2 Marks 	
	<ul style="list-style-type: none"> Total Marks 				62

5. Scope of Work

The scope of work can be defined as follows:

Provision of Skilled and unskilled Manpower (as per the Annexure - L). The selected bidder shall be required to deploy skilled and unskilled trained manpower at various Government Colleges of the Higher Education Department. The required manpower would be deployed at the Government Colleges, spread across various locations of Madhya Pradesh (refer Annexure L for details of location).

5.1 Scope of work of selected bidder

5.1.1 Mandatory Obligations

1. The Selected Bidder shall be in obligation to pay the salary on or before 10th of every month to its deployed Manpower as prescribed by the Department of Higher Education. In this connection, the orders issued by Government of Madhya Pradesh revising the Salary from time to time shall be binding on the Selected Bidder from the effective date mentioned in such notification.
2. The Selected Bidder shall discharge its liability for the deployed labour in respect of Employees Provident Fund under The Employees' Provident Funds and Miscellaneous Provisions Act, 1952
3. The Selected Bidder shall also have to bear all other liabilities as per existing "Contract Labour (Regulation and Abolition) Act, 1970" and other applicable Labour Act as amendable from time to time.
4. The Selected Bidder shall also bear Other charges like Leaves (other than Statutory Leaves), additional Salary, Group Insurance, photo id etc.
5. The Selected Bidder will have to make the payments of Salary directly into a Bank Account of deployed labour.

6. The selected bidder shall provide details to employees related to the payment of salary, their bank accounts number & bank name where payment remit and other information through the login access of IT facilities which should be available 24*7 to the employees.
7. The Selected Bidder will mandatorily submit documents showing the proof of age and qualification/ experience of the manpower deployed by it, for executing the contract, and get it verified from the Regional AD of the DHE or any other Officer as declared by DHE from time to time. The verification of the credentials of the manpower by the DHE is mandatory and shall majorly be a one-time activity in a year. Declaration in this regard filled and duly signed by all deployed manpower should be submitted to the Regional AD before deploying the respective manpower. Random police verification would be carried out regularly to the check the genuineness of the declaration.

5.1.2 Other Obligations

1. The Selected bidder shall employ at least one competent representative (name, address, telephone number, identity proof of the representative shall be communicated in writing to the Nodal Officer) to supervise the deployment and performance. The said representative, (or if more than one shall be employed, then one of such representatives), shall be present whenever required and should be approachable in person or on phone at time to the DHE for discussion and meetings.
2. Any written order or instruction which the Nodal Officer or his duly authorised representative may give to the said representative of the Selected bidder shall be deemed to have been given to the Selected bidder.
3. The Selected bidder shall provide and be responsible for payment of salaries and other statutory privileges and facilities as applicable to its Manpower as per relevant and applicable law/rules/regulations and orders of the Central/State Government or local authorities or other authorities as are in force from time to time.
4. All Manpower engaged under this Contract by the Selected bidder shall be employees of Selected bidder. DHE shall not have any liability/responsibility to absorb the persons engaged by the Selected bidder and/or extend any type of recommendation, etc. for obtaining any job with the DHE or elsewhere.
5. The Selected bidder shall at the time of execution of the Contract have PF code number obtained from authorities concerned under the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 and remit contributions in respect of the employees

employed by him to the PF office concerned every month or obtain the same within a month after the agreement for the concerned employees.

6. The Selected bidder shall maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of the DHE as per the time period defined by the DHE.
7. The Selected bidder shall also submit periodical reports on various labour laws compliance such as Contract labour (Registration & Abolition) Act-1970, Employees Provident Fund Act etc., under intimation to maintain the designation of the principal employer.
8. The Selected bidder shall ensure that its manpower perform their duties efficiently by exercising frequent surprise checks and by appointing sufficient supervisory staff as felt necessary. In case it is found that any damage has occurred due to negligence, ignorance or not performing the duty by the manpower of the Selected Bidder, all the losses so occurred to the DHE shall be recovered from the amounts payable to the Selected bidder and its Performance Bank Guarantee.
9. The Selected bidder shall pay the Minimum Salary (as applicable) and other payments as notified by the Government from time to time to its employees. However, DHE shall reimburse the Selected Bidder to the extent of the amount of variation arising out of the revisions in minimum salary as specified by the Labour Commissioner of Madhya Pradesh (for highly skilled, skilled, semi-skilled and unskilled manpower as applicable), and derived statutory obligations thereof provided the documentary evidence(s) is/are produced by the selected bidder making such payments to that extent only.
10. Manpower deployed by the selected bidder shall be entitled to 15 days leave in a year accrued at the rate of the 1.25 day leave per month in addition to the weekly off. Manpower should avail minimum half a day leave (at one instance).
11. The Selected Bidder shall furnish the complete address of its permanent office and local office along with telephonic numbers, fax numbers, emails, etc. to the DHE. Any notice or instructions to be given to Selected Bidder under the terms of the Contract shall be deemed to have been served on him if it has been sent at local office or to the address of the Selected Bidder last notified by them or delivered to authorized signatory.
12. The manpower deployed by the Selected Bidder shall be of sound physical and mental health and should not be under the influence of any drug or liquor during duty and have full knowledge and experience to competently complete the job assigned to them. In case it is

found that any loss has occurred to the government's property/interest due to deployment of such manpower, the same shall have to be replaced by the Selected Bidder without any extra cost to the Purchaser.

13. Selected bidder shall deploy adequate number of persons for execution of the Contract regulating their working hours and weekly off within the statutory limit.
14. The Selected bidder shall provide their prescribed identity card and name badges.
15. The Selected bidder shall in the event of his workman / employees sustain any injury or disablement due to an accident or any other cause arising out of and in the course of his employment, provide necessary medical treatment and pay compensation, if any, required under the Employee's Compensation Act, 2010 and other applicable law.
16. If any of the persons engaged by the Selected bidder misbehaves with any officials of the DHE or staff of the college or with any student including the parents and other stakeholders of DHE or commits any misconduct in connection with the property of the DHE or suffers from any serious communicable diseases, the Selected bidder shall be liable to replace them immediately.
17. The Selected bidder shall ensure that necessary information regarding the persons engaged by him is intimated to the concerning police station and a copy of the same shall be submitted to the concerned Officer-in-charge through the online system.
18. The Selected bidder should comply with all the applicable laws in force and effect for the time being, including being, registered under the various applicable labour laws.

5.2 Scope of work of Principal

1. Receive the information of deployment of manpower through online system.
2. Onboard the resource to work at college, provide induction, pass necessary orders of activities, responsibilities of the deployed resource.
3. Maintain proper records of attendance and performance.
4. Send the attendance by 5th of every next month in the online system.
5. Report to AD office and DHE for MIS system updation.

5.3 Scope of work of Regional Additional Director

1. Contract Administration of the manpower supply at their division.
2. Regularly track the attendance & performance of manpower supplied.
3. In case of replacement, approve the replacement of manpower.

4. Verify the bills and supporting documents of the selected bidder through online system.
5. Recommend the payment to DHE.
6. Recommend the service level deductions on a case to case basis.

5.4 Scope of work of Department of Higher Education

1. Signing the contract with selected bidder.
2. Appoint an officer/employee designated as the nodal officer who shall carry out the functions and obligations of the DHE under the Contract.
3. Give all notices, instructions, orders, consents, certificates, approvals and all other communications under the Contract shall be given by the Nodal Officer on behalf of DHE.
4. Any decision, instruction or approval given by the Commissioner or Nodal Officer of DHE shall be binding to the selected bidder under the contract.
5. Overall contract administration.
6. Taking reports from selected bidder, Regional Additional Director and Colleges.
7. Regular meeting with selected bidder, Regional Additional Director and Colleges for issues and resolutions of disputes.
8. Pay Quarterly bills latest by 30th of every next month.
9. Deduct the service level penalties.

5.5 Scope of work of Deployed Manpower

1. The manpower deployed by the Selected Bidder must always carry their Photo-ID card given by the Selected bidder.
2. The manpower deployed by the Selected bidder shall work as per the activities assigned to them.
3. The manpower deployed by the Selected bidder shall maintain the decorum and obey the instructions of the Principal/reporting officer of the college for that particular work and place of duty. They must follow the procedures of duty, performance and stipulated time guideline for working hours as set out time to time.
4. It shall be accepted as an inseparable part of the Contract that in matters regarding competency, efficiency, conduct and behaviour, the decision of the Commissioner or Nodal Officer of DHE shall be final and binding on the manpower & Selected Bidder in all such matters.

5.6 IT System

Selected bidder will develop an IT based computerised online facility for management of contract. This IT facility will be used for attendance of manpower, Bill Generation, Manpower Deployment information, Demand Generation, Complaints and grievance etc. Hosting infrastructure including hardware (servers and related applications) would be provided by DHE. The regular maintenance, functional enhancement, updates and upgrades would be the responsibility of selected bidder.

The following are the key functions of the selected bidder for developing and running the IT facility.

