

**HIPA Hospitality Cooperative Society, Ltd.
Fairlawns, Shimla-171012**

Invites

REQUEST FOR PROPOSAL (RFP)

FOR

**HIRING OF AGENCY FOR
PROVIDING SKILLED AND UN-SKILLED MANPOWER
ON OUTSOURCE BASIS AND OTHER ALLIED SERVICES**

**Redg. Office: - Dr. Manmohan Singh, Himachal Pradesh Institute of
Public Administration, Fairlawns, Shimla-171012**

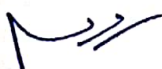
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REQUEST FOR PROPOSAL (RFP) FOR HIRING OF AGENCY FOR PROVIDING SKILLED AND UN-SKILLED MANPOWER ON OUTSOURCE BASIS AND OTHER ALLIED SERVICES

1. Invitation to RFP

- a. HIPA Hospitality Cooperative Society, invites RFPs for hiring of reputed and eligible Service provider for providing skilled and non-skilled manpower on outsource basis and other allied services.
- b. The Bidders are advised to study the RFP document carefully. Submission of RFPs shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. This section provides general information about the Issuer i.e. important dates and addresses.
- c. This Request for Proposal (RFP) in any form would not be binding on the HIPA Hospitality Cooperative Society in any manner whatsoever.
- d. To be considered for this process, bidders should submit their proposal against this RFP in accordance with the requirements described in this RFP.
- e. HIPA Hospitality Cooperative Society reserves the right to update, amend and supplement the information in this document including the qualification process before the last date and time of receipt of RFP.
- f. This document is non-transferable.
- g. The detailed RFP document contained in the following sections has been prepared to elaborate all conditions of this RFP document. In case of amendments/changes (if any, based on feedback/ queries from any Bidders) in this please check the corrigendum on MSHIPA website (<https://himachal.nic.in/hipa>)



2. Key Events and Date

Sr. No.	Particular	Details			
1.	Name of Client	HIPA Hospitality Cooperative Society			
2.	Name of Engagement	Request for Proposal (RFP) For Hiring Of Agency for Providing Skilled and Non Skilled Manpower on Outsources basis and other allied services			
3.	Availability of the documents	RFP is available on MSHIPA website: https://himachal.nic.in/hipa All subsequent changes to the RFP shall be published on the above mentioned website			
4.	Start date for Purchase of RFP	18.08.2025			
5.	Cost of RFP document / Tender Fee	INR 1,000/- One Thousand Only (Non- refundable) to be paid in the form of Cash/DD in favor of HIPA Hospitality Cooperative Society			
6.	Earnest Money Deposit (EMD)	INR 60,000/- Sixty Thousand to be paid in the form of DD/FDR of any nationalized /scheduled banks in the name of HIPA Hospitality Cooperative Society.			
7.	Start Date of Bid submission	18.08.2025			
8.	Sharing of pre- bid queries	Note: a. The queries should necessarily be submitted in the following format in MS Word or Excel format only b. The bidder's representative (max 2 nos. per bidder), may attend the pre-bid meeting. Format to send pre bid queries:			
		Request for Clarification			
		Name and Address of the Organization submitting request			
		Name and position of Person submitting request (Authorized Signatory)			
		Contact details of the Organization/ Authorized Representative			
		Tel: Mobile: Email:			
	1.	Sr. No.	Clause No. in RFP	Page Number	Existing Clause Query/Remarks

9.	Pre-Bid Meeting	30.08.2025 at 3 PM
10.	Last date of submission of Proposal	12.09.2025 at 2 PM
11.	Date & Time of opening of Technical Bid	12.09.2025 at 3 PM
12.	Period	One (1) year from the date of Signing of agreement which can be further renewal for only one year subject to performance of service provider if both parties agrees for the same.
13.	Date of opening of Financial Bid	To be intimated later
14.	Address and contact details for Communication	HIPA Hospitality Cooperative Society, Fairlawns, Shimla-171012. <u>Email-ceohipa17@gmail.com</u> Contact No. 94181-55252
15.	Performance Bank Guarantee (PBG)	₹ 1,00,000/- One Lakh only in form of Demand Draft/duly pledged FDR in favor of HIPA Hospitality Cooperative Society, to be submitted by successful bidder/bidders.

3. Manpower on monthly basis

- 3.1 HIPA Hospitality Cooperative Society, requires manpower on outsource basis as detailed out at **Annexure-A**
- 3.2 The minimum qualifications required for all the resource categories has been specified and detailed out at **Annexure - A**
- 3.3 The manpower will be hired initially for one year from the date of Signing of agreement which can be further renewal for more one year subject to performance of service provider if both parties agrees for the same.
- 3.4 The performance evaluation of hired resources will be done by the HIPA Hospitality Cooperative Society, who has hired the resources through Outsourced Agency, and his/her decision regarding performance of the manpower will be binding upon the service provider.

- 3.5 The service provider will provide the required manpower at the MSHIPA as specified by HIPA Hospitality Cooperative Society, from time to time, to meet the requirements.
- 3.6 The service provider will provide the manpower that has required knowledge and set of skills as prescribed by the HIPA Hospitality Cooperative Society.
- 3.7 Manpower provided by the service provider shall not have any employment obligation on HIPA Hospitality Cooperative Society, in any case in present or future and the service provider will indemnify HIPA Hospitality Cooperative Society, in this regard.
- 3.8 The service provider may change any person(s)/ staff with the mutual consent or on request by HIPA Hospitality Cooperative Society. If any of the deputed person(s) leaves, the service provider during the course of the agreement duration will provide replacement of the manpower to the satisfaction of HIPA Hospitality Cooperative Society, and within 3 days from the report received from HIPA Hospitality Cooperative Society, in this regard.
- 3.9 In case a resource is resigning, a prior notice of 15-30 days is required to be given to both Service provider and HIPA Hospitality Cooperative Society, by the service provider and deputed person(s).
- 3.10 The service provider shall always keep with it, the name, parentages, residential address, Educational and Technical qualifications, specimen signature, two Passport size photographs of all its employees who are deployed for rendering the said services at MSHIPA as specified by HIPA Hospitality Cooperative Society, and furnish these details/Information whenever demanded by HIPA Hospitality Cooperative Society.
- 3.11 The manpower provided by the service provider should not have any adverse police records or criminal case pending against them. The service provider should make adequate inquiry about the character and antecedents of the person whom they are recommending. The character and antecedents of each personal of the Service Provider must have been verified by the service provider. The service provider will also ensure that the personnel deployed are medically fit and will keep a record of certificate of medical fitness.



