



Government of Jharkhand
OFFICE OF TRIBAL WELFARE COMMISSIONER
(PROJECT BUILDING, DHURWA, RANCHI)

Expression of Interest (EoI)

for

Selection of Service Provider Agency for outsourcing the services of Cook, Peon, Night guard and Sweeper in the ST/ SC/ BC Residential School & Hostel run by Welfare Department.

Department of welfare, Government of Jharkhand, invites EoI from well established reputed agency to provide the services of Cook, Peon, Night guard and Sweeper in the ST/ SC/ BC Residential School & Hostel run by Welfare Department. The nature of services to be procured will purely on temporary basis. The human resource assigned to the above post will be the sole responsibilities of the agency and in any condition or circumstances the human resources deployed for the services will not claim for their services to be permanent or demand directly to the department for extending facilities during their services.

The department has identified following post all over the districts and almost 50% post are vacant in each post to be fulfilled by the Service Provider Agency:

Sl. No.	Cook	Peon	Sweeper	Night Guard
1	330	242	217	25

The agency will be selected on State / Divisional level depending upon the capacity of the applicant agency for the said work.

Interested agency may submit their “EoI” in a sealed envelope clearly super scribed as EoI for “*Selection of Service Provider Agency for outsourcing the services of Cook, Peon, Night guard and Sweeper in the ST/ SC/ BC Residential School & Hostel run by Welfare Department*” addressing to The Tribal Welfare commissioner, Room No. 303, 3rd Floor, Project Building, Dhurwa, Ranchi -834004 on the below address on or before **04.11.2015** by **6:00 pm**. The agency should ensure that the EoI should be reached in the office by closing date and time as mentioned by hand or through registered Post / speed post.

Interested and prospective agency may obtain further details along with EoI document from the website www.jharkhand.gov.in - Tender Colum or collect the EoI document along with details from the **Office of Tribal Welfare Commissioner, Room No. 303, 3rd Floor, Project Building, Dhurwa, Ranchi -834004** during office hours (10.00 AM to 6.00 PM) on all working days from **19.10.2015** onwards.

Last Date of submitting the bid document is 04.11.2015 by 18:00 hrs.

Tribal Welfare Commissioner

**OFFICE OF TRIBAL WELFARE COMMISSIONER
(PROJECT BUILDING, DHURWA, RANCHI)**

TERMS OF REFERENCE (TOR)

Department of welfare, Government of Jharkhand is running 132 residential school of ST/SC/OBC/ PTG Category in various districts of Jharkhand. Besides this there are numbers of Hostels being run by the Department for the ST/SC/OBC category students. Presently the Department is facing problem in running and maintenance of these school & Hostel due to lack of 4th Grade staff in these residential school & hostels.

Meantime, the department has decided to procure the services for the post of Cook, Peon, Sweeper & Night Guard through outsourcing from the selected “Service Providing Agency”.

The nature of services to be procured will purely on temporary basis. The human resource assigned to the above post will be the sole responsibilities of the agency and in any condition or circumstances the human resources deployed for the services will not claim for their services to be permanent or demand directly to the department for extending facilities during their services.

The department has identified following post all over the districts and almost 50% post are vacant and the same to be fulfilled by the Service Provider Agency:

Sl. No.	Cook	Peon	Sweeper	Night Guard
1	330	242	217	25

The agency will be selected on State / Divisional level depending upon the capacity of the applicant agency for the said work.

Welfare Department invites eligible agency to indicate their interest for providing the services. Interested agencies should provide information demonstrating that they have the required qualifications and relevant experience to perform the services.

I. SHORT-LISTING CRITERIA:

1. The agency should have an independent legal existence, registered under the applicable Act. [Submit proof of Registration Certificate, Articles and Memorandum of Association].
2. The agency should have minimum 3 years of experience in providing services of similar nature.
3. The agency should have a well qualified and sufficiently experienced faculty, in house or should be in a position to commit about their own network/association.