1. Prepare and maintain FRS and SRS.
2. Develop the application code, testing, pilot and final roll out.
3. Regularly update and upgrade the codes, UI and MIS reporting.
4. Maintain the of master data of deployed manpower.
5. Manage the life cycle of deployed manpower.
6. Regular updation of master and transactional data.
7. Provide login access to DHE, Regional ADs, colleges for MIS reporting and data updation as per the FRS.
8. Provide functions of Attendance input of deployed manpower by colleges.
9. Provide functions of attendance verification, payment recommendations, SLA compliance report and recommendation of penalties.
10. Facility to generate and submit bills online to DHE.
11. Facility to generate updation by DHE on status of bill payment.
12. Facility to Generate and export the various types of static and dynamic reports based on login access.
13. Grievance redressal system by deployed manpower, colleges, Regional ADs and DHE.
14. Auto other functions and reports which may be necessary for executing the contract.

The selected bidder will deploy one IT Manager (with minimum one-year IT diploma and at least three years of experience) and two data entry operators (with six months IT diploma and at least two years of experience) at DHE for the implementation support of the IT facility.

The following type of manpower are required for government colleges.

S#	Description of Posts	Essential Educational Qualification and Experience	Desired Educational Qualification and Experience

1.	Book Lifter	<ul style="list-style-type: none"> • 12th pass • 1-year experience in office work with any Government/Non-Government office 	<ul style="list-style-type: none"> • Graduate in any discipline • 2-year experience in office work with any Government/Non-Government office
2.	Chowkidar	<ul style="list-style-type: none"> • 8th pass • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • 12th pass and expert in security management • 2-year experience in any Government/Non-Government office
3.	Assistant Grade-2	<ul style="list-style-type: none"> • 10+2 Pass Knowledge of Hindi English typing • M.S Office Internet • E-mail etc • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • Graduate • 3 years' experience in any Government/Non-Government office
4.	Assistant Grade-3	<ul style="list-style-type: none"> • 10+2 Pass Knowledge of Hindi English typing • M.S Office Internet • E-mail etc • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • Graduate • 2 years' experience in any Government/Non-Government office
5.	Laboratory Attendant	<ul style="list-style-type: none"> • 10th pass and ability to assist office works. • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • 12th pass and ability to assist office works. • 2 years' experience in any Government/Non-Government office
6.	Laboratory Technician	<ul style="list-style-type: none"> • Graduation in Science Subject • Ability to assist works. • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • Post-Graduation in Science subject and ability to assist office works. • 2 years' experience in any Government/Non-Government office
7.	Peon	<ul style="list-style-type: none"> • 8th pass and ability to assist office works. • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • 10th pass and ability to assist office works. • 2 Years' experience in any Government/Non-Government office
8.	Sweeper	<ul style="list-style-type: none"> • 5th pass • 1-year experience in any Government/Non-Government office 	<ul style="list-style-type: none"> • 8th pass • 2-year experience in any Government/Non-Government office

1. List of exact position for each government college is attached at Annexure L.
2. If Department requires Driver/Data Entry Operator/Programmer or other types of manpower of Class III & Class II, the selected bidder will supply the same manpower to the department within 2 months of requisition.

Following are the scope of work for each position specified in Annexure L.

1: Book Lifter

1. Responsible for the ordering of textbooks.
2. Coordinates the processes associated with the receipt of incoming books.
3. Coordinates the processing of invoices for book orders received.
4. Coordinates the processes associated with the return of excess book inventory to include monitoring receipt of credit memos.
5. Provides direction and supervision to student as necessary.
6. Responsible for opening and/or closing the gates of Library.
7. Manage day to day operations of Library.
8. Assists with book inventories and data input of book inventories.
9. Lifting of heavy boxes of books in receiving and placing inventory.
10. Climbing up and down ladders in shelving inventory.

2. Chowkidar

1. Safeguard the premises, movable and immovable assets, equipment and guard against and thefts, pilferage of damage.
2. Ensure safety of the employees or and other persons working therein.
3. Carry out surveillance of the allocated area.
4. Any other services on need basis.
5. The security Manpower deployed should be vigilant and remain alert to avoid any unforeseen event.

3: Assistants Grade 2:

1. Support in Operational Activities of the college.
2. Assist Principal and other officers/ Academics in preparation, conducting the academic session.
3. Receiving, sorting and distributing incoming mail
4. Preparing outgoing mail
5. Filing
6. Typing reports, documents and letters
7. Sending emails
8. Assisting with event planning
9. Ensuring that College equipment are maintained and serviced
10. Keep track of office supplies and order when supplies run low

4: Assistants Grade 3:

1. Support Executive Assistance Grade 2 in discharging the college's operational activities.
2. Answering telephone calls and transferring the calls to the relevant person
3. Taking telephonic messages and distributing them
4. Greeting visitors on arrival
5. Providing visitors with refreshments while they wait
6. Receiving, sorting and distributing incoming mail
7. Preparing outgoing mail
8. Faxing
9. Photocopying
10. Scanning
11. Filing
12. Typing reports, documents and letters
13. Sending emails
14. Making travel arrangements
15. Assisting with event planning
16. Scheduling and arranging meetings and appointments
17. Ensuring that office equipment is maintained and serviced
18. Run work-related errands
19. Keep office area neat and tidy
20. Keep track of office supplies and order when supplies run low

5: Laboratory Attendant:

1. Support in running the lab for students.
2. Mark the attendance and results of test.
3. Prepare samples for testing using various types of laboratory equipment.
4. Prepare and maintain accurate laboratory records.
5. Label specimens accurately and distribute them to the appropriate department.
6. Perform quality control as directed by the Laboratory Technician.
7. Clean and maintain work area and all lab equipment and supplies.

6: Laboratory Technician:

1. Maintains glassware by picking-up, cleaning, washing, sterilizing, and distributing.

2. Provides glassware by ordering, receiving, and inventorying glassware.
3. Keeps laboratory supplies ready by inventorying stock; placing orders; verifying receipt.
4. Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
5. Documents information by maintaining daily logs and equipment record books.
6. Resolves problems by examining and evaluating data; selecting corrective steps.
7. Completes projects by assisting project team; attending and participating in group and project meetings.
8. Updates job knowledge by participating in educational opportunities; reading technical publications.
9. Enhances laboratory and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

7:Peon:

1. Attending the bell of the officers
2. Ensuring that sitting arrangements in the officers' room is hygienic and clean before the commencement of office hours.
3. Ensuring that visitor's lounge/places kept clean and in order before the commencement of office hours.
4. Bringing and serving water, beverages and lunch to the officers and also to the visitors if so desired by the officers.
5. Carrying files and dak etc to the officer/official concerned in the office as well as in the officers/official's residence.
6. Going on tour with the officers or otherwise as directed.
7. Distribution of dak in different officers.
8. Operating & maintaining photo copier machine.
9. Any other work assigned

8:Sweeper:

1. Cleaning of College buildings, CollegePremises, Rooms and Buildings.
2. Moping of floor are on daily basis.
3. Based on requirement additional moping/sweeping shall be done to maintain cleanliness.
4. Mopping/sweeping of corridors as per requirement.
5. Daily dusting of work stations, operational panels, telephone, file cabinets and other accessories of college.
6. Cleaning of glass doors, windows,partitions,cupboards,fans,other laminated surfaces etc with suitable cleaning agents like Colin on fortnightly basis.
7. In VIP areas,cleaning shall be done more frequently to maintain cleanliness all the time.

8. Cleaning of inaccessible areas like space behind cupboards, file cabinets, below furniture's etc by shifting the equipment on Monthly basis.
9. Cleaning of toilets
10. Cleaning of WC pan, urinals, wash basins daily using suitable cleaning agents.
11. Washing & Cleaning of floors on daily basis.
12. Cleaning of wall tiles with suitable cleaning agent in fortnightly basis.
13. Dusting & cleaning of doors, windows on daily basis, ventilators, exhaust fan on weekly basis
14. Cleaning of cobwebs from ceiling on monthly basis.
15. Filling liquid soaps in toilets with liquid soap container on daily basis.
16. Putting naphthalene balls, odonil, filling liquid soaps, paper napkins and other cleaning/sanitizing jobs as per instruction of Engineer-In -Charge.
17. Removal of chokage from WC, Floor traps, including cleaning of domestic manholes and sewer lines.
18. Cleaning of all dustbins as per cleaning schedule.
19. Any other jobs not specified above but required as per instruction.

6. Review and Monitoring of theselected bidder

The performance of the selected bidder will be judged on the basis of work done by the manpower deployed. The attendance and contract administration would be done through the IT portal.

7. Damage to property and injury to Manpower

1. The Selected bidder shall indemnify and keep indemnified DHE against all losses and claims for injuries or damage to any person or any property whatsoever which may arise out of or in consequence of the execution of the Contract and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of or in relation thereto.
2. DHE shall not be liable for damage or compensation payable as per provision of law/act in respect or consequence of any accident or injury to any workmen or other person in the employment of the Selected Bidder. The Selected Bidder shall have to pay all claims, demands, proceedings costs, charges and expenses whatsoever in respect there of or in relation there to.
3. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of DHE shall have full powers to retain out of any sums payable/becoming payable to the Selected Bidder, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of DHE shall be final in regard to all matters arising under this clause.

