

Tender No. KIAL/RFP/HR001/2015-16

KANNUR INTERNATIONAL AIRPORT LIMITED (KIAL)

REQUEST FOR PROPOSAL (RFP)

FOR

OUTSOURCING THE SERVICES OF HOUSE KEEPING, SECURITY, OFFICE ASSISTANT, ENGINEERING ASSISTANT, MESSENGER, DRIVER AND TECHNICAL ASSISTANT



'Parvathy', T.C 36/1, NH Bypass, Chacka, Thiruvananthapuram, Kerala – 695 024, India

September 2015

Tender Notice

KANNUR INTERNATIONAL AIRPORT LIMITED, 'Parvathy', T.C 36/1, N H Bypass, Chacka, Thiruvananthapuram, Kerala-695 024 invite Proposal for Outsourcing its various services viz Security, House Keeping, Office Assistance (Engineering, Technical, Accounts, Admin etc), and Messenger.

The due date for submission of proposal is upto 4 PM on 07 October 2015.

The Technical Proposal shall be opened on 08 October 2015 at 11:00 AM in presence of Bidders` representative who choose to be present. The Financial Proposal shall be opened the same day at 4.00 PM whose Technical Proposals have been found acceptable.

Managing Director
Kannur International Airport Ltd

I. SCOPE OF SERVICES:

1. The outsourcing of services will be based on the premise that the agency will be responsible for completing the deliverables as mentioned below by providing the necessary personnel and the client will not be associated in the exercise of selection of the personnel or any other issue associated with their control etc.
 - (i) House Keeping services
 - For cleaning and maintaining cleanliness within the office premises
 - Handling Pantry Services
 - (ii) Security Services
 - Providing security services by deploying required number of security personnel at various offices of KIAL.
 - Managing visitors whenever needed
 - (iii) Office Assistance
 - Office Work such as Documentation/Filing/Typing etc
 - Scanning of Documents
 - Preparation of Presentations
 - Engineering Drawings (in case of Engineering Assistant)
 - Vouching and Data Entry of Accounts Entries (in case of Accounts Assistant)
 - Upkeep of computers and peripherals (in case of Technical/IT Assistant)
 - Good Knowledge of MS-Office,
 - Reception Management /Attending Calls/Managing visitors
 - Malayalam Typing
 - (iv) Messenger services
 - Movement of files/papers within or outside the office. (Preferably with two wheeler)
 - (v) Driver
 - To drive the office vehicle.
2. The services need to be provided daily during office as required by KIAL time to time on all working days in various offices of KIAL. There should be no time lag between the requirement and the execution of the job. All necessary infrastructures will be made available by KIAL itself. The agency to which the services are outsourced is to ensure quality work on real time basis. The contract will be initially for a period of one year, which may be extended for another one year after mutual agreement.
3. Once the service is outsourced, KIAL will be concerned only with the timely delivery of quality output and it will be the responsibility of the agency to ensure the same through

the manpower, which is provided by them. The agency will be required to follow and strictly comply with the various laws governing such contracts. It will also be the responsibility of the agency to take all necessary precautions from the security point of view while executing such works.

4 Personnel, with the following qualifications/experience would be required to perform the nature of jobs intended to be outsourced:-

(a) For Office Assistants:

Educational Qualifications	12 th Pass from recognized education board (Preferably Graduate from a recognized university) Engineering Degree or equivalent for Engineering Assistant/ Technical Assistant
Professional Qualifications	Diploma/Certificate course in computer software/MS Office of at least 6 Month's duration from any institute.
Experience	Desirable to have experience of at least one year of administrative work in Union/State Government organization/ PSU

(b) For House Keeping/Security/Messenger services:

Educational Qualifications	8 th Pass or equivalent from a recognized School Board (Preferably Matric)
Experience	Desirable to have experience of Six Months to one year in Union/State Government organization/ PSU

(c) For Driver:

Educational Qualifications	Matric or equivalent from a recognized Board and possesses LMV/HMV license for more than 5 years
Experience	Desirable to have experience of Six Months to one year in Union/State Government organization/ PSU

5. Approximate Manpower required per month:-

- (a) Office Assistants (for administration work) - 6
- (b) Technical/Engineering Assistant - 2
- (c) Driver - 1
- (d) Security - 4
- (e) House Keeping - 2
- (f) Messenger - 2

Depending upon the work load the Manpower requirement may vary from time to time.