4. The Agency should have conducted at least 10 (Ten) recruitment projects -in last five years for PSUs/Govt./bilateral and multilateral agency, out of which minimum 3 (three) must be for PSUs/Govt. sector - (attach supportive documents). The total number of applications processed should have been - 350 per recruitment projects. (Attach supportive documents- number of positions advertised/applications processed/ professional successfully recruited and placed).
5. The Agency should have at least 3 Recruitment Process Experts on their permanent rolls (The profile of the Recruitment Experts should be enclosed) and a pool of empanelled HR specialist, -, on their panel, and they should have accepted to be on the panel of the agency. Copy of their acceptance should be submitted along with the proposal. At least 5 of the empanelled experts should have been involved at least once in designing and conducting recruitment in last five years.
6. The Agency should not have been debarred / blacklisted by any Govt. sector/ PSUs/ bilateral and multilateral agency, for handling recruitment process ever in the past. Affidavit by the Notary of the same to be submitted by the Agency.
7. The Service Provider Agency should have a minimum turnover of **Rs. 100 lakhs (Rupees One Crore)** every year for the last three financial years. Audited financial statement for last three years should be submitted along with the technical proposal. In case segment wise result is not mentioned in the audited financial statement, a certificate to this effect may be enclosed from Company's Chartered Accountant.
8. The Agency should have PAN, Service tax registration and registration under applicable laws and should submit copies of the same. Consortium bidding to fulfill the eligibility criteria of this EOI shall not be allowed at any stage.

II. OBJECTIVES OF THE ASSIGNMENT:

1. Designing the recruitment and selection methods for the recruitment of staff and conducting recruitment process at different levels.
2. Development of Job descriptions and contract policy of staffs to be recruited in Residential School & Hostel run by Welfare Department in accordance with the organization's policy.
3. Maintain all the recruitment documents for different statutory obligation purposes and handover the same to the department after completion of recruitment.
4. Timely recruitment and deployment of staff.

III. SCOPE OF WORK:

1. The Department will engage a “Service Providing Agency” to undertake the requisite recruitment of staff as intimated for Residential School & Hostel situated in different districts in the state. Based on performance review, the contract may be extended for a further period of one year depending upon performance of the “Service Providing Agency”.
2. The Department has exclusive recruitment policy describing standards guidelines for recruitment and selection of these staff. The “Service Providing Agency” will adhere to these standards and guidelines and accordingly design the entire recruitment processes.
3. The recruitment will be done largely from open market through advertisement.
4. All governance, monitoring and reporting aspect of this assignment will be controlled by the Tribal Welfare Commissioner. The “Service Providing Agency” will need approval for its activity plan from the Tribal Welfare Commissioner on a regular interval or in monthly basis. Tribal Welfare Commissioner will be in supervisory role for all recruitment and selection events conducted by the “Service Providing Agency”. The Department may also involve its representative at any stage of recruitment and selection process undertaken by the “Service Providing Agency”.
5. The Service Providing Agency will have to comply with the reservation policy of the State, wherever applied in recruitment process.
6. The “Service Providing Agency” is expected to maintain highest degree of transparency. The selection process should be scientific and transparent so as to substantially eliminate biases and unethical practices. The “Service Providing Agency” will ensure selection of only those candidates who fulfill the eligibility criteria prescribed for the respective positions. In case of not finding suitable candidates, the “Service Providing Agency” will make all possible efforts till the suitable candidate is identified.
7. The “Service Providing Agency” will follow a structured system of receiving application, scrutinizing them on set criteria, recording reasons for their rejection and releasing shortlist with necessary information on website. All information about scrutiny of application will be provided to the department as and when required.
8. It is expected that the selected “Service Providing Agency” will put in place a full time recruitment experts for the interview and required number of administrative assistants to complete the recruitment process within time. It is desirable that key members, including the person proposed for the assignment are full time staff of the Agency. This team is expected to carry out the assignment with high degree of accountability and manage all necessary documentation for any obligations arising in future.

9. The “Service Providing Agency” will be responsible to provide the replacement for any candidate leaving within 1 month from the date of joining. The replacement may be made either from the waitlisted pool or through conducting another round of selection process.
10. Addition or deletion in number of position may be possible as per the actual requirements during the assignment period. This would be worked out mutually between department and the “Service Providing Agency”.