4. In case it is found that any theft or damage has occurred to the property or premises of the DHE/Regional AD or College due to negligence of Manpower in performing their duty and/or absence from the place of duty and/or not providing substitute by the Selected Bidder or any other reason, the cost of all such losses or damages as assessed by the DHE shall be recovered from the Selected Bidder's Quarterly bill or from their Performance Bank Guarantee or in any other manner as may be deemed fit.
5. In case any manpower of the Selected Bidder is implicated in any law suit or is injured by any person or group of persons, agitating mob, etc. during the course of performing his/her duty/their duties for the DHE, it shall be the sole responsibility of the Selected Bidder to defend its manpower in the court of law or to extend all medical and financial help, etc. without charging any cost to the DHE.
6. DHE shall be deemed to be indemnified by the Selected Bidder for lapses or other mischief's etc. by its manpower.
7. Claims arising due to "any activity" by the manpower shall be liable for adjustment from performance bank guarantee furnished by Selected Bidder.

8. Replacement of deployed manpower

1. The manpower being deployed by the Selected Bidder shall ordinarily be continued and would not be changed without written intimation, consultation and approval of the Nodal Officer of DHE.
2. If Selected Bidder at its own initiative replaces the manpower without intimation and due consent of the DHE, penalties shall be levied as per the terms set out in this tender document.
3. The Selected Bidder shall share the list of all manpower deployed on field on actual basis at the start of the project through IT facility. Further, the Selected Bidders shall keep updated the information of all such deployed manpower on a regular basis to the DHE through the IT facility. Any change in the deployed manpower shall be immediately communicated to the Nodal Officer of DHE.
4. Upon the written directions of the Nodal Officer of the DHE, the Selected Bidder shall immediately remove any person or persons deployed from the works/ services thereon, who may in the opinion of the Nodal Officer is incompetent or responsible for misconduct.
5. In case the Selected Bidder has any difference of opinion with Nodal Officer in this regard, the matter shall be referred to Commissioner, Department of Higher Education whose decision shall be final and binding by the Selected Bidder. Such persons shall not be employed again on the works without the written permission of the Nodal Officer, or any other officer authorized for such purpose.
6. The manpower engaged under this Contract by the Selected Bidder shall be employees of Selected Bidder. DHE shall not have any liability/responsibility to absorb the persons engaged by the Selected Bidder and/or extend any type of recommendation, etc. for obtaining any job with the DHE or elsewhere.

9. Reporting

For all purposes the selected bidder will be reporting primarily to the officials of DHE, respective AD, or his/her designee and the Principal/nodal officer of DHE.

10. Subletting

The Selected Bidder shall not sublet any activity or any part thereof under the Contract except the development and maintenance of IT facility.

11. Duration of the assignment:

This selection process will result in a contract for three years. The contract would be signed for three years with a clause of extension at the end of third year. Upon satisfactory performance, extension would be provided for another two years. (3+2).

There may be a yearly internal review of contract, In Case of non-satisfactory performance, contract can be terminated by DHE.

12. Changes in Manpower Requirement

The Selected Bidder must deploy the requisite number of manpower as and when required and notified by DHE. DHE reserves its right to increase or decrease the manpower requirement numbers during the period of the contract as per the job requirement and Selected Bidder must abide by the same without fail.

13. Payments

Payment would be done on Quarterly basis by DHE upon submission of invoice with supporting documents. Report of respective AD on availability of Manpower and penalty recommendations would be enclosed for payment through IT facility. The commission charges would be calculated as per the Gross bill submitted by the selected bidder. There shall be an increment of 5% per year on the commission charges permitted during the contract period.

The IT facility will have the facility to submit the bills by the selected bidder. The IT facility will have the functions like invoice submission, college remark, availability of manpower, AD's report on penalty recommendations etc. would be developed and maintain. Penalty shall be deducted from the Quarterly payments. Post payment by the DHE the IT system would be updated.

14. Instructions to the bidders

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the bidder carefully reads and examines the Tender document.

14.1 Availability of Tender Document

The Tender document is available and downloadable on following websites:

- a) <http://www.mpeproc.gov.in>
- b) <http://highereducation.mp.gov.in>

Tender Fees (non-transferable & non-refundable) must be paid online at e- procurement portal (<http://www.mpeproc.gov.in>). The guidelines to bid through e-Procurement portal is provided at Annexure-N.

14.2 Clarifications

14.2.1 Clarifications

The prospective bidder requiring any clarification on the tender shall contact DHE through email by sending the queries at mphe.outsource@mp.gov.in. DHE would provide clarifications to only those queries which would be received before 15 days of bid submission. All future correspondence/corrigendum shall be published on www.mpeproc.gov.in and DHE website <http://highereducation.mp.gov.in>.

14.2.2 Issue of Corrigendum

- a) DHE reserves the right to make any kind of amendments or in the terms and conditions of tender before the due date of submission of bid. Any change/ clarification/ corrigendum would be uploaded on the e- procurement portal.
- b) DHE at its discretion may extend the due date for the submission of bids.

14.3 Preparation and Submission of Proposal

14.3.1 Completeness of Bids

Bidders are advised to study all instructions, forms, terms, requirements and other Information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. The response to this tender should be full and complete in all respects. Failure to furnish the information required by the tender documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The tender document is not transferable to any other bidder.

14.3.2 Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the DHE, shall be in English language only.

14.3.3 Submission of Bid

The bidder is responsible for registration on the e-procurement portal (www.mpeproc.gov.in) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline number 18002588684.

1. bidders shall submit their Proposals electronically on the portal: www.mpeproc.gov.in
2. Tender documents can be downloaded from website www.mpeproc.gov.in without any cost. However, the tender document of those bidder shall be acceptable who have made online payment for the tender documents fee of Rs 2,000/- (Rs Two Thousand only) + processing fee as applicable (non-refundable) to be paid online through the eProcurement portal (website www.mpeproc.gov.in), without which bids will not be accepted.
3. There is no exemption in the tender fee. If the bidder fails to submit the tender fee as stated above, his bid shall be disqualified.
4. Service and gateway charges shall be borne by the bidder.
5. Since the bidders are required to sign their bids online using class-III Digital Signature Certificates, they are advised to obtain the same at the earliest.
6. For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website www.mpeproc.gov.in . Please note that it may take upto 7 to 10 working days for issue of Digital Signature Certificate. DHE will not be responsible for delay in issue of Digital Signature Certificate.
7. If bidder is bidding first time for e tendering, then it is obligatory on the part of bidder to fulfil all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
8. bidder must positively complete online e-tendering procedure at www.mpeproc.gov.in
9. DHE shall not be responsible in any way for delay/difficulties/ inaccessibility of the downloading facility from the website for any reason whatsoever.
10. Interested bidders may attend the free training program in Bhopal at their own cost. For further query please contact help desk of eProcurement cell.

The bidder shall submit the proposals online as described below-

1. Bidder should bid for all division and colleges.
2. Proposal that are incomplete or not in prescribed format may be rejected.
3. The Proposal should be submitted only through the e- procurement Portal, no any other form is acceptable.

4. The proposal should be as per the formats provided in Annexure A to Annexure K.
5. Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
6. Any alteration, erasures or overwriting should be valid only if the person or persons signing the bid initial them.
7. Bidders are advised to upload the proposals well before time to avoid last minute issues.

14.4 Sequence of Proposal

The following order should be maintained in proposal document.

1. Proposal Submission Covering Letter as per Annexure A.
2. Annexure E. Firm/Company Information
3. Annexure F: Contact Details of officials for future correspondence regarding the bid process
4. Copy of submission proof of EMD through MP eProcurement Portal.
5. Write up not more than 250 Words on why the firm is best fit to work with Higher Education Department, Madhya Pradesh.
6. Checklist for Eligibility / Qualification Criteria Compliance as per Annexure B
7. Checklist for Technical Marking Criteria Compliance as per Annexure C
8. Annexure D: Supporting documents with Proper heading and referenced in compliance of Checklist for Eligibility / Qualification/ Marking Criteria
 - I. Letter/Work Order issued by government Agency showing work experience of minimum 3 years
 - II. Copy of Work Orders/ PO should be furnished as documentary proof at least three similar projects of providing minimum 200 resources in each Work order/Project in last three years.
 - III. CA Certificate showing Average Annual Income/Profit from providing Manpower Supply Services.
 - IV. Annual EPFO return
 - V. Copy of GST/EPF/ESIC certificates/registration/ relevant documents should be submitted along with the bid.
 - VI. Approach Document for development & Maintenance of IT facility
 - VII. Address, Manpower details of present office in Madhya Pradesh on letter head or Undertaking on letter head that the bidder shall open a local support office at Bhopal within 3 weeks from the date of award of contract, if selected.
9. Annexure G: Statement of No Deviation from the Tender Requirements
10. Annexure H: Self-declaration for not being blacklisted by any Government Entity
11. Annexure I: Self-declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action

12. Annexure K: Financial Proposal Submission Form (to be submitted on eprocurement portal at provided space and as per the format.)