2. QUALIFYING CRITERIA

Agencies/Firms who want to participate in the tender should meet following criteria;

1. The agency should have been in existence for not less than three years.
2. It should be registered with registering authorities as per legal requirement and a copy of each of the registrations shall be attached with the Proposal.
3. It should have PAN number and Sales Tax/Service Tax registration Proof should be attached with the Proposal.
4. It should not have been blacklisted by any organisation. An undertaking should be submitted by the agency that their firm has not been blacklisted or any court case is pending against them related to their 'Job/Outsourcing Services' for last three years.
5. It should be registered with EPF, ESIC or any other statutory authority.
6. It should be willing to take up the contract on the written acceptance of terms and conditions at Annexure-I. An unconditional acceptance letter (as per Annexure IV) has to be signed and submitted.
7. It should have prior experience of providing similar manpower services to any Government or Quasi Government organisation.

3. An earnest money deposit of **Rs.20,000 (Rupees twenty thousand only)** in the form of demand draft drawn in favour of **Kannur International Airport Ltd (payable at Trivandrum, Kerala)**, may be submitted along with the technical Proposal, failing which the Proposal shall not be considered valid.

4. The successful bidder shall furnish a security deposit equivalent to 5% of the contract value in the form of an account payee demand draft drawn in favour of the "KANNUR INTERNATIONAL AIRPORT LTD" payable in Trivandrum or Fixed Deposit Receipt/Bank Guarantee from a nationalized/commercial bank or Bank Guarantee from a nationalized/commercial bank in an acceptable form safeguarding the interest of this office in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the agency. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the agency or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.

5. The successful bidder will enter into an agreement with this office for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions on Rs. 500/- non judicial stamp paper. The above stamp paper will be arranged by the bidder for execution of agreement. The agreement will be valid for a period of one year commencing from the deployment of personnel to this Office and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of one year and no request for any change/modification shall be entertained before expiry of the contract period. Any statutory increase in wages/DA etc. is to be absorbed by the agency. The contract/agreement is extendable by one more year subject to satisfactory performance of the agency and such amendments as mutually agreed to.

6. The tenders should be submitted in a sealed envelope. There will be two envelopes inside the main envelope.

The first sealed envelope should be superscribed “**Technical Proposal**” and should contain;

- (i) The proforma at Annexure-II duly filled in.
- (ii) Registration Certificates for Company Registration, EPF, ESI and Service Tax Registration
- (iii) Copy of PAN Registration
- (iv) Agency profile including previous experience of manpower supply to other organisations etc.
- (v) Unconditional Acceptance Letter as per Annexure IV
- (vi) Undertaking stating that the Agency has not been blacklisted or any court case is pending against them related to their ‘Job/Outsourcing Services’ for last three years.
- (vii) Demand Draft for earnest Money Deposit.
- (viii) All other required documents.

The second sealed envelope should be superscribed as “**Financial Proposal**” and should contain “Financial Proposal” filled in as per the format given in Annexure III.

Both these envelopes (after sealing) should be enclosed in another envelope superscribed as “**Tender for Providing Outsourcing Services**” and should be sent to the following address;

Managing Director
KANNUR INTERNATIONAL AIRPORT LIMITED
‘Parvathy’, T.C 36/1, N H Bypass,
Chacka, Thiruvananthapuram, Kerala-695 024.

Agency’s name and address should be clearly visible on the main outer envelope.