- 3.12 The persons engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month as per terms and conditions of the contract.
- 3.13 Outsourced staff provided by the service provider shall be entitled for 6 days medical leave and 12 casual leave in a calendar year (i.e one casual leave after putting one service) which will not be carried forward to the next year. The cost of the casual leave & medical leave shall be borne by the Society.
- 3.14 HIPA Hospitality Cooperative Society, will release the payment to service provider on monthly basis on receipt of wage/outsourcing charges bill as defined in financial bid. Pay package includes Wages, and other contributions viz. Employers contribution of EPF & ESIC etc., as mentioned in Form II. TDS and TDS under GST as per Income Tax Act shall be deducted regularly by the HIPA Hospitality Cooperative Society, from the bill raised by the service provider.
- 3.15 The Society will also pay the administrative charges and other allied charges at the rate finalized through this RFP on pay package / Wages of resources (excluding GST and including EPF, ESIC etc.) to the service provider.
- 3.16 The service provider shall ensure the deployment of the suitable candidates preference will be given to Bonafide Himachali only except otherwise specified by HIPA Hospitality Cooperative Society.

4. Scope of Work:-

- i. For Various Category Manpower see Annexure-B**
- ii. For Miscellaneous Lebourer see Annexure-C**

5. Broad Responsibilities of service provider:-

1. The Service Provider shall ensure that the employees/workers are punctual and remain alert and vigilant in performance of their duties. The Service Provider shall engage physically fit persons and between the age of 18 to 58 years.
2. The Service Provider shall ensure that the staff employed by him is decently and properly dressed.

3. The Service Provider shall issue identity cards and they shall be duty bound to display such identity cards at the time of duty.
4. In case any of the persons so deployed by the Service Provider does not come up to the mark of performing his duties properly or indulges in any unlawful acts and disorderly conduct, the Service Provider shall take suitable action against such employee at his own on the report of Society.
5. The Service Provider shall ensure that the number of employees engaged as per the contract shall never fall below the decided number. It shall be the duty of the Service Provider to make available such number of persons as may be more, whether it be by means of engaging fresh employees or by keeping a buffer for such situations.
6. The service provider shall issue appointment letter to each candidate being deployed with complete salary structure. The copy of the appointment letter shall be sent to HIPA Hospitality Cooperative Society.

6. Instructions to bidders:

In order to be considered the agency should submit their RFPs conforming to the following instructions.

- i. **Name of the assignment:** Request for proposal for hiring of agency for providing skilled and un-skilled manpower on outsource basis and other allied services.
- ii. **Non-refundable RFP cost:** This Request for Proposal (RFP) document is available also on the website <https://himachal.nic.in/hipa> and can be downloaded online. However, at the time of submission of the RFP, Bidders are required to pay "Request for Proposal" document fees as mentioned in as per clause "Key Events & Dates", in the form of Demand Draft drawn in favour of HIPA Hospitality Cooperative Society payable at Shimla which is non-refundable. If the RFP Document is downloaded from the website, this fee will have to be deposited along with the RFP as a separate bank draft.



- iii. Earnest Money Deposit (EMD): The Bidder shall furnish Earnest money Deposit (EMD) as mentioned in as per clause "Key Events & Dates", in the form of DD/duly pledged FDR drawn in the favour of HIPA Hospitality Cooperative Society payable at Shimla Any RFP, submitted without EMD may be rejected being non-responsive. No interest shall be payable on the sum deposited as EMD. No Bank Guarantee shall be accepted in lieu of the EMD.
- iv. Refund of EMD: The EMD of the unsuccessful Bidder (Bidders who fail to qualify in the RFP evaluation process) shall be returned after completion of the RFP process.
- v. The EMD of the successful Bidder shall be retained on signing the contract in addition of receipt of Performance Bank Guarantee.
- vi. Forfeiture of EMD: The EMD shall be forfeited, if the Bidder withdraws or modifies/alters the RFP after the opening of RFPs and during the validity period or if the Bidder tries to influence the evaluation process.
- vii. Validity period of the RFP: the RFPs shall remain valid for at least 90 days after the date of RFP opening. RFP valid for a shorter period may be rejected by the HIPA Hospitality Cooperative Society as being nonresponsive.
- viii. Process of hiring the agency: The hiring shall be done on different categories as per eligibility of the Bidder, after scrutiny of the documents supplied by the Bidder as per defined in this RFP and selection on the basis of technical qualification and lowest rate quoted in Financial bid.
- ix. During **RFP** evaluation process, HIPA Hospitality Cooperative Society may at its discretion, seek clarifications from the Bidders on their RFPs and the Bidders are required to respond within the time frame prescribed by HIPA Hospitality Cooperative Society.
- x. At any time prior to the prescribed last date for receipt of RFPs, HIPA Hospitality Cooperative Society - reserves the right to modify the RFP. The amendments and modifications to the RFP shall be notified on the MSHIPA website which shall be binding on the Bidders. Bidders are requested to frequently visit the website for updates.
- xi. RFPs form a consortium of Bidders is not acceptable i.e. NO CONSORTIUM IS ALLOWED.