14.5 Late Bids

Proposal after due date and time shall not be accepted.

14.6 Tender Validity

The tender offer must be valid for 120 days from the due date of submission of proposal as mentioned in this tender or the subsequent corrigendum (if any). However, DHE may extend this period, if the bidder accepts the same in writing.

14.7 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of its bid, and the DHE will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

14.8 Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the DHE interpretation of the clauses shall be final and binding on the bidder. The decision taken by the DHE in the process of tender evaluation shall be final.

14.9 Amendment of Tender Document

At any time prior to the deadline for submission of bids, DHE for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website. Bidders are requested to visit the e-procurement website for updates, modification and withdrawal of offers.

14.10 Earnest Money Deposit EMD

1. The bidder shall furnish EMD as per the amount mentioned in Bid Data Sheet.
2. No interest shall be payable on EMD under any circumstances.
3. Unsuccessful bidder's EMD shall be discharged or returned within 30 (thirty) days of expiration of the period of proposal validity or after awarding tender to successful bidder.
4. In case of successful bidder, the EMD shall not be returned and converted as performance Security.

5. No exemption in EMD in any form will be given to any firm/ company/ corporation/ public undertaking.
6. The EMD shall be forfeited by DHE, on account of one or more the following reasons-
 - I. If bidder withdraws its bid during the period of bid validity.
 - II. If the bidder fails to sign the agreement in accordance with terms and conditions (Only in case of a successful bidder).
 - III. Information given in the proposal is found inaccurate/incomplete.

15. Bid Evaluation

15.1 Evaluation Methodology

15.1.1 Tender Opening

- a) Bid Opening shall take place through the e-Procurement portal. Online Proposals submitted along with the EMD shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.
- b) In case of EMD is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-Procurement Portal would be rejected.
- c) A maximum of one representatives from each bid participating organization would be allowed to attend the tender opening. The bidder's representatives with proper authority letter, who may choose to attend the session, should attend the tender opening at the date and time mentioned in the Bid Data Sheet or as per the date and time scheduled.
- d) During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required EMD has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- e) To assist in the scrutiny, evaluation and comparison of offers, the DHE may, at its discretion, ask some or all the bidders for clarification of their offers on any of the information provided in the bid document and the same may be sent through email only.

15.1.2 Tender Evaluation

To evaluate the proposals DHE shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the bids as per the following process:

- a) The DHE will evaluate and compare the bids that have been determined to be substantially responsive.

- b) Tender Evaluation Committee shall review the Proposal along with Eligibility / Qualification/Technical Marking Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee may, at its discretion, ask any bidder for a clarification of its bid.
 - c) Eligibility Qualification criteria compliance is must for all bidder. In case of non-compliance bidder would be declared as disqualified.
 - d) Those bidders who pass the Eligibility Qualification criteria would be given marks based on the documents provided by the bidders.
 - e) Technical Marks would be allotted as per the criteria mention at clause 4.
 - f) Top 6 scoring bidder would be shortlisted and declared as technically qualified bidder.
7. Financial Bids of technically qualified bidders would be opened.
 8. Financial Proposal of only those bidders shall be opened, who are declared as Technically QualifiedBidder.
 9. The bidder quoting the lowest Process Fee (lowest bid value – L1) shall ordinarily be declared as the selected bidder.
 10. In case two or more bidders ("Tie bidders") quote the same Process Fee, DHE shall identify the selected Bidder basedon following priority (in sequential manner) until single L1 bidder is decided:
 - I. The bidder with highest technical marking score shall be adjudged as final L1 bidder.
 - II. If there is still more than one bidder with the same score, next step shall be followed.
 - III. The bidder with higher average annual turnover figure for last 3 years shall be assigned the status of L1.
 - IV. Similarly, under same situation in case of L2 or any other bidder, above process will be followed.

15.1.3 Failure to Agree with the Terms and Conditions of the Tender

Failure of the successful bidder to agree with the Terms & Conditions of the contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event DHE would reject the proposal and forfeit the EMD as specified in the document.

16. Confidentialities

1. Any attempt by a bidder to influence DHE in the evaluation of the bids or contract award decisions may result in the rejection of its bid.
2. If any bidder wishes to contact the DHE during/after opening of the Bid to award of contract. He may do so in writing.

17. Terms and Conditions Governing the Contract

17.1 Signing of Contract

The successful bidder shall execute an agreement within one month from the date of order with DHE. In exceptional circumstances, on request of the successful bidder in writing for extension, DHE reserves the right to grant an extension for appropriate period after getting satisfied with the reasons given. In addition to terms and conditions being mentioned hereunder, all terms and conditions of the Tender and Corrigendum issued shall also be applicable for the contract.

17.2 Execution of Contract

During the term of contract, the bidder shall closely work with DHE, AD of respective Division and Colleges to perform the activities as per the scope of work. In case of poor performance, non-availability of staff, DHE shall terminate the agreement after the recommendation from AD. In this case, the performance security shall be forfeited.

18. Performance Security

18.1 Performance Security:

The contract under this assignment shall carry a performance guarantee of 10% of the contract value ((excluding EPF/ESIC/WC contributions, Commission Charges by the Selected Bidder and taxes) in the form of Demand Draft for contract period plus 90 days. The successful bidder's EMD payment shall be converted as Performance Security, the Successful Bidder has to pay the balance amount in the form of Demand Draft. All charges with respect to the Performance Security shall be borne by the bidder. The Performance Security shall remain with the DHE for the contract period plus 90 days. The Performance Security shall be returned upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

This guarantee may be invoked on violation of any of the condition (s) given below:

1. If any of services, which shall be given, is of poor quality.
2. Bidder is not available to deliver services for a long time (for at least 2 month).
3. The observed output is not in accordance with the approved standard.
4. The bidder or his employee is involved in any unlawful activity relating to this work.

19. Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

20. Service Levels & Penalties

Subject to conditions of contract if the successful bidder fails to commence the activities within the time period, competent authority shall without prejudice to its other remedies under the contract may levy following penalties: -

a. Deployment Penalties

S#	Parameter	Measurement	Penalty
1	First time deployment of all the required resources after the agreement is signed.	Deploy all the required resources at all the locations specified in Annexure 'L' within 45 days.	Penalty of Rs. 100/- per day per person for resources not deployed for first 2 weeks. Penalty of Rs. 200/- per day per person for resources not deployed after 2 weeks.

Note: -

1. If the delay is beyond the timelines (i.e. 5 weeks) and no extension of time is given by the DHE, the contract may be terminated by DHE and the entire Performance Bank Guarantee will be forfeited. It is clarified here that if the delay in deployment of resources is on the request of the DHE then, no penalty shall be imposed on the bidder for that time period.
2. It is clarified here that if the delay in deployment of resources is on the request of DHE then, no penalty shall be imposed.
3. Selected bidder may appeal to relax any penalty imposed on payment after 15 days of payment receipt to the Secretary in-charge of Higher Education Department, GoMP. Decision of Secretary in-charge of Higher Education Department would be binding to both the parties.

b. Operational Penalties: -

S#	Parameter	Measurement	Penalty
1	Shortfall of attendance of resources deployed	If a resource is absent for 3 consecutive working days without any prior notice & approval.	Penalty of Rs. 50 per day per resource absent, starting from the 3 rd day onwards upto 2 weeks.
2	Replacement of resources deployed	Resources initially deployed are not to be replaced during the tenure of the project. In case resources are replaced, penalties will apply.	Quarterly replacements up to 2% of total resources deployed in that quarter- penalty is NIL. Quarterly replacements beyond 2% - Penalty of Rs. 250/- per resource shall apply and beyond 5% of deployed resources replacement, Penalty of Rs. 500/- per resource shall apply.
3	Inability to Provide/ deploy human resources	At least one Hired manpower against each position as mentioned at Annexure -L should be available on a full-time basis at all times. In case no resource is made available by Selected bidder for a period of more than 2 weeks at a given location/ position, penalties will apply.	Penalty of Rs. 100/- per day per resource absent/ not deployed starting from the 3 rd week onwards up to 2 weeks.
4	Non-payment of salary to the manpower deployed	Non-payment of salary to the manpower deployed by the 10 th day of next month.	Penalty of Rs. 10/- per day per resource starting from the 11 th day onwards up to 20 days. Penalty of Rs. 20/- per day per resource starting from the 21 th

			<p>day onwards up to 30 days.</p> <p>Penalty of Rs. 30/- per day per resource starting from the 31th day onwards up to 40 days.</p> <p>Penalty of Rs. 50/- per day per resource starting from the 41th day onwards.</p>
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Note: -

1. The penalties, if applicable, shall be deducted from the Quarterly payment against the invoices of the selected bidder.
2. The maximum 'operational penalty' that can be deducted from the Quarterly invoice would be 20% of that Invoice. Further, in case the value of total 'Operational penalties', is 20% or more of the quarterly service fees for 3 consecutive times, the contract may be terminated and the performance guarantee may be forfeited.
3. AD of the respective Division shall have full discretion to suggest penalty after clarification sought from the bidder from the payments.
4. For the reasons which are beyond the control of bidder such as flood or natural calamity in that area, death/ Medical emergency of manpower deployed no penalty shall be levied and sufficient time shall be given for remedial action.