IV. KEY TASK AND RESPONSIBILITY:

A. Designing Recruitment Methodology, Job Description, Staff Contract policy and Recruitment of suitable individuals

1. The Service Providing Agency will be responsible for designing recruitment and selection methodology; developing job description and staff contract policy and recruitment of suitable individuals to fill up vacancies in 4 types of positions.
2. In case, candidates do not turn up for joining after selection, it will not be considered as completed task on behalf of the Service Providing Agency. The payment schedule of the assignment would necessarily be linked with the output of final joining of staff on time.
3. The initial phase of recruitment process for all the positions shall be completed within 2 months from the date of signing of the contract and repeating process shall be completed within next 1 months, if any candidate not joined, the same shall be filled up from the waiting list or through repeat selection process if there is no waiting list for those positions.
4. The Service Providing Agency will be sole responsible for the payment of their honorarium or any other facilities linked with the honorarium i.e. PF, Gratuity, Insurance, medical reimbursement etc.
5. Any disputes or problems arises among the recruited staff during their services will be resolved by the Service Providing Agency and in any case the department will not be involved in such cases.
6. If any staff assigned for the post to deliver his services discontinued to provide his/her services or terminated by the controlling officer at district / state level due to specific reason thereof will be shortly fulfilled within 7 days in case of available wait list or within one month if recruitment process took place.

B. Submitting Merit List of Recommended Candidates:

1. The Service Providing Agency will submit the final merit list of the recommended candidates along with minimum 5 waitlist candidate for each category of positions. The Service Providing Agency will submit the final result of recommended

candidates in the agreed set of formats and updated CVs of recommended candidates. The result must be submitted after verification of reference of both selected and waitlist candidates. Further, the agencies should verify the original records/documents of the candidate selected to offer in respect to their qualifications and experience.

C. Outputs:

1. Position wise merit list submitted with detailed grades/score obtained by each of the candidates participated in the selection process.
2. Position wise final recommended list submitted along with minimum 5 waitlist for each category of positions.

V. EXPERIENCE OF SERVICE PROVIDING AGENCY:

A. Mandatory

1. The Service Providing Agency should have a proven track record of at least five years' experience in conducting recruitment and selection of different level staffs and also have managed large level recruitments of similar nature.
2. The Agency should have successfully recruited and placed at least 350 staffs during last three years. (2012, 2013 & 2014)
3. Should have minimum annual average turnover of Rs. 100 lakhs or above during the last three financial years as per the audited statement (2012-13, 2013-14 & 2014-15).

B. Desirable

1. Preference will be given to the agencies that have proven experience in recruitment of staff in various State Govt. Central Government, or other Organizations of repute.

VI. DURATION OF THE ASSIGNMENT:

1. The total duration of the Service Providing Agency will be initially for 12 months from the date of signing of contract. There after based on continued satisfactory performance and requirement of the department, the contract may be extended further on mutually agreed terms and condition.
2. The agency should ensure that the first round recruitment process of all the positions shall be completed within 2 months from the date of signing of the contract.

VII. TECHNICAL:

1. Bid evaluation criteria for selection of institution are given herein under for the guidance of intending bidders. Bidders have to achieve at least 70 % marks in Technical evaluation but If only one bidder or none qualified in Technical evaluation the % of marks will be decreased by 5 % unless and until minimum three bidders qualified for the same.
2. The Bidder qualified in the Technical Evaluation will be called for Interview / Presentation before the selection committee. The financial quote of three bidders in the merit list will be opened and the bidder with lowest financial quote will be declared the successful bidder.

VIII. FINANCIAL:

1. Financial proposal of only those agencies, which fulfill the technical criteria, will be opened and the date and time of opening of financial proposal will be decided & intimated by Department to such bidders separately. Agencies are at liberty to be present personally or through their authorized representative (1 Representative per bidder) at the time of opening of financial proposal.
2. Department will award the contract to the Tenderer whose bid has been determined to be substantially responsive to the tender document and who has offered the lowest Evaluated Tender price.
3. Department reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary to any other Technically Qualified bidder Agency without assigning any reason, at the same rate, terms & conditions to which the tender shall not be entitled to any compensation or consideration in any of such events.

