

No.CDR.II/551/16/2016  
Ministry of External Affairs  
(CPV Division)

Patiala House Annexe,  
Tilak Marg  
New Delhi-110001  
Dated the 19th July, 2017

**CORRIGENDUM**

TENDER NO.ID : 2017\_MEA\_202826\_1

Name of work: Providing 300 Data Entry Operators, 100 Multi Tasking Staff (MTS) in CPV Division in Delhi/ Passport Offices/ Passport Seva Kendras/ Passport Seva Laghu Kendras/ Post Office Passport Seva Kendras/ Attestation Cell/Branch Secretariats all over India.

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**CLARIFICATIONS TO QUERIES RAISED ARE AS UNDER :**

Sl. No	Relevant Chapter/Part/Section of Tender Document	Summary of Bidders Query	To be read as/added
1.	Financial Bid - Annexure-II (Page 19-21)	Monthly Wages:- a) Data Entry Operators – 300 @ monthly wages of Rs.14000/- (b) Office Assistant(MTS)- 100 @ monthly wages of Rs.12000/-	1. Referring revised minimum wages of Government of NCT Delhi, the monthly wages proposed by Ministry is low for Delhi State. Kindly hike the monthly wages as per minimum wages recommended by manpower in Delhi.  The Minimum wages for DEOs (Skilled) and Office Assistant (MTS) (Semi-skilled) as on today is Rs.16468/- and Rs.14958/- respectively vide notification, Govt. of NCT of Delhi dated 31.05.2017 and will prevail all over India. However, the Minimum Wages fixed by Govt. of NCT of Delhi would be revised accordingly from time to time. Subsequently, the mandatory contribution would also stand revised but administrative/ service charges would remain fixed in rupee terms as quoted in the bid and would not be revised as percentage of the minimum wages. (In case the Minimum Wages of a State gets higher than the

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				Minimum Wages in Delhi, the Minimum Wages of that State will be followed in that State.
2.	Financial Bid - Annexure-II (Page 19-21)	Monthly wages for Data Entry Operators / Office Assistant (MTS)	<p>1. Will the Minimum wages revision be provided by MEA.</p> <p>2. Please confirm whether cost to be quoted is incl. of Bonus, leave wages, holiday wages in the service/ admin charge (if yes will it be reimbursed by MEA).</p> <p>3. Please confirm whether the changes in service tax/ implication of GST will be reimbursed by the client and should we consider in the costing.</p> <p>4. Please confirm whether the Service charge to be quoted inclusive of service tax in as per BOQ.</p> <p>5. Kindly share the Bank Account No &amp; Bank Name details of MEA in order to get Bank guarantee.</p>	<p>1. Please refer to clarification given at Sl.No.1 above.</p> <p>2. No. Administrative/ Service charges to be quoted do not include Bonus, leave wages, holiday wages. Administrative/Service charges is payment for the services provider by the bidder and does not include Bonus, leave wages, holiday wages, etc. payable to the employee</p> <p>3. Yes, all statutory taxes as required under Rules will be reimbursed. However, costing is to be quoted considering the service tax applicable on the date of the Tender document.</p> <p>4. No, the Service charge to be quoted does not include service tax. It is a separate Rate component at S.No.8.</p> <p>5. The bank details are as under :  NAME OF ACCOUNT – PAY &amp; ACCOUNTS OFFICE, MINISTRY OF EXTERNAL AFFAIRS  ACCOUNT NO. – 11084278820  NAME OF BANK – STATE BANK OF INDIA, PARLIAMENT STREET, NEW DELHI  IFSC CODE – SBIN0000691</p>
3.	Sub- para No. 7 under Para-	Document Showing either one	1. Since Government order placed via tenders/	1. Explanation given at Sl. No. 12 in Technical Bid