The filled in tender should reach the above office on or before **07 October 2015, 4 PM.**

8. Award of Contract

The letter of award (LOA) will be issued to the successful lowest evaluated bidder for acceptance. The acceptance of Letter of Award will constitute the formation of the contract until the Contract Agreement has been formally signed.

After acceptance of letter of award and the agency shall be ready to commence the work within 15 days of acceptance of letter of award.

After that Agency shall sign the Agreement within two weeks of issuance of Letter of Award (LOA).

Annexure-I

GENERAL CONDITIONS OF CONTRACT

1. The manpower will have to be supplied by the agency within 15 days of acceptance of award of letter.
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
3. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Before deployment, the character and antecedents of persons will be verified by the Agency through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect shall be submitted to this office. The agency will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Agency shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request. A certificate to this effect should be submitted in the form of an Affidavit.
4. The agency shall engage necessary persons duly qualified, as required by this office from time to time. The deployment of personnel is to be on monthly basis. The deployment/arrangement of the personnel should be in such a manner that there shall be no violations of any Rules including and weekly off days, as per Labour Laws.
5. There is no Master and Servant relationship between the employees of the agency and this office.
6. The service provider's person shall not claim any benefit/compensation/ absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970.
7. The agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organizational matters as of confidential/secret nature.
8. The agency's personnel should be polite, cordial, positive and efficient and follow official decorum and formal dress code while handling the assigned work. The agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in anyway detrimental or prejudicial to the interest of this Department. The decision of the Officer-in-charge on any matter arising under the clause shall be final and binding on the agency.

9. That the persons engaged shall not be below the age of 21 years or above and they shall not interfere with the duties of the employees of KIAL.

10. The functional control over the personnel deployed by the Agency will rest with KIAL and the disciplinary/administrative/Technical control will be with the Agency.

11. This office may require the agency to dismiss or remove from the site of work, any person or persons, employed by the agency, who may be incompetent or for his/ her/ their misconduct and the service provider shall forthwith comply with such requirements. The Agency shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

12. The agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.

13. The transportation, food, medical and other statutory requirements in respect of each personnel of the agency shall be the responsibility of the agency.

14. The agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, ESI Act etc. and this office shall not incur any liability or any expenditure whatsoever on the persons employed by the agency on account of any obligation. The agency will be required to provide particulars of EPF & ESI of its employees engaged in this office. The Agency will comply with all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.

15. The agency shall ensure proper conduct of their persons in office premises, and enforce prohibition of consumption of alcoholic drinks, Paan, smoking and loitering without work.

16. The agency will submit the bill in duplicate in respect of a particular month in the first week of the succeeding month. The payment will be released after submission of invoice complete in all respects such as dated attendance details and production of documentary evidence towards P.F./ESI/ Service tax in respect of its staff for the previous month. Tax if any shall be deducted at source as per the relevant Act.

17. Payments to the agency would be strictly on the basis that his services are satisfactory and attendance as per the bill preferred by the agency.

18. No wage/remuneration will be paid to deployed persons for the days of absence from duty.

19. The agency will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.

20. The agency shall provide a substitute well in advance if there is any probability of any person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the agency.

21. The agency shall be contactable at all times and messages sent by phone /e-mail/fax/ special messenger from this office shall be acknowledged immediately on receipt on the same day. The Agency shall strictly observe the instructions issued by the office in fulfillment of the contract from time to time.

22. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the agency.

23. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against the damage by any staff engaged by the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with the Agency and this office will in no way be responsible for it or any other clause mentioned above.

24. The agency shall maintain an attendance register in respect of their staff deployed on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.

25. Working hours would be as per company's norms. However, the concerned person may have to work beyond office hours, if there is any urgency. The persons deployed shall be punctual and shall abide by the directions of the Department in this regard.

26. The personnel may be called on Sunday and other gazetted holidays, if required, for which they will be paid extra as per the rates approved by the office.