IX. EARNEST MONEY DEPOSIT/ PERFORMANCE GUARANTEE:

A. Earnest Money Deposit:

1. The agency shall furnish an Earnest Money deposit (EMD) of INR 50,000/- (Rupees Fifty Thousand Only) through demand draft drawn on a Nationalized Commercial bank, in favor of “Tribal Welfare Commissioner” and payable at “Ranchi” at the time of submission of proposal along with technical proposal. The EMD of unsuccessful bidders will be refunded within 15 days from opening of financial bids.

B. Performance Guarantee:

1. The successful bidder shall furnish Performance Security for an amount of 10% of the total value of the bid or the EMD, whichever is higher, to ensure due performance of the contract within fifteen (15) days or earlier from the date of receipt of communication from Department informing "Acceptance of Bid". The Performance Security shall be furnished through demand draft drawn on a Nationalized Commercial bank, in favor of "Tribal Welfare Commissioner" and payable at "Ranchi".
2. The performance security will be returned after a period of 60 days of expiry of the Agreement on provision of satisfactory services. The decision as to what constitutes "unsatisfactory service" shall solely lie with Department and shall be final & binding.
3. Earnest Money of successful bidder will be refunded on receipt of performance guarantee.

X. AWARD OF CONTRACT:

1. The contract shall be awarded to Service Providing Agency, by conveying acceptance of their proposal by Department in writing.
2. All the terms and conditions as stated in the EOI documents, Appendices and Acceptance conveyed by Department would constitute the terms of agreement
3. The selected Service Providing Agency is expected to commence the Assignment on the date and at the location to be specified in the Agreement to be issued by Department as per its requirement & on the term & conditions specified.
4. Speed and adherence to stringent time limits shall be the key. Specific details and modalities shall be discussed in depth with the finalized bidder. The provisions in the tender are broad and details are to be understood in that context.

XI. COMMUNICATION OF ACCEPTANCE:

1. Acceptance of tender by the Indenter will be communicated by registered letter/ speed post / fax / e-mail or a formal letter of 'Acceptance of Bid' by hand informing amount of Performance Security to be deposited. The award of work order, when issued to successful bidder, constitutes the contract with collateral supports from terms and conditions of the tender limitation notices as well as formal agreement on non-judicial stamp paper if any, all of which finally form the contractual obligations to be adhered to / performed by the bidder.
2. Non-performance of any such obligations makes the bidder liable for consequential effects.

XII. PAYMENTS TO SERVICE PROVIDING AGENCY:

1. The Service Providing Agency will be paid at the rates and in accordance with the terms & conditions as agreed to between the agency and Department.

XIII. TERMINATION:

A. By Department:

Department may terminate, by not less than Seven (7) days written notice of termination to the Service Providing Agency, to be given after the occurrence of any of the events as specified below:

1. If the Service Providing Agency commits breach of contract or do not remedy/ rectify a failure in the performance of their obligations under the Contract;
2. If the Service Providing Agency become insolvent or bankrupt;
3. If the Service Providing Agency is unable to perform a material portion of the Services for a period of not less than Seven (7) days; or
4. If Department, in its sole discretion, decides to terminate the Contract at any stage.
5. In the event of a report of unsatisfactory service from Residential Schools / Hostels or Project Director, ITDA or District Welfare Officers, after taking into consideration any other fact as may be relevant on a case to case basis.
6. In the event of violation of any of the terms & conditions of Contract by the agency, the EMD shall stand forfeited in addition to blacklisting of Service Providing Agency for a period of 3 years.

B. By Service Providing Agency:

1. The Service Providing Agency may terminate the Contract, by not less than Thirty (30) days' written notice to Department; provided no service providing process is in progress/pending with Department.

XIV. ARBITRATION

1. All disputes, if any, arising amongst the contract process shall be resolved by arbitration. The arbitration shall be conducted in the English language and the venue of the arbitration shall be in Ranchi.
2. The sole arbitrator will be appointed by Department, whose decision in this regard will be final & binding.

XV. JURISDICTION

1. The parties hereby irrevocably consent to the sole jurisdiction of the Courts of Ranchi only in connection with any actions or proceedings arising out or in relation to this EOI.