- xii. An authorized representative of the bidder will have to sign and stamp all pages of the proposal and the RFP. Where an assigned Authorized Representative has signed the RFP, a Certificate of Authority or Power of Attorney for that authorized representative should be submitted.
- xiii. Financial bid in any form or by any reason before the opening the Bids should not be revealed, failing which such bids are liable to be rejected.
- xiv. Any type of the cost / fee related to this RFP shall be borne by the bidder.
- xv. The service provider shall not engage any Sub-contractor or transfer the contract to any other person in any manner.
- xvi. Bidder submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
- xvii. Any act on the part of the bidder to influence anybody in the client / Society is liable to rejection of his tender.

7. Bid Documents

The bids prepared by the Company/Bidder shall comprise and conform to the following Standard forms:

7.1 Technical Bid

1. Tech Form-I Technical bid submission form
2. Tech Form-II Compliance Sheet.

7.2 Financial Bid

1. Financial Form-I: Financial bid.

This has to be submitted on prescribed format only

The Tenderer shall furnish the offer in two separate envelopes clearly mentioning **“Technical Bid”** (Envelope No. 1) including DDs for cost of Tender and Earnest Money and **“Financial Bid”** (Envelope No.2) and then both envelopes be kept in one sealed cover indicating **“Tender for Manpower and other Allied Services in MSHIP Complex, Fairlawns, Shimla-171012”**.



8. Evaluation Criteria

8.1 Technical Bid Evaluation: -

The Technical Evaluation Committee shall evaluate the technical bid with reference to the information provided in the Forms- I & II along with their supporting documents. The bidders subject to detailed technical evaluation will be short listed and considered for evaluation of their financial proposal. The technical eligibility criteria will be as under:-

Sr. No.	Particular	Criteria/ Authority	Document required
1	Registration Status	Authority MSME/Any Other State Government Authority please specify	copy of the registration from the concerned authority may be supplied
2	Annual Turnover Last three years	Minimum turnover ₹ 50 Lakh on an average in each financial year	Annual Turnover Certificate duly signed and stamped by Chartered Accountant (CA)
3	Experience	At least 3 years' experience	<ul style="list-style-type: none"> ➤ In case of Complete projects: Copy of Work order Completion Certificate +Client Certificate +Project Citation as per Forms given in RFP ➤ In case of ongoing projects: Copy of Work Order + Certificate from the client
4	No. of on -roll full time resources with the bidding firm/ organization/ company	At least 50 persons on roll	Duly signed and stamped certificate from the authorized signatory on their letter head along with copy of EPF ECR (Electronic Challan cum Return) for the Latest month.
5	Status of the bidder	Proprietor/ Partnership/ Company	Proprietor/Partnership/ Company Proprietor: - In case of proprietor declaration of Proprietorship. Partnership: In case of partnership, copy of partnership deed. Company:- In case of company, copy of Article of association Relevant document of registration with concerned authorities be attached

6	RPF processing fee	Demand Draft (DD)	₹ 1,000/- Demand draft in favor of HIPA Hospitality Cooperative Society
7	Earnest Money Deposit (EMD)	Demand Draft (DD) / Fixed Deposit Receipt (FDR)	₹ 60,000/- Demand draft/duly pledged FDR in favor of HIPA Hospitality Cooperative Society
8	Non Blacklisting Certificate	Self-Certification	The bidder must submit the self-certified certificate of Non Blacklisting by any Government and Non-Government organization
9	Registration with appropriate authorities under EPF and ESI and Excise	Certificates	Relevant document of registration i.e. Copy of registration with EPFO, ESIC, GSTIN be attached
10	Declaration regarding Statuary Compliance for last 3 years	Self-certification	Statuary Compliance with regard to EPF/ESI/GST/TDS etc.

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Technical bid submission form:

Form-I

Sr. No.	Evaluation Criteria	Documents required
1	Name of the Firm/Company/Individual	
2	Address of registered office	
3	Status of firm (please tick)	<p>Proprietor/Partnership/Company</p> <p>Proprietor: - In case of proprietor declaration of Proprietorship.</p> <p>Partnership: In case of partnership, copy of partnership deed.</p> <p>Company:- In case of company, copy of Article of association</p> <p>Relevant document of registration with concerned authorities be attached</p>
4	Registration number	
5	Registration authority	
6	Name of the managing Director/ Managing Partner/ Proprietor.	
7	Total manpower employed by company/firm/ Individual as on date.	
8	Average annual turnover from the similar activities for the last three Financial Years	Annual Turnover Certificate duly signed and stamped by Chartered Accountant (CA)
9	Experience	<p>In case of Complete projects: Copy of Work order Completion Certificate</p> <p>In case of ongoing projects: Copy of Work Order + Certificate from the client</p>

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10	No. of on-roll Full Time resources with the bidding firm/organization/company	Duly signed and stamped certificate from the authorized signatory on their letter head along with copy of EPF ECR (Electronic Challan cum Return) for the Latest month.
11	Registration No of GSTIN	No.
12	PAN/TIN Number	No.
13	Self-declaration of Non Blacklisting	Original
14	Escalation Matrix	Contact details of the participating firm /company/individual
15	Registration with appropriate authorities under Employees Provident Fund (EPF) and Employees State Insurance (ESI)	Relevant document of registration with concerned authorities be attached
16	Application Fee (Non-refundable)	₹ 1,000/- (One Thousand Only) Demand draft in favor of HIPA Hospitality Cooperative Society
17	EMD detail	₹ 60,000/- (Sixty Thousand Only) Demand draft/FDR in favor of HIPA Hospitality Cooperative Society
18	The bidder (Manpower provider) must be registered or have obtained license under contract labour (Regulation and Abolition , Act 1970)	Copy of the valid certificate be furnished

(Signature & Stamp Seal of the tenderer)

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Form No. II
COMPLIANCE SHEET

Name of the Firm _____

Sr. No.	Item/Certificate/Proof Required	Attached	
		Yes	No
1	Whether signed and stamp acceptance of all terms and conditions of tender Document is attached?		
2	Whether forwarding letter duly signed for Technical Bid & Financial Bid by the authorized person is attached?		
3	Whether RFP fee has been deposited?		
4	Whether Account Payee Bank Draft or duly pledged Fixed Deposit Receipts of Earnest Money Deposit is attached?		
5	Whether copy of registration is attached?		
6	Whether self-declaration of non-blacklisting is attached		
7	Whether Copy of PAN Card is attached		
8	Whether Copy of GST registration is attached		
9	Whether Copy of EPF/ ESI registration is attached		
10	Whether details regarding Turnover duly certified by C.A. for the last three years are attached?		