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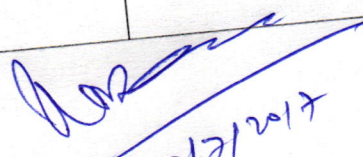
II Technical requirements for the Company	<p>service contract completed of value not less than Rs. 5 crore per annum or at least two similar service contracts completed of value not less than Rs. 3.25 crore each per annum or three similar service contracts completed of value not less than Rs. 2.5 crore each per annum, related to providing manpower in Central/State Government. (Attach self-attested copy of work order) during the last three financial years (2014-15, 2015-16 and 2016-17).</p>	<p>empanelment have more than 1 year of working scope and getting completion certificate for big contracts with project validity of more than 2/3 years is quite difficult. We request you to consider "Executed Value" in place of "Completed Contract" for last three Financial years.</p>	<p>(Annexure-I) may be referred – "If a contract extends for a period longer than 1 year, the number of similar contract would be counted as one for each year or part thereof. .. Example:- If a contract is of value Rs. 1 lakh per month with a tenure of 18 months, it would be considered equivalent to Rs.12 lakh contract of 1 year term and Rs.6 lakh contract of six months term. Company should have supplied manpower for at least six months in a year to any organization for the contract to be considered as a single contract in a year in "total number of contract".</p> <p>The certificate on 'executed value of contract' for the criteria laid under Sub-para 7 of Technical Requirement, may be considered.</p>
		<p>2. We request you to kindly confirm us if we can provide the on Going/Under execution work order (Project end date: 2018) for which we have billed our Govt. Customer more than 5 Crore last year for Manpower Service..</p>	<p>2. As Responded at Sl.No 3 (1) as above.</p>
		<p>3. While in the previous RFP No Q/PB-II/576/01/2016 dated 17/2/2017 the clause was - The similar service contracts here mean provision of manpower services in the form of outsourced Assistant/ Stenographer/ Clerk/ MTS of various Ministries/ Departments of Government of India,</p>	<p>3. The Company should have at least five years experience in providing manpower to Public Sector Company/Banks and Central/State Government preferably in general administration.</p>

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			Private Sector Companies/ PSUs/ Banks.	
			4. Further, please allow Private Sector (CMMi level 3, CMMi Level 5 Companies) Experience as well for this clause.	4. Conditions specified at sub-para 3 of Para II - Technical requirements for the Company- shall prevail.
			5. Average turnover set out in RFP is not matching with the working credentials demanded. Hence request you to kindly consider 8-10 Crore of average turnover for this clause in project interest.	5. Conditions specified at sub- para No. 7 & 8 of Para-II Technical requirements for Company shall prevail as revised hereunder at Sl.No.6 & 7).
4.	Sub- para No. 8 under Para-II Technical requirements for the Company	The Company must have average annual financial turnover of Rs.2 crore per year during the last three financial years for supply of manpower	1. As per working credentials demanded by MEA, the average turnover requirement set is contradictory. For Example: Company having annual turnover of 2 crore for last three financial years (Average turnover : 2 crore) cannot provide even completed contract of value 2.5 crore per annum from manpower services which is lowest working credential requirement set by MEA.	1. Under Para-II- Technical requirements- the Company has to fulfil the technical specifications mentioned at sub- para No. 7 & 8, which are mandatory to be qualified independently and not either of the two. Hence, the conditions as specified in bidding document which are hereunder revised in Sl.No.6 shall prevail.
			2. Hence our suggestion is to kindly consider average turnover of more than 10 crore. So that 50% of the average turnover requirement can be matched with the working credential demanded.	1. Responded as above.
5	Financial Bid - Annexure-II	Para 3 (Sl.No.2) of Component of Rate (Data Entry Operators) and Office Assistant (MTS)	(Sl. No.2) Employees Provident Fund @ 13.36% on minimum wages (employer contribution)	The mandatory contribution would be revised by the Government from time to time.
6.	Technical Requirement t Sub para 7 of Part II	The Company should submit documents (work order) showing one service contract completed of value not less than Rs.5	With the implementation of Minimum Wages as revised by Government of Delhi, the technical parameters have been revised and may be read as under :-	The Company should submit documents (work order) showing one similar service contract completed executed of value not less than 7 crore per annum or at least two

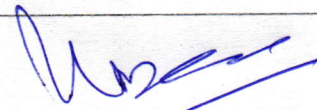
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		crore per annum or at least two similar service contracts completed of value not less than Rs.3.25 crore each per annum or three similar service contracts completed of value not less than Rs.2.5 crore each per annum, related to providing manpower in Central/State Government. (Attach self-attested copy of work order) during the last three financial years 2014-15, 2015-16 and 2016-17).		similar service contracts completed/executed of value not less than 4.5 crore each per annum OR three similar service contracts completed/executed of value not less than 3 crore each per annum, related to providing manpower in Central/State Government. (Attach self-attested copy of work order) during the last three financial years 2014-15, 2015-16 and 2016-17).
7.	Technical Requirement Sub para 8 of Part II	The Company must have average annual financial turnover of Rs.2 crore per year during the last three financial years for supply of manpower	With the implementation of Minimum Wages as revised by Government of Delhi, the technical parameters have been revised and may be read as under :--	The Company must have average annual turnover of Rs.3 crore per year during the last three financial years.
8.	I. Scope of Work and General Instructions for Tenderers of sub para (v) and Column D. Financial of para (i) EMD and (viii) Performance Security		With the implementation of Minimum Wages as revised by Government of Delhi, the technical parameters have been revised and may be read as under :--	It may be noted that due to additional financial implications as above on the revised Minimum Wage, the Earnest Money Deposit (EMD) has been increased from Rs.20,00,000/- to Rs.27,00,000 and Performance Guarantee from Rs.40,00,000/- to Rs.55,00,000/-

  
 20/7/2017  
 (मोहम्मद नसीम)  
 (MOHAMMAD NASEEM)  
 उप पासपोर्ट अधिकारी  
 Deputy Passport Officer  
 सीवीसी प्रभाग/CCPV Division  
 विदेश मंत्रालय, नई दिल्ली  
 Ministry of External Affairs  
 New Delhi

## (Annexure-A)

S.No.	Component of Rate (Date Entry Operators)	Total Amount (in rupee) per person per month	Revised wages as per Notification 31.05.2017 of NCT of Delhi	Minimum as per dated
1	<b>Monthly Wages for DEOs</b>	14000	<b>16468</b>	
2	EPF @ 13.36% on minimum wages (employer contribution)	1870	2200	
3	ESI @ 4.75 % of 1 above (employer contribution)	665	782	
4	EPF @ 12% on minimum wages (employee contribution)	1680	1976	
5	ESI @ 1.75 % of 1 above (employee contribution)	245	288	
6	<b>Total payable by employer to employee (1 to 3 )</b>	<b>16535</b>	<b>19450*</b>	
1	<b>Monthly Wages for Office Assistants (MTS)</b>	12000	<b>14958</b>	
2	Employees Provident Fund @ 13.36% on minimum wages (employer contribution)	1603	1998	
3	Employees State Insurance @ 4.75 % of 1 above (employer contribution)	570	711	
4	Employees Provident Fund @ 12% on minimum wages (employee contribution)	1440	1795	
5	Employees State Insurance @ 1.75 % of 1 above (employee contribution)	210	262	
6	<b>Total payable by employer to employee (1 to 3 )</b>	<b>14173</b>	<b>17667*</b>	
<p>*The amount (in Rupees does not include Administrative/services charges and service tax liability, which are to be quoted by the bidders.</p> <p>It may also be mentioned that due to additional financial implications as above on the revised Minimum Wage, the Earnest Money Deposit (EMD) has been increased from Rs.20,00,000/- to Rs.27,00,000 and Performance Guarantee from Rs.40,00,000/- to Rs.55,00,000/-</p>				

  
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