27. The agency shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.

28. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc and any amount due to the Agency from the office shall be forfeited.

29. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In

case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

30. Any dispute arising out of the contract shall be settled within the jurisdiction of Kerala.

31. The agency shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in the offices of KIAL.

32. That if any amount is found payable by the agency towards, wages, allowances and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.

33. While selecting the people for deploying to this office, the agency shall give due preference to the members of the evictee families who fulfill the necessary educational and other qualifications required for the position.

34. Agency shall also follow reservation policy of Kerala Government, while deputing staff at our offices.

Annexure-II

Sl. No.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobil Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed)	
6	PAN/TAN Number (copy also to be enclosed)	
7	Service Tax Registration Number (Copy also to be enclosed)	
8	Whether the firm is blacklisted by any organisation or any criminal case is registered against the firm or its owner/partner anywhere in India. (If no, an undertaking is to attached in this regard)	

9	Length of experience in the field	
10	Experience in dealing with Govt./other organisations. (Indicate the names of the Departments and attach copies of contracts orders placed on the agency)	
11	Whether Unconditional Acceptance Letter (as per Annexure- IV), duly signed, in token of acceptance of the terms and conditions, is attached?	
12	Whether agency profile is attached?	
13	List of other clients	
<p>Date:</p> <p>Place</p> <p style="text-align: right;">Signature of the authorized Person Full Name: Seal:</p>		

Annexure III

PFORMOMA FOR FINANCIAL PROPOSAL

1. For Providing Outsourcing Services.

2. Name of tendering Company / Firm / Agency :

3. Details of Earnest Money Deposit : Rs.20,000/- (Rupees Twenty Thousand Only)

D.D. / P.O. No. & Date : _____

Drawn on Bank : _____

Details of rate quoted

SI No	Details of services	Monthly Salary (Including Company EPF/ESI/ LWF etc) (A)	Agency Service Charges (B)	No of Persons (C)	Total Amount in Rs. (A+B) x C (In figures)	Total Amount in Rs. (A+B) x C (In words)
1	Office Assistant			6		
2	Engineering/ Technical Assistant			2		
3	Security			4		
4	Driver			1		
5	House keeping			2		
6	Messenger/ Attender			2		
Total Amount						

Signature of Authorized Signatory of the Agency
(SEAL OF THE AGENCY)

UNCONDITIONAL ACCEPTANCE LETTER

(On the letter head of the company)

To,
The Managing Director,
Kannur International Airport Limited

Date:

Sir,

Sub: **Acceptance of KIAL's Terms and Conditions**

We are in receipt of the quotation documents for **Providing Outsourcing Services** for **Kannur International Airport Limited** for their different offices. We hereby unconditionally accept the terms and conditions of **Kannur International Airport Ltd** mentioned in the tender document in entirety, for Providing Outsourcing Services. Any conditions submitted by us stands automatically withdrawn.

Yours faithfully

(Signature of the bidder with office seal)

Check List

A. **Envelope-A**

- (i) The proforma at Annexure-II duly filled in.
- (ii) Registration Certificates for Company Registration, EPF, ESI and Service Tax Registration
- (iii) Copy of PAN Registration
- (iv) Agency profile including previous experience of manpower supply to other organisations etc.
- (v) Unconditional Acceptance Letter as per Annexure IV
- (vi) Undertaking stating that the Agency has not been blacklisted or any court case is pending against them related to their 'Job/Outsourcing Services' for last three years.
- (vii) Demand Draft for earnest Money Deposit.
- (viii) All other required documents.

B. **Envelope-B**

1. Financial Proposal (Annexure-III)

Please check all the pages of the quotation and all the attachments are duly signed with company seal.

C. **Main Envelope**

Envelope A and Envelope B after sealing should be inserted into the main envelope. The main envelope to be superscribed as **“Tender for Providing Outsourcing Services”**