



e-Tender Notice
for
Empanelment of Manpower Outsourcing Agency(s) for Call
Centre & Other Projects

Tender No. 4(7)/2022-MMG

Centre for Development of Advanced Computing (C-DAC)
(A Scientific Society under Ministry of Electronics & Information Technology, Govt. of India)

A-34, Industrial Area, Phase - 8, SAS Nagar Mohali (PB)-160071)

www.cdac.in

Tender for Empanelment of Manpower Outsourcing Agency(s) for Call Centre & Other Projects of C-DAC Mohali

About C-DAC:

Centre for Development of Advanced Computing, Mohali located at A-34, Industrial Area, Phase - 8, SAS Nagar Mohali (PB)-160071) is a Scientific Society under the Ministry of Electronics & Information Technology, Government of India.

The following are the major thematic thrust areas of C-DAC:

High Performance Computing – development of the PARAM series of supercomputers, Garuda national grid initiative, development of scientific computing applications and cloud computing.

Multi-lingual Computing spanning the entire range from fonts and encoding to speech and language translation, which includes fonts for Indian languages, encoding standards, information extraction and retrieval, machine aided translation, speech recognition and synthesis, etc.

Professional Electronics covering electronic devices and embedded systems. This area covers work such as underwater electronics, software radio, ubiquitous computing.

Information and Cyber Security including intrusion detection and prevention, malware analysis, cyber forensics, network security, etc.

Software Technologies including e-governance solutions, e-learning technologies, geomatics, open source software, accessibility, etc.

Health Informatics including hospital information systems, electronic medical records, telemedicine, and cancer networks.

C-DAC undertakes project for different clients, majorly in the Government Sector for proliferation of its products and solutions in the above areas, particularly Health Informatics, e-governance and Embedded technologies.

CONTENTS OF TENDER

S. No.	Content	Page No.
1.	Notice Inviting Tender with Schedule	3
2.	Instructions to bidder for online submission of bid	4
3.	Section-I : General terms & condition and instructions to bidders	6
4.	Section-II : Scope of Work & Obligations of Empanelled Agency	9
5.	Section-III: Specific Manpower Requirement for “112 Haryana Project” (Call Centre).	11
6.	Section-IV : Special Conditions of the contract	13
7.	Annexure-A : Particulars of the Bidder	15
8.	Annexure-B : Tender Acceptance Letter	16
9.	Annexure-C : Indicative Price Bid Format (without rates)	17

Notice Inviting Tender

C-DAC, Mohali invites online bids from reputed agencies having experience in providing qualified /skilled/trained manpower (technical/non-technical including IT skilled Manpower) on outsource basis to large reputed organization in Govt./Public/Private Sector/IT industry, for empanelment, initially for a period of one year (maximum amount 5 Crore). The outsourced manpower shall be deployed in IT Projects of C-DAC Mohali and its Project sites across India.

The contract shall be awarded to successful bidder for empanelment for an initial period of one year. The contract shall be further renewed based on performance and further requirement.

Aspiring bidders can participate in the online tender process on URL <https://eprocure.gov.in/eprocure/app>. OR www.C-DAC.in. Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission' and submit duly filled bids online on the website <https://eprocure.gov.in/eprocure/app> as per following schedule.

Date of release of Tender	25 th May 2022 at 06.00 pm
Last date for seeking clarifications	29 th May 2022 by 3.00 pm
Last date for online submission	08 th June 2022 by 3.00 pm.
Date of opening of online technical Bids	09 th June 2022 at 03:00 pm
Mode of Bid Submission	Bids shall be submitted in electronic form (online) on Govt. e-procurement portal (CPPP) URL www.eprocure.gov.in
Contact Details for Bidders	Tel:0172-6619005 & 6619017 Email: mmg-mohali@cdac.in

Instructions for Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/ap>) by clicking on the link “Click **here to Enroll**” on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) A standard Price Bid format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the said file is found to be modified by the bidder, the bid will be rejected.
- 4) The serve time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. **This acknowledgement may be used as an entry pass for any bid opening meetings.**

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number of the helpdesk is 1800 233 7315.

Signature Not Verified
Digitally signed by PAWAN KUMAR GOLE
Date: 2022.05.25 17:18:15 IST
Location: eProcure-EPROC