



Indian Institute of Skiing and Mountaineering, Gulmarg
(A Subordinate office of Ministry of Tourism, Govt. of India)

Tender No: IISM-25(IB)2/2020-21

Dated: 15.09.2021

NOTICE INVITING TENDER (NIT)

Sealed tenders are invited from Government registered firms fulfilling all terms and conditions for providing manpower service on outsource basis (e.g. Centrally Heating System Operator, Electrician, Cook, Carpenter, Plumber, Gardener, Waiter, Housekeeping Boys, Kitchen Asst., Office Attendant, Painter and Casual Labours **Ski Instructor, Asst. Ski Instructor, Medical Assistant, Asst. Cooks, Helper, Porter, etc.**) at **“Indian Institute of Skiing and Mountaineering (IISM), Gulmarg and Srinagar, UT J&K”**. Firms willing to participate in the tender process may download the tender documents from <http://www.iismgulmarg.in>. The tender will close on 30th September, 2021 (Thursday) at 1:00 P.M and may be sent to The Director, Indian Institute of Tourism and Travel Management, Govindpuri, Gwalior – 474011 (Madhya Pradesh), which will be opened on the same day at 4:00 PM at IITTM, Gwalior.

Sd/-
Principal in-charge IISM,
Gulmarg



About IISM

Indian Institute of Skiing and Mountaineering (IISM), Gulmarg is the magnificent institute building has about 40 rooms with washrooms, two restaurants, one conference hall, ski Hire Shop equipped with imported equipments, store rooms, gym, plant room with two centrally heating system and 11000 KV transformer with control panels, Generator Room with Two DG Sets of 140 KV and 82 KV Capacity and a Kitchen. Indian Institute of Skiing & Mountaineering conducts various courses here both in summer and winter. The Cable Car and Chair-Lifts are the main attractions of this hill resort. It has the highest cable car in the world which goes to 14000 ft. above sea level. A snow festival is organized around Christmas every year during which different activities of sports and culture are conducted on the fresh snow.

The Institute had been attracting a large number of trainees as well as tourists not only from within the country but throughout the world.

Adventure Courses

Adventure Training is very important aspect of our education to develop those traits of personality in our youth which are not possible in the protected environments of schools & colleges. The Institute conducts various adventure courses in different fields as follows:-

1. Snow Skiing.
2. Water Skiing.
3. Para-gladding/Para Motors.
4. Parasailing.
5. Hot Ballooning,
6. White Water Rafting/Canoeing.
7. Mountaineering etc.

These courses and activities not only train our youth but also entertain the tourists who come to Gulmarg and makes Kashmir as exciting adventure destination in the world.

A. INVITATION OF TENDER

Indian Institute of Skiing and Mountaineering (IISM), Gulmarg is inviting a tender for providing manpower service on outsourcing basis at Gulmarg and Srinagar for an initial period of **one year**. Interested manpower supply Agencies fulfilling all terms and conditions may participate and submit the tender documents to The Director, Indian Institute of Tourism and Travel Management, Govindpuri, Gwalior – 474011 (Madhya Pradesh).

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|--|----------|--|
| 1. Date & Time for submission of Tender | : | up to 30th Sept. 2021 till 1:00 P.M. |
| 2. Date & Time for opening of Tender | : | 30th Sept. 2021 at 4:00 P.M. |

- **Place of Opening of Tender Bids – IITTM, Govindpuri, Gwalior - 474011.**
- Incomplete tender/ tenders received after the date/time notified above shall be out rightly rejected.

B. FEE FOR TENDER DOCUMENTS

The fee for tender documents will be **Rs 1,000/-** (Rupees One Thousand Only). This fee shall be paid in the form of Demand Draft drawn in any Nationalized/Scheduled, Commercial Bank, in favour of **“Pay & Accounts Officer, Ministry of Tourism”** payable at **Srinagar, UT Jammu & Kashmir**. This fee is **Non- Refundable** and shall be submitted along with the Technical Bid of the Tender Document.



C. EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) should be submitted in the Technical bid of the tender, without which the tender shall be invalid. The amount of EMD will be **Rs. 50,000/-** (Rupees Fifty Thousand Only) payable in the form of Demand Draft drawn in any Nationalized/Scheduled, Commercial Bank, in favour of **“Principal IISM”** payable at **Srinagar, UT Jammu & Kashmir**.

In case of unsuccessful bidder, the EMD will be refunded to them against written application without any interest accrued thereon at the earliest and after the acceptance of the contract by the successful bidder.