(Signature & Stamp Seal of the tenderer)



8.2 Financial Bid Evaluation

The Financial bid Committee shall evaluate the financial bids with reference to the information provided in Financial Form III -The Financial Bid (Form-III) has to be submitted as part of financial proposal only, as given at RFE. The Financial bids of all the bidders who qualify the Technical evaluation shall only be opened by the Committee. The financial bid will be evaluated as under:-

1. The bidder who will quote the lowest price will be declared as successful L1 bidder.
2. In case two or more bidders quote identical L-1 rates, HIPA Hospitality Cooperative Society reserves the right to conduct a reverse auction (in sealed cover) among the L-I bidders to determine the final successful bidders.
3. If the L1 bidder fails to provide the required manpower/services then work will be awarded to next ranked tenderer and so on.

9. Terms and Conditions

- i. The service provider shall deploy manpower after following a proper recruitment and selection process as per HP Govt. and High Court orders and ensure the deployment of the suitable candidates, the preference will be given to bonafide Himachali. as per requirement of the HIPA Hospitality Cooperative Society.
- ii. Personnel who are to be engaged through service provider should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the image of the offices. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- iii. The person deployed shall not claim any Master & Servant relationship against this office. The statutory and contractual obligations are to be complied with by the service provider. The service provider's personnel shall not claim any benefit/ compensation/ absorption/ regularization of service with HIPA Hospitality Cooperative Society.
- iv. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment and a certification to this effect will be given to this office by the service provider before the deployment.

- v. Working hours would be as decided by HHCS most likely to be as per the H.P. Govt. norms including half hour lunch break.
- vi. The persons may be called on second Saturday, Sunday and other gazetted holidays in the exigent conditions.
- vii. The service provider shall ensure proper conduct of the Manpower in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking and loitering without work etc.
- viii. The service provider will be responsible for EPF coverage of the outsourced personnel as per relevant statute.
- ix. Bidder should have valid PAN / TAN / Labor License in the name of firm, service tax registration number and EPF registration number.
- x. The bidder should have valid GST registration with the State Excise Authority and have office in the State.
- xi. The agency/ organization hired with HIPA Hospitality Cooperative Society shall be called as Service Provider.
- xii. If the service provider is found to be involved in malpractices and in any unlawful activities then necessary action will be initiated by the HIPA Hospitality Cooperative Society, including procedure for blacklisting of the bidder.
- xiii. **Period of hiring:** The hiring of the service provider will be for a **period of one (1) year** from the date of issuance of Letter of Intent (LoI)/ Signing of agreement with HIPA Hospitality Cooperative Society which can be further renewed for only one year subject to performance of service provider if both parties agree for the same.
- xiv. In the case of strike/tool down agitation by any/all of his workers, the Service Provider shall be responsible to make immediate alternate arrangements. In case HIPA Hospitality Cooperative Society engage the work force in such emergency, it will be at the risk and cost of the Service Provider.

- xv. In case the performance of the service provider are not found to be satisfactory or in case of any default by the service provider, this office shall without prejudice to any other right/remedy, terminate the contract in whole by giving 15 days' notice in writing to the contractor/service provider. Also, the Bank Guarantee towards performance of the contract will be forfeited.
- xvi. The Service provider is required to give three-month prior notice in writing to this office before withdrawing such contract furnishing detailed reasons for such withdrawal. In this case, the payments will be made only upon the satisfactory completion certificate issued by the HIPA Hospitality Cooperative Society and for the dates mentioned on the job completion certificate.
- xvii. In case the HIPA Hospitality Cooperative Society decides to terminate the contract before the completion of a particular month, then the amount payable to the service provider will be calculated on pro rata basis only.
- xviii. No conditions of the Bidder submitted with the RFP, shall be binding on HIPA Hospitality Cooperative Society **This is a no deviation RFP.**
- xix. If the service provider hides some information or gives wrong information or is found misrepresenting, services/work order of Service Provider shall be cancelled and HIPA Hospitality Cooperative Society would not be under any obligation to give any clarification or damages.
- xx. The service provider shall have to be careful, diligent and show workman like manner in conformity with the accepted standard practices as per industry norms.
- xxi. The service provider will ensure to deposit subscription/share of on each month with the Employee Provident Fund Organization and other compliances as per Govt. guidelines and regulations, under intimation to the HIPA Hospitality Cooperative Society. The proofs with regard to same need to be submitted to HIPA Hospitality Cooperative Society for release of payments.

- xxii. If there is a discrepancy between the unit price and the total price that is obtained by adding the EPF, administrative charges, GST base price and quantity, the unit price shall prevail and total price shall be corrected as explained above. If there is a discrepancy between words and figures, the amount in word will prevail. If the bidder doesn't accept the correction of the errors as above, his tender will be rejected and amount of bid security forfeited.
- xxiii. If a Service Provider is found to obtain jobs by means of using fraudulent techniques, then their services/work order shall be cancelled and punitive actions may be initiated against them including forfeiture of all their payments and bank guarantees.
- xxiv. HIPA Hospitality Cooperative Society reserves the right to terminate in whole or part this work without assigning reasons, including modifications, to the extent that it is feasible and permitted within the spirit of this requirement.

10. Commencement and Duration of Service Level Agreement

- A. An agreement will be signed between the HIPA Hospitality Cooperative Society and selected vendor, which shall govern the Service levels and scope for the entire Project.
- B. Agreement shall be executed along/separately with the bidder and commence from the effective date and shall, unless terminated earlier in accordance with the terms thereof or unless otherwise agreed by the parties, expire on the date on which the Agreement expires.