21. Payment

Payment shall be released by DHE as per the following terms:

1. The selected bidder will submit the Quarterly invoices as per agreement along with the relevant document proofs.
2. AD of the division will forward the payment after suggesting penalties to DHE.
3. DHE will transfer the payment to selected bidder's bank account.
4. No Interest shall be paid on delayed payments.
5. The selected bidder will not charge any late payment fee on Invoice.
6. The Selected Bidder shall not be paid any extra charges (or any out-of-pocket expense) against such items which are required for performing proper and efficient working.

22. Suspension & Termination of Successful bidder

1. Subject to the provisions mentioned here under this contract shall terminate at the expiry of the agreement term.
2. Either party may terminate this Agreement if the other party breaches the terms of this Agreement and fails to rectify it within 30 days of receiving notice of breach.
3. Either party with the consent of the other party can terminate this Agreement by giving 60 days written notice.
4. AD of the Division after the consent from DHE reserves the right to terminate the contract in case selected bidder gets blacklisted by any of the selected bidder of the Government of Madhya Pradesh, or any other Ministry of Government of India during the course of Project or if bidder is convicted in a legal/tax evasion case or on account of any other legal misconduct of the bidder.
5. AD of the division of the district may serve written notice on selected bidder at any time to terminate this Agreement with immediate effect in the event of a reasonable apprehension of bankruptcy of the bidder after the consent from DHE.
6. In the event that the AD of the Division terminates this Agreement due to the breach of the contract as per the conditions of this agreement, the performance security shall be invoked.
7. Upon expiry, the Agreement may be extended and/or renewed subject to the terms of this Agreement.
8. AD of the Division may, at any time, terminate the engagement by giving 30 days written notice to the selected bidder without any compensation (if the selected bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter)
9. The engagement of the selected bidder shall be suspended/terminated and the selected bidder may be blacklisted forthwith by the AD of the Division under following circumstances/reasons:
 - I. Violation of any condition of the Tender/ contract or part of any condition of the Tender contract of engagement, or
 - II. Deviation found in quality and quantity of the service provided, or
 - III. If it is found that during the process of award of contract, fraudulence was made by the selected bidder.
10. As stopping the providing faulty/substandard service and taking appropriate action in this regard is of an urgent and emergent nature required to protect the interest of the State Government, the engagement of the selected bidder will be suspended. However, before taking the final decision on the matter, selected bidder will be given reasonable opportunities

to explain their stand. After enquiry, if selected bidder is found guilty, the engagement of the concerned bidder for the service in question will be cancelled and other appropriate legal action shall also be initiated. In case of any dispute, the decision of the Commissioner, DHE shall be final and binding.

23. Amendment

No provision of Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of all the parties and which expressly states to amend the present Contract.

24. Corrupt / Fraudulent Practices

The DHE requires that the bidders under this tender should observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, the DHE defines the terms set forth as follows:

1. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, in contract execution;
2. In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
3. "Fraudulent practice" means a misrepresentation of facts in order to influence award of contract or an execution of a contract to the detriment of the DHE, and includes collusive practice among Bidders (prior to or after bid submission) to deprive the DHE of the benefits of the free and open competition;
4. The DHE will suspend the award of contract if prima-facie it is established that the bidder had engaged in corrupt or fraudulent practices in competing for the contract in question.
5. The DHE will declare a bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

25. Resolution of Disputes

DHE and the Successful Bidders shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract. Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved, shall be referred to Secretary In-Charge, Department of Higher

Education as a sole arbitrator herein. The provisions of the Madhya Pradesh Madhyastham Adhikaran Adhiniyam, 1983 as amended will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. The Arbitration proceedings will be held at Bhopal, Madhya Pradesh, India.

26. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Courts of district concerned only.

27. Indemnity

The successful bidder shall indemnify, protect and save DHE and against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like training material, photograph etc.) and the services rendered under the contract.

28. Publicity

Any publicity by the bidder in which the name of the DHE is to be used should be done only with the explicit written permission of the DHE.

29. Performance Obligations

While providing services as per Scope of Work, the bidder shall ensure that there is no infringement of any patent or design rights or violate any intellectual property or other right of any person or entity and shall comply with all applicable Laws, Statute, regulations and Governmental requirements and he/she shall be solely and fully responsible for consequence / any actions due to any such infringement.

30. Force Majeure

1. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of both the parties (DHE & Bidder) and not involving the both the parties and not involving the fault of either the parties or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on both the parties.

3. If a Force Majeure situation arises, the any of the parties shall promptly notify the other in writing of such conditions and the cause thereof. Unless otherwise directed by, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
4. If an event of Force Majeure continues for a period of Sixty (60) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for services already delivered or performed.
5. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:
 - i. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
 - I. Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
 - II. Explosion or chemical contamination (other than resulting from an act of war);
 - III. Epidemic such as plague;
 - IV. Any event or circumstance of a nature analogous to any of the foregoing
 - ii. Other Events to the extent that they satisfy the foregoing requirements including:
 - I. Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
 - II. Any act of Government
 - III. Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
 - IV. Any event or circumstance of a nature analogous to any of the foregoing

31. Right to terminate the process

DHE, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder (s) of the grounds for such action.

DHE makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this tender does not constitute an offer by DHE. The bidder's participation in this process may result in DHE selecting the bidder to engage in further discussions and negotiations.

32. Limitation of Liability

The maximum aggregate liability of bidders shall not exceed the annual bill value or average annual bill value in case one year is not completed.

33. GENERAL CONDITIONS

1. The Successful bidder must establish the office setup at the divisional headquarter within 30 days after issue of work order.
2. The Successful bidder shall bear the expenses regarding delivery of services.
3. The Successful bidder will appoint a person to be the nodal / relationship officer for coordinating with DHE/AD. The person identified must be available over phone at all times.
4. The Successful bidder shall not under any circumstances revise the rates already approved for services. Any request for an increase in the rates will not be entertained under any circumstances during the contract period.
5. The Successful bidder shall execute the whole work in strict accordance with guidelines of DHE and Assistant Director as applicable.
6. DHE shall have power to make any alterations in or additions to the original scope of work. The Successful bidder's resources shall be bound to carry out the work in accordance with any instructions in this connection, which may be given to him/them by DHE. Such alterations shall not invalidate the contract, and any additional work which the bidder may be directed to do in the manner specified above as part of the work shall be carried out by the bidder on the same conditions in all respects on which he agreed to do the main work and at the same rates as specified by DHE.
7. In case the performance of the resources supplied by the selected bidder is not satisfactory and penalties are levied on a continue basis, DHE reserve the rights to award work order to any other successful bidder of other Division whose performance is satisfactory on the same rate of earlier selected bidder.

8. The successful bidder may get up to 25% value of work order for supply of additional manpower on a yearly basis based on the prescribed rates during the contract tenure.
9. DHE reserves the right to increase/decrease the manpower requirement mentioned in the Annexure L at any time during the contract period.

34. Proposal Formats**(To be included in Proposal Submission)****Annexure- A. Covering letter for proposal submission**

(Letter on the bidder's Letterhead)

To,

The Commissioner,
 Department of Higher Education Madhya Pradesh,
 5th Floor Satpura Bhawan
 Arera Hills, Bhopal - 462003

Sub: Submission of Proposal**Ref:**RFP for Manpower Supply Agency

(Tender No: _____ Dated: __/__/____)

Dear Sir,

Having examined the tender, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to work on service area as per scope of work, as required and outlined in the Tender. We attach hereto our responses to your requirements.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to DHE is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document.

We hereby confirm that:

1. We would like to participate in the category {Mention either A or B}.
2. We have deposited Earnest Money of Rs. Two Lakh (Rs. 2,00,000/-)online.