In case of successful bidder, after acceptance of the work order, the EMD shall be refunded on receipt of the Performance Bank Guarantee (PBG) of amount equivalent to EMD from any nationalized/scheduled commercial bank, drawn in favour of **“Principal IISM”** enforceable at **Srinagar, UT Jammu & Kashmir** shall be deposited in IISM for safeguarding the interest in all respects.

The PBG shall remain valid for the period of the contract (**i.e., 11 months**) with additional **6 months** for claim lodgment. The PBG will be forfeited in case of non-fulfillment of any of the Terms & Conditions of the contract and for compensating any loss suffered.

The successful bidder will have to deposit security amount of Rs. 75,000/- pledged to the Principal, IISM in shape of Call deposit/fixed deposit in favour of principal-IISM, Gulmarg.

D. DETAILS OF MANPOWER REQUIREMENT

The details of manpower requirement are given at **ANNEXURE-I**.

E. GENERAL TERMS AND CONDITIONS

Only those bidders who fulfill the following terms and conditions may submit their bids:-

- a. Satisfactory completion certificate of 3 (three) similar work done.
- b. The Service Provider Company/Firm/Agency must have gross turnover of **Rs.25.00 lakhs** during each of the last three financial years duly certified by the Chartered Accountants (CA).
- c. Quotation with overwriting, alternations will not be considered. **Only typed/printed quotations** will be accepted. The bidder should number each page and sign in each page of the tender documents along with the Official Seal/Stamp.
- d. The Rate shall remain valid throughout the period of contract. The percentage of service charge should be quoted.
- e. The Contractor shall employ its labour in sufficient numbers as per requirement to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of IISM. The Contractor shall not employ in connection with the Works any person who has not completed eighteen years of age.
- f. All the workers or employees deployed by the contractors shall consider the employees of contractor and corporation shall not have any liability what so ever in nature in regard to such workers/employees.
- g. The Contractor shall pay to labour employed by him directly wages not less than the wages fixed by the Central Regional Labour Commissioner J & K for different categories of outsourced workers.



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- h. The Contractor shall comply with the provisions of the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers' Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970 or any modification thereof or any other law relating thereto and rules made there under from time to time.
 - i. No quotation will be accepted by fax, e-mail, telex, or any other such means.
 - j. The Competent Authority of IISM, Gulmarg reserves the right to reject all or any tender without assigning any reason thereof.

F. OTHER TERMS & CONDITIONS

- a. All services shall be performed by persons qualified, skilled and experienced in performing such services as per the eligibility criteria indicated for each category.
- b. The persons supplied by the Agency/Service Provider should not have any police records/criminal cases pending against them. The Agency/Service Provider should make adequate enquires about the character and antecedents of the person whom they are recommending. The Agency/Service Provider should also ensure that the personnel deployed are medically fit & Certificate of their medical fitness is to be provided when called for.
- c. The Agency/Service Provider shall withdraw/replace such employees who are not found suitable by the office for any reasons immediately, if such request is made.
- d. The Agency/Service Provider shall engage such number of required employees as required from time to time. The said employees engaged by the Agency/Service Provider shall be the employees of the Agency/Service Provider and it shall be Agency/Service Provider's duty to pay salary and other dues as applicable every month. There is no master & servant relationship and further that the said person of the Service Provider shall not have any claim for absorption in IISM.
- e. The employees to be provided by the Agency/Service Provider may have to work at anywhere at Training Locations, Offices etc. of IISM.
- f. The Agency/Service Provider's personnel shall not claim any benefit/ compensation/ absorption/ regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
- g. The Agency/Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements and administrative/organizational matters as most are of confidential/ secret nature.
- h. The Agency/Service Provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of office.
- i. The Agency/Service Provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
- j. The Agency/Service Provider shall be responsible for any act of indiscipline on the part of persons deployed by it.
- k. That the persons deputed shall not be below the age of 18 (eighteen) years.
- l. The Agency/Service Provider has to provide photo identity cards to the persons employed by it for carrying out the works under Rule 76 of the Contract Labour (Regulation & Abolition) Act 1970.
- m. The Agency/Service Provider shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to all employees. Such Employees without complete uniform will be treated as absent.
- n. The transportation, food, medical and other statutory requirements in respect of each personnel of the Service Provider shall be the sole responsibility of the Agency/Service Provider.
- o. Working hours would be normally 8.5 hours per day from 9:00 AM to 5:30 PM from Monday to Friday



every week or as notified from time to time with a half hour lunch break in between. The personnel will be required to follow holidays of IISM.