11. Documents comprising the RFPs

- A. Bidders are advised to study this RFP document carefully before participating. It shall be deemed that the RFP has been submitted by the Bidders after a careful examination and full understanding of its implications.
- B. RFPs should be submitted offline for -REQUEST FOR PROPOSAL OF AGENCIES FOR PROVIDING SKILLED AND UN-SKILLED MANPOWER ON OUTSOURCE BASIS AND OTHER ALLIED SERVICES- by all the bidders.

12. Disqualification

The HIPA Hospitality Cooperative Society may at its sole discretion and any time during the evaluation proposal disqualify any Bidder, if the Bidders:

- a. Makes misleading or false representation in the forms, statements and attachments submitted in proof of the statements or eligibility criteria.
- b. Submits an RFP that is not accompanied by required documentation or is nonresponsive.
- c. Fails to provide clarifications related to the RFP, when sought.
- d. Submits more than one proposal.
- e. Is declared ineligible by the Government of India/ State/Union Territory Government for corrupt and fraudulent practices.

13. Performance & Security Deposit:-

- A. The Successful Bidder shall furnish a Performance & Security deposit of ₹ 1,00,000/- (One Lakh Only) in the form of a Demand Draft (DD)/ duly pledged Fixed Deposit Receipt (FDR) drawn in the favour of HIPA Hospitality Cooperative Society.
- B. Forfeiture of Performance Security Deposit: In case of a successful award of the work as defined in this RFP, the Performance Security Deposit of the selected bidder shall be forfeited under the following conditions:
 - a. If the selected Bidder fails to complete the job allotted due to any reasons.
 - b. If the selected bidder fails execute the award of work as per terms and conditions mentioned in the contract/RFP and its corrigendum, award of job and contract signed (if any).
- C. If the selected Bidder violates any such important conditions of this RFP.
- D. If the selected Bidder indulges in any such activities as would jeopardize the interest of the HIPA Hospitality Cooperative Society in timely completion of the work.

- E. The decision of the HIPA Hospitality Cooperative Society regarding forfeiture of Performance Security Deposit (PSD) shall be final and not be called upon question under any circumstances. A default in such a case may involve blacklisting of the selected Bidder.

14. Evaluation criteria and Selection

- a. Bidders are expected to meet the eligible criteria as mentioned in the RFP document for different categories. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/Documentary evidence is liable to be summarily rejected.
- b. HIPA Hospitality Cooperative Society shall constitute a Technical and Financial Evaluation Committee, which shall carry out the entire Technical and Financial evaluation process.
- c. HIPA Hospitality Cooperative Society shall evaluate the proposal with reference to the information submitted by Bidder and other supporting documents furnished as mentioned in this document.

15. General conditions of RFP

- A. Third Party Claims:** Successful bidder undertakes to indemnify the HIPA Society from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to tangible.
- B. Limitation of Liability:** Service Provider shall be liable to HIPA Hospitality Cooperative Society for loss or damage occurred or caused or likely to occur on account of any act of omission by Service Provider or its employees, including loss caused to HIPA Hospitality Cooperative Society on account of deficiency in services or any other deliverables on the part of Service Provider or its agents or any person claiming through or under said Service Provider. However, such liability of Service Provider under this Agreement shall not exceed 100% of the Contract value.

C. Data Protection:

- a. In the course of providing the manpower engaged in data entry/IT services, the selected vendor may be compiling, processing and storing proprietary Project Data relating to the users. The selected vendor and each user are responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the project data.
- b. The selected vendor is required to perform or adhere to only those security measures concerning the Project Data which were in place.
- c. The selected vendor shall not transfer any project data, equipment unless otherwise authorized by the HIPA Hospitality Cooperative Society in this regard.

D. Confidentiality:

- a. All such information which are marked as confidential shall be treated as confidential information.
- b. HIPA Hospitality Cooperative Society may permit the selected vendor to come into possession of confidential public records as per the needs of the project and the selected vendor shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto. Additionally, the selected vendor shall keep confidential, all the details and information about the project, including systems, facilities, operations, management and maintenance of the systems/ facilities.
- c. HIPA Hospitality Cooperative Society shall retain all rights to prevent, stop and if required take the necessary punitive action against the selected vendor regarding any forbidden disclosure, which punitive action may include at the discretion of the client termination of selection.
- d. The selected vendor shall ensure that all its employees execute individual non-disclosure agreements, which have been duly approved by the client with respect to given job/project.

e. The aforesaid provisions shall not apply to any information:

i. already in the public domain

ii. Which has been received from a third party who had the right to disclose the aforesaid information

iii. Is disclosed to the public due to a court order.

C. Personnel:

- a. Personnel assigned by selected Bidder to perform the Services shall be employees of Service Provider, and under no circumstances will such personnel be considered employees of the HIPA Hospitality Cooperative Society. Selected vendor/service provider shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, worker's compensation, employee and disability benefits and shall be responsible for all employer obligations under all applicable laws including obligations for withholding tax under the Income Tax Act and other social security taxes under the relevant laws.
- b. Selected vendor/service provider shall use its best efforts to ensure availability of selected vendor personnel to perform the Services, and that such personnel have prescribed qualifications to perform the Services. HIPA Hospitality Cooperative Society shall have the right to require the removal or replacement of any selected vendor personnel performing work under this selection. If HIPA Hospitality Cooperative Society requests that selected vendor personnel be replaced, the substitution of such personnel shall be accomplished within a period of 3 working days.
- c. In the event HIPA Hospitality Cooperative Society identifies any personnel of selected vendor as "Key Personnel" then the selected vendor shall not remove such personnel without the prior written consent of this Society.

D. Termination for Default:

- a. HIPA Hospitality Cooperative Society may without prejudice to any other remedy for breach of contract, (including forfeiture of Performance Bank Guarantee) by written notice of default sent to the Service Provider, terminate the Contract in whole or in part after sending a notice to the Service Provider in this regard.