Format for Submission of Information

Submission Requirements

A – Service Providing Agency Profile

Application Form for EoI

Sl. No.	Particulars	Details to be provided by the applicant								
1.	Name of Agency: (Attach attested copy of certificate of registration)									
2.	Name of proprietor / Director of Agency									
3.	Full Address of Reg. Office									
	Telephone No:									
	FAX No.									
	E-Mail Address:									
	Website:									
	Mobile no. of Proprietor/Director:									
4.	Full address of Operating/Branch Office:									
	Telephone No:									
	FAX No.									
	E-Mail Address:									
	Website:									
5.	Banker of Institute/ Organization with full address (Attach attested certified copy of statement of A/c for the last three years) Telephone Number of Banker									
6.	PAN / GIR No. (Attach attested copy)									
7.	Service Tax Registration No. (Attach attested copy)									
8.	Income tax return for last three financial years. (Attach attested copy)									
9.	Service tax return for last three financial years. (Attach attested copy)									
10.	Financial turnover of the tendering Institute/ Organization for the last 3 Financial Years (Attach Auditors certified Annual Turnover Certificate of last 3 yrs)	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;"><u>Financial Year</u></th> <th style="text-align: right; border-bottom: 1px solid black;"><u>Amount (Rs.in Lakh)</u></th> </tr> </thead> <tbody> <tr> <td>2014-15</td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> </tr> <tr> <td>2012-13</td> <td></td> </tr> </tbody> </table>	<u>Financial Year</u>	<u>Amount (Rs.in Lakh)</u>	2014-15		2013-14		2012-13	
<u>Financial Year</u>	<u>Amount (Rs.in Lakh)</u>									
2014-15										
2013-14										
2012-13										

B - Agency Experience for last three years (2012-2015)

1. Experience of working in providing services to Government or any other organization in India.

(Please provide details of such assignments - you may add more rows)

Sl. No.	Name of Project	Services provided	Year	Client & Location	Duration of Assignment	Value of Contract (Rs. in Lakh)

2. Experience in providing services of Human Resources in India.

(Please provide details of such assignments - you may add more rows)

Sl. No.	Name of the Client	Nature of the assignment (providing services of Human Resource or similar type assignment)	Location and coverage	Duration of Assignment (In month)	Value of Contract (Rs. in Lakh)

3. Provide Details of Experts currently involved in the Agency:

Sl. No.	Name of the Expert	Qualification	Expertise Field	Working in the Agency Since (in years and months)	Name of Assignment Handled	Mobile No.

4. Provide Details of Office Staff currently engaged in the Agency:

Sl. No.	Name of the Staff	Qualification	Position Held	Working in the Agency Since (in years and months)	Present Roles in the agency	Mobile No.

5. Detailed proposed Timeline for completion of the said activity.

Date:
Place:

Signature of authorized person

Name:
Seal:

Technical Evaluation Marking Criteria for selection of Service Providing Agency:

Sl. No.	Parameters	Marks
1	Experience of Service Providing Agency (in last 3 years)	10
	provided service in any sector for more than 10 times	10
	provided service in between 5-10 times	5
2	Experience of Service Providing Agency especially in HR (in last 3 years)	20
	provided service on HR for more than 5 times	20
	provided service on HR in between 3-5 times	10
3	Average Annual Turnover of the Bidder for last 3 years	20
	Up to Rs. 1,00,00,000	10
	>Rs. 1 Crore - ≤ Rs. 1.5 crore	15
	Above Rs. 1.5 crore	20
4	Status of Organization / Institute and their staff	20
4.1	No. of HR Specialist engaged with the institution / organization for last 2 years (for each staff 2 nos.) above 5 staff the maximum no. will be 10 only	10
4.2	full time office support staff engaged with the institution / organization for last 2 years (for each staff 2 nos.) above 5 staff the maximum no. will be 10 only	10
Total Marks		70
Power point Presentation / Interview		30
GRAND TOTAL		100

FINANCIAL BID

Sl. No.	Head	Total Cost (in Rs.)
1.	Honorarium per Cook	
2.	Honorarium per Peon	
3.	Honorarium per Sweeper	
4.	Honorarium per Night Guard	
5.	Total Service Charges inclusive of all taxes	
TOTAL		
(Rupees.....)		

Date:**Authorized Signatory** _____**Place:****Name:** _____**Designation:** _____**Seal of the Organization:***Note: Financial Bids will be opened once the Institute / Organization are short listed in the Technical Evaluation.*