- p. That the Agency/Service Provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of the statutory obligation under all related legislations as applicable to it from time to time including Minimum Wages Act, Employment Provident Fund, ESI Act etc. and we will not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of the obligation. The Agency will be required to provide particulars of EPF, ESI of its employees engaged under it.
- q. That the Agency/Service Provider must ensure that the wages of their deployed staff are released within 7 (seven) days of the following month, irrespective of receipt of payment from IISM Srinagar.
- r. The Agency/Service Provider shall pay Minimum Wages fixed by the Central Regional Labour Commissioner, J & K from time to time to all the outsourced staff depending on their performance and experience. The Agency/Service Provider shall issue salary slip to all deployed staff on monthly basis accordingly.
- s. No wage/remuneration will be paid to any staff for the days of absence from duty. This applies when there is no leave balance in account of the employee.
- t. The Agency/Service Provider shall provide suitable replacement of any person leaving the job at the earliest at no extra cost.
- u. In case of leave of the employees of Agency/Service Provider, their applications should firstly be forwarded by the Agency/Service Provider (either by written letter or by e-mail or by FAX) and then it will be considered suitably by the competent authority of IISM Srinagar.
- v. There will be penalty upon personnel of the Agency/Service Provider for availing any unauthorized leave (ie leave without proper advance information) which will be equivalent to 1 (one) day salary of the concerned personnel of the Agency/Service Provider.
- w. IISM, Gulmarg will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Agency/Service Provider. The IISM shall not be responsible for the outsourced employees engaged through Manpower Supply agency in any manner, whatsoever, in matters of injury/death/health etc.
- x. That the Agency/Service Provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff. If IISM, Gulmarg suffer any loss or damage on account of negligence, default or theft on the part of the employees/agents of the Agency, then the Agency/Service Provider shall be liable to compensate for the same. The Agency/Service Provider shall keep fully indemnified against any such loss or damage.
- y. IISM, Gulmarg will maintain an attendance register in respect of the staff deployed by the Agency/Service Provider, based on which wages/remuneration will be decided in respect of the outsourced staff at the approved rates.
- z. The Agency/Service Provider shall conduct minimum two times per month, a physical inspection of their staff and countersign the attendance register at IISM, GULMARG Srinagar or any branch where manpower is provided.
- aa. No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the Agency/Service Provider directly or indirectly to any person, firm or whosoever.
- bb. Either party can terminate the agreement by giving 1 (one) month notice in advance. If the Agency fails to give 1 (one) month notice in writing for termination of the agreement, then Performance Bank Guarantee (PBG) will be forfeited.



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- cc. That on the expiry of the agreement, unless extended formally, the Agency will withdraw all its personnel and clear their accounts by paying them all their Statutory /Legal dues.
- dd. In the event of any dispute arising touching any of the clauses of the agreement, the matter will be referred to the Competent Authority of IISM Srinagar, whose decision shall be binding on both the parties.
- ee. The personnel of the Agency/Service Provider shall not join any labour union or resort to strikes or demonstrations or any other agitation of this nature. The personnel shall neither directly or indirectly join nor assist any commotion of civil nature and they will render their sincere services during any kind of natural calamities to their best extent. The personnel must not in any way act against interest of IISM Srinagar.
- ff. The Contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract lies within the jurisdiction of High Court of Srinagar, UT J&K.
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G. MANDATORY DOCUMENTS TO BE SUBMITTED

The bidders are required to submit the following self-certified copy of documents along with the **Technical Bid**. The documents are:-

- a. Certificate of Registration of firm.
- b. Proof of office address (telephone bill, electricity bill etc.)
- c. **An undertaking by the Agency for Acceptance & Compliance of all terms & conditions mentioned in this tender.**
- d. Labour license
- e. Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be closed.
- f. PAN Card.
- g. Service Tax /GST Registration Number
- h. Provident Fund Registration Number
- i. ESI Registration Number
- j. Annual Turnover Certificate of last 03 financial years duly certified by the Chartered Accountants.
- k. Income Tax Return and Audited Balance Sheet of the last 03 financial years.
- l. Non-relation certificate with the employees of IISM, Gulmarg on the letterhead of the firm.
- m. Not blacklisted certificate in the form of affidavit.

I. TYPE OF BIDS TO BE SUBMITTED

The bidders are required to submit **Two Types** of sealed bids along with necessary and supported documents. They are:-

1. The **first sealed bid** should be superscripted with “**TECHNICAL BID**” and should contain the following along with their list:-
 - a. Tender documents fee as mentioned at point no. **B**
 - b. Earnest Money Deposit (EMD) as mentioned at point no. **D**
 - c. Mandatory Documents as mentioned at point no. **H**

The format of ‘Technical Bid’ to be submitted on the letterhead of the bidder is given as at **ANNEXURES-II**.