3. In case we are chosen as a Successful bidder, we agree to convert our EMD in performance security.
4. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
5. We have sufficient qualified manpower and necessary materials with support to execute the contract efficiently in the specified time schedule.
6. We agree to work on rates of resources provided by Madhya Pradesh state Government.
7. We further confirm that all chapters of the tender documents have been read, understood and there is no deviation/ discrepancy.
8. We agree that you are not bound to accept any tender response you receive. We also agree that you reserve the right in absolute sense to reject all or any of the bidder in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure B- Checklist for Eligibility / Qualification Criteria Compliance

Sr. No.	Eligibility / Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page Number
1	The Bidder should be a legally registered entity in India, Registered as Manpower Supply Agency since last 5 (Five) years as on 31 st December 2017. A Consortium/ Joint Venture are not allowed.	Copy of Registration Certificate of the Firm(Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).		
2.	The Bidder should have Minimum 3 years of Experience working with any Agency of Central/State government/ PSU as Manpower Supply Agency.	Letter/Work Order issued by government Agency showing work experience.		
3.	The Bidder should have experience of running/completed at least three similar projects of providing minimum 200 resources in each Work order/ Project in last three years for any Central/ State Government/ Government Corporation/ PSU for at least six months.	Copy of Work Orders/ PO should be furnished as documentary proof.		
4.	Minimum Average Annual Income/Profit of Last three years from Manpower Supply (2014-15,2015-16,2016-17) should be 1 Crore.	CA Certificate showing Average Annual Income/Profit from providing Manpower Supply Services.		
5.	At least 200 average number of Manpower per month for whom Provident Fund deposited for the financial year 2016-17 (Total manpower figure of 12 month/12) as on 31 st Dec 2017	Annual EPFO return		

Sr. No.	Eligibility / Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page Number
6.	The bidder should not be black listed by State Government of Madhya Pradesh, or any of its agencies as on the last date of Bid Submission.	An undertaking to this effect should be submitted by the bidder on its letter head.		
7.	There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against the bidder.	An undertaking to this effect should be submitted by the bidder on its letter head.		
8.	The bidder must have valid GST registration certificate, EPF Registration & ESIC Registration as on the date of submission of bid	Copy of certificates/registration/ relevant documents should be submitted along with the bid.		
9.	The bidder must have valid labour license issued by Labour Commissioner for providing manpower in Services sector/ Industries/ Government Departments.	Copy of valid labour licence certificate.		
10.	The Bidder should have a local support office at Bhopal and should provide the supporting documents for the same. If the Bidder does not have any local support office at the time of Bidding then the bidder must submit an undertaking on his letter head that the bidder shall open a local support office at Bhopal within one month from the date of award of contract, if selected.	Declaration of office space on the letter head for communication or Undertaking on letter head that the bidder shall open a local support office at Bhopal within 3 weeks from the date of award of contract, if selected.		
11.	No Deviations from Terms and Conditions of Bid Document and mandatory compliance of all	'No Deviations certificate' as per the Annexure G of this bid document duly filled and signed by		

Sr. No.	Eligibility / Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page Number
	statutory liabilities and other terms and conditions as specified in this bid document.	the bidder.		
12.	Rs 2,00,000/- (Rs Two Lakh only) online through e-procurement portal. EMD in any other form will not be accepted failing which the tender shall be rejected summarily.	Copy of submission proof of EMD through MP eProcurement Portal.		

Annexure C- Checklist for Technical Marking Criteria Compliance

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Reference Document Page Number
1.	The Bidder should be a legally registered entity in India, Registered as Manpower Supply Agency since last 5 (Five) years as on 31 st December 2017. A Consortium/ Joint Venture are not allowed.	Copy of Registration Certificate of the Firm(Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).	
2.	Ownership type of bidder's firm	Copy of Registration Certificate of the Firm(Proprietor firm/ partnership firm/ Society/ Co-operative society/ Limited Liability Partnership (LLP)/ Company incorporated under Companies Act, 1956, as applicable).	
3.	The Bidder should have experience of running/completed at least three similar projects of providing minimum 200 resources in each Work order/ Project in last five years (01-04-2013 onwards) for any Central/ State Government/ Government Corporation/ PSU for at least six months.	Copy of Work Orders/ PO should be furnished as documentary proof.	

Sr. No.	Technical Scoring Criteria	Documents to be Provided	Reference Document Page Number
4.	Average number of manpower per month for whom Provident Fund deposited for the financial year 2016-17 (Total manpower figure of 12 month/12) as one 31 st Dec 2017	Annual EPFO return	
5.	Minimum Average Annual Turnover of Last three years from Manpower Supply (2014-15,2015-16,2016-17) should be One Crore.	CA Certificate showing Average Annual Turnover from providing Manpower Supply Services.	
6.	Experience of working with any Department or Agency/body of MP State Government for at least six months in a single work order	Work Order or Client completion certificate	
7.	Write up on why the firm is best fit to work with Higher Education Department, Madhya Pradesh.	Write-up not more than 250 Words	
8.	Completeness of proposal with all respect, i.e. provided checklist, provided relevant documents, numbered pages and proper references.	Proposal Document	
9	Approach Document for development & Maintenance of IT facility.	Approach document as part of proposal	

Annexure D: Supporting documents with Proper heading and referenced in compliance of Checklist for Eligibility/ Qualification/ Marking Criteria

Copy of Registration Certificate of the Firm

- Letter/Work Order issued by government Agency showing work experience of minimum 3 years
- Copy of Work Orders/ PO should be furnished as documentary proof at least three similar projects of providing minimum 200 resources in each Work order/ Project in last three years.
- CA Certificate showing Average Annual Income/Profit from providing Manpower Supply Services.
- Annual EPFO return

Annexure E. Firm/Company Information

Following are the particulars of our organization:

S. No.	Description	Details (To be filled by the bidder)
1.	Name of the bidder	

2.	Regional official address (in Madhya Pradesh)	
3.	Phone No. and Fax No.	
4.	Registered Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Firm's Registration (Please enclose copy of the registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	EFP/ESI registration No. (if any)	
11.	Goods and Service Tax Registration No. (if any)	
12.	Permanent Account Number (PAN)	

Note: Separate sheets may be attached wherever necessary

Annexure F: Contact Details of officials for future correspondence regarding the bid process:

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure G: Statement of No Deviation from the Tender Requirements

(Letter on the Bidder's Letterhead)

To,

The Commissioner,
Department of Higher Education Madhya Pradesh,
5th Floor Satpura Bhawan
Arera Hills, Bhopal - 462003

Sub: Undertaking of No deviation from tender terms and conditions

Ref:< Title of Tender / RFP >

(Tender No: _____ Dated: __/__/____)

Dear Sir,

I would like to state that in the proposal submitted by <<Bidder>>, there are no deviations from the Tender Terms& Conditions proposed for this engagement.

Thanking you,

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure H: Self-declaration for not being blacklisted by any Government Entity

(Letter on the Bidder's Letterhead)

To,

The Commissioner,
 Department of Higher Education Madhya Pradesh,
 5th Floor Satpura Bhawan
 Arera Hills, Bhopal - 462003

Sub: Declaration for not being blacklisted by any Government Entity**Ref:**<Title of Tender / RFP >

(Tender No: _____ Dated: __/__/____)

Dear Sir,

In response to the above-mentioned tender. I/We, _____, as _____
 <Designation>_____ of M/s _____, hereby declare that our Firm _____ is having
 unblemished past record and is not declared blacklisted or ineligible to participate for bidding by
 any State/Central Govt., Semi-government or PSU due to unsatisfactory performance, breach of
 general or specific instructions, corrupt / fraudulent or any other unethical business practices.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure I: Self-declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action

(Letter on the Bidder's Letterhead)

To

The Commissioner,
Department of Higher Education Madhya Pradesh,
5th Floor Satpura Bhawan
Arera Hills, Bhopal - 462003

Sub: Declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations

Ref:<Title of Tender / RFP >

(Tender No: _____ Dated: __/__/____)

Dear Sir,

In response to the above-mentioned tender. I/We, _____, as _____
<Designation>_____ of M/s_____, hereby declare that our Firm _____is having unblemished past record and there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against us.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure J:Format for pre-bid Queries(To be submitted in the MS -Word file & through eMail only)

To,

The Commissioner,
Department of Higher Education Madhya Pradesh,
5th Floor Satpura Bhawan
Arera Hills, Bhopal - 462003

Sub: Submission of Queries

Ref: < Title of Tender / RFP >

(Tender No: _____ Dated: __/__/____)

Dear Sir,

We have gone through the bid document and have following queries: -

S. No.	Clause No in Tender	Page Number	Query

Request your kind response of the same.

Yours Faithfully
 [Authorized Signatory]
 [Designation]
 [Place]
 [Date and Time]
 [Seal]
 [Business Address]

Annexure K: Financial Proposal Submission Form

(To be submitted on the eProcurement Portal)

S#	Bidder's Commission Charges (%) in figures (Should not be less than 5.0%)	Bidder's Commission Charges (%) in words (Should not be less than five percentage)
1		

Note: -

1. Proposal less than Service Charge of 5% shall be rejected. The minimum 5% service charge rate is arrived based on the consideration of Selected Bidder's charges towardshiring & deployment of manpower, payment of salaries, billing, SLA compliances, Compliances of statutory liability and acts, Development of IT facility and provisioning of support staff at DHE office and other administrative and overhead charges including stakeholder management like DHE, Regional AD offices and Colleges.

Therefore, it is derived actual payment as service charges of 5% minimum to be provisioned for this assignment being a long-term project including the risk and stability involved.

2. Commission charges shall be computed on applicable gross bill of the manpower.
3. Commission charge shall be quoted taking into account of all overhead expenses envisaged by the bidder (not attributable to the DHE) for efficient functioning/execution of Contract.
4. The rates of wages to be paid to manpower provided shall be as per notification of Labour Department under Minimum wages act (for particular district). The equivalence of posts advertised with categories notified by labour Department will be finally decided by the department of higher Education.
5. Statutory liability (ESIC and CPF) would be paid to successful bidder at the prevailing rates (Currently at CPF @ 12% and ESIC wherever applicable @ 4.75% total liability @ 16.75%).
6. GST would be paid to successful bidder at the prevailing rates (Currently at 18%).
7. Any other Tax, Insurance liability if arises due to any government order, it would be paid to successful bidder except income tax.
8. Bidder has to quote the service charge in percentage of up to one decimal place only. If more decimal values are found, it would be rounded off to the nearest value removing the decimal value after one decimal i.e. 2.456 would be converted as 2.4 and 2.678 would be converted as 2.6.

Annexure L: College wise indicative requirement of Manpower

Sn	Place - District - Name of College (College Code)	Book lifter	Chowkidar	Assistant Grade -2	Assistant Grade -3	Lab- attendant	Lab Technician	Peon	sweeper	Total
BHOPAL Division										
1	Baktara-Sehore-Govt College (2908)	1	1	1	1	1	1	1	1	8
2	Budhni-Sehore-Govt College (2906)					4	4			8
3	Dobi-Sehore-Govt College (2909)	1	1	1	1	1	1	1	1	8
4	Gairatganj-Raisen-Govt College (3007)					4	4			8

5	Jawarnagar-Sehore-Govt College (2911)	1	1	1	1			1	1	6
6	Ladkui-Sehore-Govt College (2910)	1	1			1	1	1	1	6
7	Nasrullaganj-Sehore-Govt College (2904)					4	4			8
8	Nateran-Vidisha-Govt College (2709)	1	1	1	1	1	1	1	1	8
9	Obedullaganj-Raisen-Govt College (3006)					4	4			8
10	Rehti-Sehore-Govt College (2907)					4	4			8
11	Shahganj-Sehore-Govt College (2913)					4	4			8
12	Sironj-Vidisha-Govt Lal Bahadur Shastri College (2705)					1	1			2
GWALIOR-CHAMBAL Division										
13	Akoda-Bhind-Govt College (209)	1	1			1	1	1	1	6
14	Chanderi-Ashok Nagar-Govt Madhav College (605)					4	4			8
15	Chinnor-Gwalior-Govt College (0316)	1	1		1	4	4	1	1	13
16	Gwalior-Gwalior-Govt Bhagawat Sahay College (0307)					4	4			8
17	Indergarh-Datia-Govt College (404)	1	1	1	1	1	1	1	1	8
18	Isagarh-Ashok Nagar-Govt College (610)	1	1	1	1	1	1	1	1	8
19	Jaura-Morena-Govt College (106)					4	4			8
20	Karera-Shivpuri-Govt College (504)					4	4			8
21	Khaniadhana-Shivpuri-Govt College (508)	1	1	1	1			1	1	6

22	Lahar-Bhind-Govt College (204)					4	4			8
23	Narwar-Shivpuri-Govt College (507)	1	1	1	1			1	1	6
24	Pohri-Shivpuri-Govt L S Gopal Krishna College (0506)					4	4			8
25	Sheopur-Sheopur-Govt Adarsh Girls College (0110)	1	2		2	5	5	4	2	21
26	Sheopur-Sheopur-Govt College (103)					2	2			4
27	Vijaypur-Sheopur-Govt College (108)					4	4			8
HOSHANGABAD Division										
28	Amla-Betul-Govt Dr Bhimrao Ambedkar College (3105)					4	4			8
29	Bankhedhi-Hoshangabad-Govt College (3213)	1	1	1	1			1	1	6
30	Bhimpur-Betul-Govt College (3711)	1	1		1	4	4	1	1	13
31	Ghodadongri-Betul-Govt College (3712)	1	1		1	4	4	1	1	13
32	Harda-Harda-Govt Adarsh College (3217)	1	2		2	5	5	4	2	21
33	Itarsi-Hoshangabad-Govt Girls College (3211)					4	4			8
INDORE Division										
34	Alirajpur-Alirajpur-Govt College (2103)					4				4
35	Anjad-Badwani-Govt College (2408)					4	4			8
36	Badnawar-Dhar-Govt College (2205)					4	4			8
37	Badwani-Badwani-Govt Girls College (2404)					4	4			8

38	Balwadi-Badwani-Govt College (2418)	1	1		1			1	1	5
39	Bhawra-Alirajpur-Govt College (2107)					4	4			8
40	Bidwal-Dhar-Govt College (2215)	1	1		1			1	1	5
41	Dhamnaud-Dhar-Govt College (2208)					4	4			8
42	Dhulkot-Burhanpur-Govt College (2508)	1	1		1	4	4	1	1	13
43	Gandhwani-Dhar-Govt College (2212)	1	1	1	1			1	1	6
44	Kanwan-Dhar-Govt College (2216)	1	1		1			1	1	5
45	Khaknar-Burhanpur-Govt College (2509)	1	1		1	4	4	1	1	13
46	Manawar-Dhar-Govt College (2203)					4	4			8
47	Meghnagar -Jhabua-Govt College (2111)	1	1			4	4	1	1	12
48	Pandhana-Khandwa-Govt College (2507)	1	1	1	1			1	1	6
49	Pansemal-Badwani-Govt College (2414)					4	4			8
50	Pati-Badwani-Govt College (2417)	1	1		1			1	1	5
51	Petlawad-Jhabua-Govt Mahaveer College (2105)					4	4			8
52	Pithampur-Dhar-Govt College (2211)					4	4			8
53	Ranapur-Jhabua-Govt College (2110)	1	1					1	1	4
54	Rau-Indore-Govt Arts and Commerce College (2313)					4	4			8

55	Sawer-Indore-Govt College (2309)					4	4			8
JABALPUR Division										
56	Badwara-Katni-Govt College (3320)	1	1	1	1	4	4	1	1	14
57	Bahoriband-Katni-Govt College (3321)	1	1	1	1			1	1	6
58	Barela-Jabalpur-Govt College (3317)	1	1			1	1	1	1	6
59	Bargi-Jabalpur-Govt College (3318)	1	1	1	1			1	1	6
60	Barhi-Katni-Govt College (3312)					4	4			8
61	Dhimarkheda-Katni-Govt College (3322)	1	1		1	4	4	1	1	13
62	Gadasarai-Dindori-Govt College (3509)	1	1	1	1			1	1	6
63	Katangi-Balaghat-Govt College (3806)					4	4			8
64	Kherlanji-Balaghat-Govt College (3811)	1	1	1	1	4	4	1	1	14
65	Kirnapur-Balaghat-Govt College (3810)					4	4			8
66	Lalbarra-Balaghat-Govt College (3808)					4	4			8
67	Lanji-Balaghat-Govt College (3807)					4	4			8
68	Malajkhand-Balaghat-Govt College (3809)					4	4			8
69	Mehandwani-Dindori-Govt College (3512)	1	1		1	4	4	1	1	13
70	Panagar-Jabalpur-Govt College (3307)					4	4			8

71	Patan-Jabalpur-Govt College (3313)					4	4			8
72	Saikheda-Narsinghpur-Govt College (3408)	1	1		1	4	4	1	1	13
73	Shahpura-Dindori-Govt College (3506)					4	4			8
74	Silodi-Katni-Govt College (3323)	1	1		1	4	4	1	1	13
75	Tendukheda-Narsinghpur-Govt College, Narsinghpur (3406)	1	1			1	1	1	1	6
76	Tirodi-Balaghat-Govt College (3812)	1	1	1	1	4	4	1	1	14
77	Umariyapan-Katni-Govt College (3324)	1	1		1	4	4	1	1	13
REWA Division										
78	Amdara-Satna-Govt College (1213)	1	1					1	1	4
79	Badera-Satna-Govt College (1214)	1	1					1	1	4
80	Beohari-Shahdol-Pt Ramkishor Shukl Smriti G Arts & Comm (1406)	1	1	1	1			1	1	6
81	Bijuri-Anooppur-Govt College (1414)	1	1	1	1	4	4	1	1	14
82	Birsinghpur-Satna-Govt College (1215)	1	1		1			1	1	5
83	Chandia-Umariya-Govt College (1415)	1	1	1	1			1	1	6
84	Devsar-Singrauli-Govt College (1508)					4	4			8
85	Devtalab-Rewa-Govt College (1312)					4	4			8
86	Gohparu-Shahdol-Govt College (1418)	1	1		1	4	4	1	1	13
87	Jaithari-Anooppur-Govt College (1413)	1	1	1	1	1	1	1	1	8