- b. If the Service Provider fails to deliver any or all the services within the time period(s) specified in the Contract, or any extension thereof granted by HIPA Hospitality Cooperative Society.
- c. If the Service Provider fails to perform any other obligation under the Contract. In such event, HIPA Hospitality Cooperative Society reserves the rights to terminate the Contract. He may procure, upon such terms in such manner, as it deems appropriate, services similar to those undelivered, and the Service Provider shall be liable to pay excess cost of such similar services to HIPA Hospitality Cooperative Society. This liability will be in addition to forfeiture of Performance Bank Guarantee (PBG) and any other legal proceedings, which HIPA Hospitality Cooperative Society may initiate as per clause "Delay in the Service Provider's Performance".

16. Taxes and Duties

Service Provider shall be entirely responsible for payment of all taxes, duties and levies, imposed up to/until the delivery point specified in the Contract.

17. Resolution of Disputes

- a. It will be endeavor to resolve amicably any disputes or differences that may arise between HIPA Hospitality Cooperative Society and the Service Provider from misconstruing the meaning and operation of the RFP and the breach that may result.
- b. In case of Dispute or difference arising between HIPA Hospitality Cooperative Society and Service Provider relating to any matter arising out of or connected with this RFP, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrator in such case shall be the President HIPA Hospitality Cooperative Society, whose decision shall be final.
- c. All legal proceedings, if necessary, related to any of the parties shall be lodged in the court of appropriate jurisdiction and situated at Shimla only.



18. Payment Terms

- a. 100% payment (monthly basis) towards the signed contract will be made within 7 days after the receipt of bill for the particular month along with the required documents like attendance certificate(s) duly signed and stamped work completion report(s) / certificate(s) from the authorized person of the client / concerned department etc.
- b. Payment will be made only after verification of the submitted documents with all the justification required, proof of deposit of EPF and service tax deposits of the last month; by the respective client.
- c. TDS etc. will be deducted as per Income Tax Act/ Laws.
- d. HIPA Hospitality Cooperative Society may form a committee for verifying the work as per documents submitted and after doing inspection on ground of the work completed and on the bases of committee decision further payment processing will be done.
- e. HIPA Hospitality Cooperative Society or its nominated Committee may conduct non-timetabled audits at their own discretion if it reasonably believes that such non-timetabled audits are necessary as a result of an act of fraud by the service provider, a security violation, or breach of confidentiality obligations by the Service provider, provided that the requirement for such an audit is notified in writing to the Service provider, a reasonable time period prior to the audit (taking into account the circumstances giving rise to the reasonable belief) stating in a reasonable level of detail the reasons for the requirement and the alleged facts on which the requirement is based.
- f. The emoluments to be paid to the resources will be minimum wages notified by the Government of H.P. from time to time. The increase in emoluments may be considered whenever the State Government increases minimum wages.



- g. The service provider will make the payments to the deputed resources before 7th day of the calendar month and will pay statutory obligations i.e. EPF, ESIC contributions and Taxes if any, to the concern authorities on or before 15th of every month subject to the condition that the verified attendance has been received from the Society. In case the verified attendance is received after 3rd of the month, the payments of the concerned resources will be done within 5 days of receipt of the attendance.

19. Service Level of Agreement (SLA)

In case the service provider fails to provide minimum manpower at any point of time or fails to provide substitutes at the time of leave/absence /resignation of the regular manpower, **a deduction of ₹ 1000/- per day** per manpower shall be made from the monthly bills of the service provider through deduction certificates.

20. Bidding Formats

20.1. RFP FORM-1- Declaration Regarding Acceptance of Terms & Conditions (To be submitted on the letter head of the Bidders)

To

**The President
HIPA Hospitality Cooperative Society
Fairlawns, Shimla-171012**

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document {No. _____} regarding **REQUEST FOR PROPOSAL OF AGENCY FOR PROVIDING SKILLED AND UN-SKILLED MANPOWER ON OUTSOURCE BASIS** published by _____ "Himachal Pradesh.

I declare that all the provisions of this RFP Document, Terms and Conditions are acceptable to my Firm/Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Note: - Copy of authorization Power of Attorney (POA) by competent authority in the Bidders Company pertaining to not only this form but entire RFP should be enclosed.



20.2. RFP FORM-2- Declaration Regarding Non-Blacklisting

(To be submitted on the letter head of the Bidders)

To.

**The President
HIPA Hospitality Cooperative Society
Fairlawns, Shimla-171012**

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____] [regarding **REQUEST FOR PROPOSAL OF AGENCY FOR PROVIDING SKILLED AND UN-SKILLED MANPOWER ON OUTSOURCE BASIS AND OTHER ALLIED SERVICES** published by _____, Himachal Pradesh.

In response to the above mentioned RFP I, as _____

<Designation> of M/s, hereby declare that our Company/Firm _____, has not been blacklisted or declared ineligible to participate in any bidding process by any State/Central Govt., Semi-Govt. or PSU in India at the time of submission of bid.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____



20.3 Tech Form-1: Technical Bid Submission Form

(To be submitted on the letter head of the bidder)

To

**The President
HIPA Hospitality Cooperative Society
Fairlawns, Shimla-171012**

Subject: Submission of Technical Proposal for hiring of agencies for providing Skilled and Non Skilled manpower on outsource basis

Dear Sir,

We, the undersigned, offer to provide manpower to State Government Departments that are implementing the various manpower supplying initiatives in accordance with your Request for Proposal dated. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid till the period of the contract, as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [in full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____



20.4. Financial Form-1: Summary of Costs of Resources (To be submitted as part of Technical proposal only) (to be submitted offline in PDF with sign & stamp on company letter head)

To

**The President
HIPA Hospitality Cooperative Society
Fairlawns, Shimla-171012**

Subject: Submission of Financial Proposal for hiring of agencies for providing Skilled and Un-Skilled manpower on outsource basis

Dear Sir,

We, the undersigned, offer to provide manpower to State Government Departments in accordance with your Request for Proposal (RFP) For Hiring of Agency for Providing Skilled and Non-Skilled Manpower on Outsource Basis dated_____, we hereby declare that percentage margin! Admin charges in addition to remuneration of employees (excluding GST and including EPF, ESIC etc.) will be charged at a price mentioned in our financial bid.