2. The **second sealed bid** should be superscripted with “**FINANCIAL BID**” and should contain an only the signed “**Service Charge Percentage Sheet**”. The format of Financial Bid to be submitted on the letterhead of the bidder is given as at **ANNEXURES-III**. **The service charge of less than 1% quoted by the by the tenderer shall summarily be rejected.**

The **Technical** and **Financial bids** should be placed in a Big Sealed Envelope which should be superscripted with “**Tender For Providing Manpower Services On Outsourcing Basis at IISM Srinagar**” and should be addressed to **The Director, Indian Institute of Tourism and Travel Management, Govindpuri, Gwalior Pin: 474011 (M.P.)**

J. BID OPENING AND EVALUATION

All the bids will be opened and evaluated as per standard procedure & time, date and place as mentioned above by a committee constituted by the Competent Authority of IISM, Gulmarg in the presence of the participating bidders, if any. Only one authorized representative from each bidder will be allowed to attend the bid opening and evaluation process on submission of the Authorization Letter.



In case the date fixed for opening of bids is subsequently declared as holiday by the government or the office remains closed on that day for any other reason, the bids will be opened on next working day.

The time and venue will remain unaltered. The committee will open and evaluate the 'Technical Bids' of the bidders.

The 'Financial Bids' of only those bidders who qualify in the 'Technical Bids' shall be opened. In case of a tie in the Financial Bid the lowest bidder will be selected on the basis of the following conditions in sequence:-

- a. Numbers of years of experience.
- b. Annual turnover during the last financial year.
- c. Number of manpower outsourced at present.

The Competent Authority of IISM, Gulmarg reserves the right to disqualify any or all the bids without assigning any reasons thereof. The firm(s) quoting less than 1% as service charge shall be summarily rejected.

K. SIGNING OF CONTRACT

The selected bidder(s) shall be required to enter into a contract with IISM, Gulmarg within 7 (seven) days of the award of the contract or within such extended time period as may be specified. The contract will be for a period of one year. The contract may be extended for another one year depending upon the requirement and performance of the Agency/Service Provider and same will be purely on discretion of the competent authority of IISM Srinagar.

L. PENALTY FOR NON-PERFORMANCE OF THE CONTRACT

There will be a levy of an appropriate penalty upon the Agency/Service Provider for non-performance of the contract and violation of any terms & conditions of the contract. The extent and amount of penalty will be decided by the competent authority of IISM, Gulmarg which will be binding upon the bidder.

M. PAYMENT TERMS

The Agency/Service Provider will raise invoice in triplicate in respect of a particular month in the subsequent month and it should be addressed to **The Principal, Indian Institute of Skiing and Mountaineering (IISM) Gulmarg.**

The payment will normally be released within 7 (Seven) days from the date of receipt of invoice after necessary deduction at source. On the basis of duly certified attendance sheets by IISM, Gulmarg the Agency/Service Provider will first release salary of their deployed staff and then raise the invoice for payment.

N. AMENDMENTS & WITHDRAWAL OF TENDER DOCUMENTS

The competent authority of IISM, Gulmarg reserves all the rights for the amendment & withdrawal of the tender documents. The amendment & withdrawal of the tender documents may be done by issuing corrigendum/addendum. Any corrigendum/addendum issued in this regard will be intimated through proper notice.

O. Performance Security

The successful bidder will be required to deposit performance security of 5% of contract value. EMD will be adjusted in security deposit.