88	Keshwahi-Shahdol-Govt College (1419)	1	1		1			1	1	5
89	Kusmi-Sidhi-Govt College (1515)	1	1			1	1	1	1	6
90	Maihar-Satna-Govt College (1205)	1				3				4
91	Majhauhi-Sidhi-Govtarts and Commerce College (1507)					4	4			8
92	Mangawan-Rewa-Govt College (1313)	1	1			1	1	1	1	6
93	Manpur-Umariya-Govt College (1416)	1	1	1	1			1	1	6
94	Nadan-Satna-Govt College (1216)	1	1		1			1	1	5
95	Naigarhi-Rewa-Govt Thakur Someshwar Singh College (1308)					4	4			8
96	Naurazabad-Umariya-Govt College (1417)	1	1		1	4	4	1	1	13
97	Pushparajgarh-Anoopur-Govt College (1412)					4	4			8
98	Rajmilan-Singrauli-Govt College (1516)	1	1	1	1			1	1	6
99	Rajnagar-Anoopur-Govt College (1420)	1	1		1			1	1	5
100	Semariya-Rewa-Govt College (1314)	1	1			1	1	1	1	6
101	Umariya-Umariya-Govt Adarsh College (1421)	1	2		2	5	5	4	2	21
102	Unchehara-Satna-Govt College (1212)	1	1			1	1	1	1	6
SAGAR Division										
103	Banda-Sagar-Govt College (1005)					4	4			8

104	Batiyagarh-Damoh-Govt College (1107)	1	1			1	1	1	1	6
105	Chandla-Chhatarpur-Govt College (808)	1	1			1	1	1	1	6
106	Gunnor-Panna-Govt College (909)	1	1			1	1	1	1	6
107	Kesli-Sagar-Govt College (1014)	1	1	1	1			1	1	6
108	Makroniya Bujurg-Sagar-Govt College (1017)	1	1		1	4	4	1	1	13
109	Nawgaon-Chhatarpur-Govt Naveen College (810)	1	1			1	1	2	1	7
110	Rahatgarh-Sagar-Govt College (1011)					4	4			8
111	Rajnagar-Chhatarpur-Govt College (809)	1	1	1	1			1	1	6
112	Sagar-Sagar-Additional Director Higher Education (5009)		1		2			1	1	5
113	Shahgarh-Sagar-Govt College (1013)	1	1			1	1	1	1	6
114	Suthaliya-Sagar-Govt College (1018)	1	1		1	4	4	1	1	13
UJJAIN Division										
115	Bajna-Ratlam-Govt College (1709)	1						1	1	3
116	Bhanpura-Mandsaur-Govt College (1613)	1	1	1	1			1	1	6
117	Mandsaur-Mandsaur-Govt Girls College (1602)					4	4			8
118	Namli-Ratlam-Govt College (1710)	1	1		1	4	4	1	1	13
119	Rawti-Ratlam-Govt College (1711)	1	1		1	4	4	1	1	13
120	Satwas-Dewas-Govt College (2010)	1	1			1	1	1	1	6

121	Singoli-Neemuch-Govt College (1611)					1	1			2
122	Sitamau-Mandsaur-Govt College (1612)	1	1	1	1	5	5	1	1	16
123	Susner-Agarmalwa-Swamy Vivekanand Govt College (1906)					4	4			8
124	Tarana-Ujjain-Govt College (1808)					4	4			8
125	Tokkhurd-Dewas-Govt College (2009)	1	1	1	1	1	1	1	1	8
	Grand Total	75	77	28	60	316	309	85	78	1028

Annexure M. Guideline for online Bid submission

Sr. No.	Title	Description
1	Website	Vendors / Bidders / Suppliers/ Agencies can have access to free view of tenders by using centralizer Govt. of Madhya Pradesh portal www.mpeproc.gov.in and http://highereducation.mp.gov.in departments.
2	Live Tenders	<p>To Download/View the tender notifications and corrigendum free of cost from website, follow the steps given below: -</p> <ol style="list-style-type: none"> 1. Click on "TENDER" after opening the e-Procurement website. 2. Provide all or any one of the options like "Tender Number", "Region/ Circle", "Estimated Cost", "Purchase of Tender Date (from and to)", "Bid Submission E n d date" or "any key words from Tender Description" . 3. Click "Submit" to view the results. A list of tenders will appear on the screen. 4. Click to print the notification. 5. Click to view the cost-free documents.
3	Registration & Digital Signatures	<p>For all the users it is mandatory to procure the Digital Signatures. For Digital Signature contact e-Procurement Help Desk. Agency/ Contractors / Vendors / Bidders / Suppliers are requested to follow the below steps for registration: -</p> <ol style="list-style-type: none"> 1. Click "Register", fill the online registration form. 2. Pay the amount of registration fees through Internet Payment Gateway. Any of the Master / Visa card will be accepted. 3. Send the acknowledgment copy to eproc_helpdesk@mpsdc.gov.in for verification. 4. As soon as the verification is being done the e-Procurement user ID will be enabled. 5. Before making the payment the Agency/ Contractor / Vendor / Bidder will have to upload the following documents in scanned form in the website: - <p>Documents to upload: -</p> <ol style="list-style-type: none"> (a) Company Address Proof (b) PAN Card (c) Company Registration Certificate
4	Participation in the Tender	After viewing the Tender Notification, if bidder intends to participate in tender, he has to use his e-Procurement User Id and Password which has been received after registration and acquisition of DSCs.

Sr. No.	Title	Description
5	Login	<p>If any Agency/ Contractors / Vendors / Bidders / Suppliers wants to participate in the tender he will have to follow the instructions given below: -</p> <ol style="list-style-type: none"> 1. Insert the PKI (which consist of your Digital Signature Certificate) in your System. <p>(Note: Make sure that necessary software of PKI be installed in your system).</p> <ol style="list-style-type: none"> 2. Click / Double Click to open the Microsoft Internet Explorer (This icon will be located on the Desktop of the computer). <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> 3. Go to Start > Programs > Internet Explorer. 4. Type www.mpeproc.gov.in in the address bar, to access the Login Screen. 5. Enter e-Procurement User Id and Password, click on "Go". 6. Click on "Click here to login" for selecting the Digital Signature Certificate. 7. Select the Certificate and enter DSC Password. 8. Re-enter the e-Procurement User Id Password. 9. Select the Departments from the drop box with which intends to participate in the tender.
6	Online Request for the Tender	<p>To make a request for Tender Document Agency/ Contractors / Vendors / Bidders / Suppliers will have to follow below mentioned steps: -</p> <ol style="list-style-type: none"> 1. Click "Un Applied" to view / apply for new tenders. 2. Click on for online request. 3. Pay the Tender Fee / Processing Fee online. 4. Click "Select Department" to switch over from one department to another.
7	Download Documents	<p>After making the request Agency/ Contractors / Vendors / Bidders / Suppliers will receive the Tender Documents which can be checked and downloaded by following the below steps: -</p> <ol style="list-style-type: none"> 1. Click to view the tender documents, which are received by the user. 2. Tender document screen appears. 3. Click "Click here to download" to download the documents.

Sr. No.	Title	Description
8	Upload files - Technical Sheet / Price Sheet / mandatory documents	<p>To upload the supporting documents Agency/ Contractors / Vendors / Bidders / Suppliers will have to follow the below mentioned steps: -</p> <ol style="list-style-type: none"> 1. Click "Click here to Attach the General Documents" to upload all the documents which are already saved in the vendor profile. This is the important and first step to be performed to avoid disqualification. 2. Click "Click here to enter EMD Details" to feed the EMD details and upload the scanned EMD. 3. You can opt for OTC or NEFT to pay EMD / form fee online. 4. When the user finishes with the payment of EMD, the "Red colour" will automatically turn to "Black colour" which reflects that the user is two steps ahead for the submission. 5. Click "Click here to Download Empty Document" to download the Technical / Price Sheet and fill the same without changing the "File Name" and save on to the computer. 6. Click "Click here to Upload the Filled File", select the filled file that was already filled and saved in the same name. Click "OK" to upload the filled Technical / Price Sheet to the tender. 7. Note that when the user uploads the filled Technical / Price Sheet, the "Red colour" will automatically turn to "Black colour" which reflects that user is ready for the final submission. 8. Provide the entire mandatory documents (if any) requested by the official.
9	To Upload / attach the additional documents	<p>Once the supporting documents are uploaded, these are to be attached with tender by following steps: -</p> <ol style="list-style-type: none"> 1. To attach the additional documents to any tender click "Document Library" and upload the same. 2. Attach the required documents to the concerned tenders from general document section to the tender document screen.
10	To Submit the Tender	<p>After completing all the formalities Agency will have to submit the tender and they must take care of following instructions: -</p> <ol style="list-style-type: none"> 1. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender or not because once submitted bids cannot be revised. Note down / take a print of bid control number once it displayed on the screen
11	To participate for the opening	<ol style="list-style-type: none"> 1. Tender opening event can be viewed online. 2. Competitors bid sheets are available in the website for all.
12	e-Procurement Help Desk	<p>Help Desk Contact Details: - Toll free no's: 18002748484 / 18002745454</p>

Sr. No.	Title	Description
		E-mail: eproc_helpdesk@mpsdc.gov.in

*****End of the Document*****