We hereby declare that we will ensure minimum wages and other benefits such as EPF, ESIC, etc. as notified and updated by Government of Himachal Pradesh from time to time.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _ _ _ _ _

Name of Firm: _____

Address: _____

Location: _ _ _ _ _ , Date: _____

Note:-

HIPA Hospitality Cooperative Society shall have the sole prerogative to interview and select the candidates during award of work. Any candidate not found to be performing to meet job requirements shall be replaced by the Bidder free of cost, with an alternative individual meeting the qualification and experience requirement and the Bidder shall ensure a minimum overlap period of two (2) weeks between such resources at their cost.

All candidates shall have the relevant experience in the area of their expertise as specified by the Department and will possess necessary consulting. Oral/Written communication and inter-personal or any other required skills.



Sr. .No.	Resource Category/ Position	Prescribed Qualification
1.	Receptionist (2)	<ul style="list-style-type: none"> (i) Should be bonafide resident of Himachal Pradesh. (ii) Must have attained the age of 18 years and must not have attained the age of 40 years. (iii) Should know the dialects and customs of Himachal Pradesh. (iv) Should be 10+2 pass with 50% marks or graduate in any discipline or equivalent degree from recognized University/College/ Institute under 10+2+3 System of Education. (v) Must have the knowledge of Computer application and Hospitality work.
2.	Driver (3)	<ul style="list-style-type: none"> (i) Should be bonafide resident of Himachal Pradesh. (ii) Must have attained the age of 18 years and must not have attained the age of 40 years. (iii) Should know the dialects and customs of Himachal Pradesh. (iv) Must have passed a minimum qualification of Matriculation or equivalent examination from recognized Board or Institute. (v) Must have possessed valid License of driving heavy/light motor transport vehicles in Hilly terrain. (vi) Desirable: Experience of driving heavy motor transport vehicle for a period of two years and light motor transport vehicle for a period not less than three years in any Govt. Department or Non-Governmental Organization.

3.	Electrician (1)	<p>(i) Should be bonafide resident of Himachal Pradesh.</p> <p>(ii) Must have attained the age of 18 years and must not have attained the age of 40 years.</p> <p>(iii) Should know the dialects and customs of Himachal Pradesh.</p> <p>(iv) Should possess a minimum qualification of Matriculation or equivalent examination from recognized Board or Institute.</p> <p>(v) Certificate in trade from Govt. I.T.I. or Govt. recognized Institute.</p> <p>Desirable: Experience of working as Electrician not less than three years with any reputed/registered contractor.</p>
4	Cook (1)	<p>(i) Should be bonafide resident of Himachal Pradesh.</p> <p>(ii) Must have attained the age of 18 years and must not have attained the age of 40 years.</p> <p>(iii) Should know the dialects and customs of Himachal Pradesh.</p> <p>(iv) Must have passed a minimum qualification of Matriculation or equivalent examination from recognized Board or Institute.</p> <p>(v) Certificated in cooking and catering from a reputed Institute.</p> <p>(vi) Desirable: Must have Knowledge of Indian Cooking and proficiency in trade and experience of cooking for a period not less than two years in any Govt. Department or Non-Governmental Organization.</p>
5	Miscellaneous Labourer (12)	<p>(i) Should know the dialects and customs of Himachal Pradesh.</p> <p>(ii) Experience of working not less than three years with any reputed/registered contractor.</p>

Note: Any other category/ post(s) not mentioned in Annexure-A will also be a part of this tender and as & when required the manpower agency may be asked to provide that manpower for the new category under terms and conditions of this tender only.

SCOPE OF WORK

(1) Receptionist:

- (i) He/She shall attend the reception work in two shifts i.e from 6.00 hours to 2.00 hours in the Morning and 2.00 hours to 10.00 hours in the Evening and attend the visitors.
- (ii) Maintain courtesy; behave politely and in a decent manner with the visitors and guide them properly.
- (iii) Do not disclose any information to the visitors which he has not authorized to disclosed.
- (iv) Informing immediately to the Manager if any untoward incident is happened or any miscreant is entered in the campus of the Institute.
- (v) Any other duties as assigned by the Manager/Assistant Manager and Executive Functionaries of the Society.

(2) Driver:

- (i) He shall discharge the duties of driving the vehicle of the Society and HP Institute of Public Administration as and when required by the Functionaries of the Society.
- (ii) He shall attend the duties in odd hours in emergent cases in the event of any of the trainee/faculty member/visitor residing in Hostel/Guest Houses or employee of the Institute residing in HIPA Complex or any of the employees of the Society fall sick and requires immediate hospitalization.
- (iii) Maintain the vehicle and Log Book properly.

(3) Electrician:

- (i) He will do all types of electrical work including up keeping of generator sets in MSHIPA campus.
- (ii) Any other duties as assigned by the Manager/Assistant Manager and Executive Functionaries of the Society.



SCOPE OF WORK

Miscellaneous labourer are to be appointed for cleanliness, housekeeping, kitchen and other related tasks as and when required by the authority. The deployed worker must be flexible in their assignments, performing various duties according to instruction provide from time to time.

(1) Block "A"

- (i) Residential area (outside the buildings) of HIPA Campus (below Dhalli -Mashobra road to HIPA Parking) and the entire area of HIPA Parking.

(2) Block "B"

- (i) Reception Hall/Class room including toilet,
- (ii) Lounge,
- (iii) Billiard room,
- (iv) Ivy room
- (v) Circuit House,
- (vi) Silver Moon class room,
- (vii) Administration Block (staff rooms)

(3) Block "C"

- (i) Director's room including retiring room, PA's rooms and toilets,
- (ii) I.T. Center,
- (iii) Sevottam Class room,
- (iv) Faculty rooms and staff rooms including toilets,
- (v) Library room including toilets,
- (vi) All stairs leading to and between above rooms.

(4) Block "D"

- (i) All rooms and toilets of Dhauladhar Guest House/Hostel,
- (ii) All stairs leading to Dhauladhar Guest House,
- (iii) Mess (Dining/Kitchen)

(5) Block "E"

- (i) Administration Block (Faculty rooms) including toilets,
- (ii) Main Conference Hall including toilets,
- (iv) Sun Room (class room), including all stairs leading to Sun room,
- (v) Open space /passages in front of Admn. Block and main conference hall,

(6) Block "F"

- (i) All rooms and toilets of Kailash Guest House
- (ii) Path and all stairs leading to Kailash Guest House.
- (iii) Open space in front of Kailash Guest House.

(7) Block "G"

- (i) Chander Tal Guest House,
- (ii) Suraj Tal Guest House.
- (iii) Kalptaru Bhavan,
- (iv) Lawns of HIPA and its peripheries.
- (v) Auditorium Building, including path from new entrance gate.

(8) Cleaning services

- (i) Daily service,
- (ii) Weekly service,
- (iii) Fortnightly service,
- (iv) Monthly service,
- (v) Six monthly service,
- (vi) Contingency Service,
- (vii) Material service.

(i) Daily Service: General Sweeping, cleaning and moping of all the areas mentioned in Blocks "A" to "G" should be done as per timing given below:

Sr. No.	Area	Timing
1.	All office rooms and class rooms including toilets	8.30 AM to 4.30 PM
2.	All Guest Houses and Hostel rooms	8.30 AM to 4.30 PM
3.	HIPA Parking place	8.30 AM to 4.30 PM
4.	All corridors, stairways and peripheries	8.30 AM to 4.30 PM
5.	Cleaning and dusting of all office and class room furniture and mirrors.	8.30 AM to 4.30 PM
6.	Lawns of HIPA	8.30 AM to 4.30 PM
7.	Residential areas of area (outside the buildings) of HIPA staff	8.30 AM to 4.30 PM

(ii) Weekly service:

Sr. No.	Area	Timing
1.	Cleaning of Window panes of all complex building	8.30 AM to 4.30 PM
2.	Vacuum leaning of all carpets and other floor coverings in offices, Guest Houses and Hostel rooms	8.30 AM to 4.30 PM
3.	Cleaning/Polishing of Brass items	8.30 AM to 4.30 PM

(iii) **Fortnightly service:**

Sr. No.	Area	Timing
1.	Dusting of ceilings and walls of all office rooms, class rooms, Hostel and Guest Houses.	8.30 AM to 4.30 PM

(iv) **Monthly service:**

Sr. No.	Area	Timing
1.	Dusting of ceilings of all office rooms, class rooms, Hostel and Guest Houses.	8.30 AM to 4.30 PM

(v) **Six monthly service:**

Sr. No.	Area	Timing
1.	Cleaning of all water tanks (including main storage tank and underground tanks).	8.30 AM to 4.30 PM

(vi) **Contingency service:**

Sr. No.	Area	Timing
1.	Special cleaning of Auditorium, conference hall, class rooms, stairs and lawns of HIPA complex on the occasion of visit of VVIPs/organization of National level workshops and other works.	8.00 AM to 9.30 AM or one day before such event.

(vii) **Material service:** It shall be the responsibility of service provider to arrange for all machinery and equipment and consumable articles to be used for cleaning and sweeping of MSHIPA complex such as Vacuum cleaners, floor scrubbing machines, brooms, dusters, mops, brushes, detergents, washing powers, liquid soap or cakes, phenyls, odonil, room fresheners, garbage bags, and other material required in toilets and bathrooms. These articles should be of good quality and products of the reputed firms.

In addition to all terms and conditions/standard operating procedure for cleaning mentioned above, any modifications issued by the authority from time to time will have to be followed by the Contractor. The contractor shall ensure regular supervision of work himself or through his representative. The workers of the Contractor shall also follow the directions of the Chief Executive Officer during working hours with regard to cleanliness of HIPA complex.

Note: - The bidder/tenderer can visit the Institute for other allied services on any working days up to 12.09.2025 till 1PM.

HIPA Hospitality Cooperative Society
Fairlawns, Shimla-171012

Financial Bid for Various category manpower

Sr. No.	Category of Staff	Staff Required	Fixed Wages per person per Month	EPF employer share 13%	ESI employer share 3.25%	Admin. Charges (on sn 3)	Total	GST	Total Cost	Grand Total (3x10)
1	2	3	4	5	6	7	8	9	10	11
1.	Receptionist	2	13750.00	1787.50	446.88					
2.	Driver	3	14300.00	1859.00	464.75					
3.	Electrician	1	13750.00	1787.50	446.88					
4.	Miscellaneous Labourer	12	12200.00	1586.00	396.50					
Total:-		18								Sub Total-(A)

Financial Bid for Consumable cleaning material/non-recurring cleaning material for sanitation works.

Sr. No.	Description	Monthly Amount	GST	Total Monthly Amount
1	2	3	4	5
1.	Cleaning and sweeping consumables such as metal cleaner, mirror cleaner, floor cleaning liquids, mops, brooms, wipers, cleaning detergents/Soaps, antiseptic/ insecticides material, Phenyl, flush cleaning material etc.			
2.	Charges of other non-recurring cleaning material such as Vacuum cleaner, Garbage disposal bag/Buckets etc. on pro rata basis.			
Sub Total-(B)				
Total Bid Price (Sub Total A + Sub Total B)				

Note:-

- The rates should be quoted and signed by the responsible/authorized person of the firm.

**Signature and seal of
Bidder/tenderers**