ANNEXURE-I
Details of Manpower requirement at IISM Gulmarg and Shrinagar

Sl. No.	Position	Appx. Qty.	Desirable Qualification	Desirable Experience
1	Operator (Centrally Heating System)	1 no.	10 + ITI pass or familiar with operations	2-3 years in relevant field. Should be well conversant in English, Hindi & Local language, good operating & maintenance skills along with good command in the field of expertise.
2	Electrician	2 no.	10 + ITI pass or familiar with operations	1-2 years in relevant field. Should be well conversant in English, Hindi & Local language, good operating & maintenance skills along with good command in the field of expertise.
3	Cook	2 nos.	-do-	1-2 years in relevant field.
4	Carpenter	1 no.	-do-	1-2 years in relevant field.
5	Plumber	1 no.	-do-	1-2 years in relevant field.
6	Operator (Snow Beater)	1 no.	-do-	1-2 years in relevant field.
7	Gardener	1 no.	-do-	1-2 years in relevant field.
8	Waiter	1 no.	Minimum Class-VIII Passed, or familiar with operations	Should be well conversant
9	Housekeeping Boys	1 no.	-do-	Experience in relevant field is desirable.
10	Kitchen Asst.	1 no.	-do-	Experience in relevant field is desirable.
11	Painter	1 no.	10 + ITI pass or familiar with operations	Should be well conversant
12	Office Attendant	2 nos.	Minimum Class-VIII Passed, Matriculation Preferred. or familiar with operations	Experience in relevant field is desirable.
13.	Casual Labour	1 no.	Should be able to read and write. or familiar with operations	Experience in relevant field is desirable.
14.	Ski Instructor	3	Graduate + level grade-3	1-2 years in relevant field. Should be well conversant in English, Hindi & Local language
15.	Asst. Ski Instructor	8	Graduate + level grade-3	-do-
16.	Medical Assistant	1	Bachelor in Medical Assistant course	-do-
17.	Asst. Cooks	2	10 + ITI pass or familiar with operations	Experience in relevant field is desirable
18.	Helper for Kitchen, Ski lift and Ski shop	3+1+1	Should be able to read and write. or familiar with operations	Experience in relevant field is desirable
19.	Porter	2	-Do-	Should be well conversant

Note: The actual demand of manpower will be projected by IISM, Gulmarg every month.



ANNEXURE-II (FORMAT OF TECHNICAL BID)
(To be submitted on letterhead of the firm)

To:

**The Principal,
 Indian Institute of Skiing and Mountaineering (IISM) Srinagar,
 House No 183, Kursoo, Raj Bagh, Srinagar, J & K Pin: 190008**

Sub: Submission of Technical Bid for providing Manpower Services on Outsourcing Basis.

Ref: Your Tender No. IISM-25(IB)2/ 2020-21/01 dated: 23.08.2021

Sir,

With response to your tender mentioned above, the Technical Bid of our firm to provide manpower Services on outsourcing basis at **IISM, Gulmarg and Gulmarg** are submitted herewith along with the following mandatory documents as mentioned in the tender documents.

SL NO.	DOCUMENTS NEED TO BE SUBMITTED	WHETHER ATTACHED (Tick YES/NO)		Ref. Page No.	RELEVANT DETAILS	REMARKS
		YES	NO			
01	Tender Document fee	YES	NO		DD No: Date: Bank Name: Amount: Rs 1,000/- In Favour of: Pay & Accounts Officer, Ministry of Tourism Payable at: Srinagar, J&K	
02	Earnest Money Deposit (EMD)	YES	NO		DD No: Date: Bank Name: Amount: Rs 50,000/- In Favour of: IISM, Srinagar-Main A/C Payable at: Srinagar, J&K	
03	Satisfactory completion Certificate of 3 (three) similar work done.	YES	NO			
04	Certificate of Registration firm	YES	NO			
05	Proof of office address (telephone bill, electricity bill etc.)	YES	NO			
06	Labour license.	YES	NO			

**Indian Institute of Skiing and Mountaineering (IISM)
Ministry of Tourism, Govt. of India**



SL NO.	DOCUMENTS NEED TO BE SUBMITTED	WHETHER ATTACHED (Tick YES/NO)		Ref. Page No.	RELEVANT DETAILS	REMARKS
		YES	NO			
07	Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be enclosed.	YES	NO			
09	PAN Card	YES	NO			
10	GST Number	YES	NO			
11	Provident Fund Registration Number.	YES	NO			
12	ESI Registration Number.	YES	NO			
13	Annual turnover certificate of last 03 financial year duly certified by the Chartered Accountants	YES	NO			
14	Income Tax Return and Audited Balance Sheet of the last 03 financial year	YES	NO			
15	Non-relation certificate with the employees of IISM, Gulmarg on the letterhead of the firm	YES	NO			
16	Not blacklisted certificate in the form of affidavit.	YES	NO			
17	An undertaking by the Agency for Acceptance & Compliance of all terms & conditions mentioned in this tender.	YES	NO			

Thanking you,
Yours faithfully,

Name and Signature of authorized signatory
Date:-

(Seal of the firm)



ANNEXURE-III (FORMAT OF FINANCIAL BID)

*(To be submitted on letterhead of the firm in a separate sealed envelope
and super scribing "FINANCIAL BID")*

FINANCIAL BID

For providing Manpower Services on Outsource Basis

1. Agency Charge (on percentage basis) : _____
On total monthly wages claimed

Signature of authorized Signatory

Stamp of Firm

Date: