



2011

भारत सरकार/गृह मंत्रालय
भारत के महारजिस्ट्रार का कार्यालय
2/ए मानसिंह रोड, नई दिल्ली-110011

निविदा सूचना सं. ए-11018/1/2011-प्रशा. 5 दिनांक 23.07.2011

भारत के महारजिस्ट्रार एवं जनगणना आयुक्त के कार्यालय तथा विभिन्न राज्यों/संघ क्षेत्रों में स्थित जनगणना कार्य निदेशालयों में मैन पावर (Manpower) सहयोग (Data Correction एवं Verification Operators) उपलब्ध कराने के लिए मान्यता प्राप्त एजेंसियों से सील बन्द लिफाफे में दो बिड प्रणाली (तकनीकी बिड एवं वित्तीय बिड) के अनुसार निविदाएं आमंत्रित की जाती है। इच्छुक एजेंसियां वेबसाइट www.censusindia.gov.in/tender में RFP में उपलब्ध मागदर्शन के अनुसार 12.08.2011 को 3 बजे तक अपनी निविदा भेज दें। RFP सभी कार्य दिवसों में 11 बजे से 4 बजे तक एक हजार रुपये नकद/वेतन एवं लेखा अधिकारी (जनगणना) के पक्ष में 'नई दिल्ली' में देय डिमांड ड्राफ्ट दे कर भी प्राप्त किया जा सकता है।

अवर सचिव (मुख्यालय)

फोन : +91-11-23388330, फैक्स : +91-11-23070538

Size : 8(w) x 6(h) - black & white



2011

Government of India/Bharat Sarkar
Ministry of Home Affairs/Grih Mantralaya
Office of the Registrar General, India
2/A Mansingh Road, New Delhi-110011

TENDER NOTICE NO. A-11018/1/2011 Ad.V Dated : 23.07.2011

Sealed Tenders are invited in two-bid system (Technical Bid & Financial Bid) from reputed agencies for providing manpower support (Data Correction & Verification Operators) for Census, 2011 for Office of the Registrar General and Census Commissioner of India (ORG&CCI) and Directorates of Census Operations in various States/UTs. Intending agencies are requested to send their bids as per guidelines contained in the Request for Proposal (RFP) at ORG&CCI's website www.censusindia.gov.in/tender, latest by 3.00 P.M. on 12.08.2011. The RFP can also be obtained on payment of tender fee (non-refundable) of Rs. 1000/- by cash/DD in favour of 'Pay & Accounts Officer (Census)' payable at 'New Delhi' on any working day between 11 A.M. to 4.00 P.M.

Under Secretary (HQ)

Telephone :+91-11-23388330, Fax: +91-11-23070538

Size : 8(w) x 6(h) - black & white



सत्यमेव जयते

**Proposal for appointment of Agency/Agencies for
Providing Manpower Support for Census of India,
2011**



**Office of the Registrar General and Census Commissioner,
India
Ministry of Home Affairs,
Government of India,
2/A, Man Singh Road,
New Delhi -110011**

GLOSSARY

A glossary of the different acronyms used in the document is given below with reference to individual acronyms. These are to be used in relation to the interpretation of the acronyms mentioned in the RFP.

S.NO.	ACRONYM	REFERENCE TO
1.	ORG&CCI	Office of the Registrar General& Census Commissioner, India
2.	DCO	Directorate of Census Operations
3.	EDP	Electronic Data Processing
4.	TDS	Tax Deducted at Source
5.	MPA	Manpower Providing Agency
6.	RFP	Request for Proposal
7.	BG	Bank Guarantee
8.	EMD	Earnest Money Deposit

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INFORMATION TO AGENCIES

1.1. Overview in respect of Office of Registrar General & Census Commissioner, India and Census of India

The Office of Registrar General & Census Commissioner, India (ORG&CCI) is an attached office of the Ministry of Home Affairs and has currently 35 offices all over the country. Besides the Head Office at New Delhi and the Language Division at Kolkata, 33 offices are located in States/UTs and are known as Directorate of Census Operations (DCOs). One of the main responsibilities of ORG&CCI is to conduct decennial Census of India.

Conduct of the Census is a role assigned to Government of India, under the Constitution. The Indian Census has a rich tradition and enjoys the reputation of being one of the best in the world. The first Census in India was conducted in the year 1872. This was conducted at different points of time in different parts of the country. In 1881 a Census was taken for the entire country simultaneously. Since then, Census has been conducted every ten years, without a break in spite of several adversities like wars, epidemics, natural calamities, political unrest, etc. This mammoth administrative exercise of collection of micro level data for the entire country, requiring huge commitment of manpower and material resources, is conducted by the Government of India every ten years with the active support of States/UTs. Census, 2011, being conducted now, is the fifteenth in this unbroken series since 1872 and the seventh after independence.

Census, 2011 is being conducted in two phases, namely: -

- i) Houselisting and Housing Census – April to September, 2010. During this phase, the buildings, houses and households are identified and systematically listed. Apart from listing of houses, data on the nature of housing stock, amenities available to the households and certain assets possessed by the households is collected.
- ii) Population Enumeration – 9th February to 5th March 2011. During this phase each person is enumerated and her/his individual particulars are collected. Individual particulars include details on age, sex, educational status, religion, mother tongue, languages known, disability, social status (whether SC/ST), occupation, migration and fertility.

The Census process involves visiting each and every household and canvassing separate questionnaire for Houselisting & Housing Census and Population Enumeration. The process has already been completed.

The Post-Census operations call for tabulation of the data collected during Census, in proper format, at the earliest, with high level of accuracy, to make it available for use by all concerned. To transfer the data from the paper schedules to computer readable and editable electronic form, the entire lot of Census schedules is scanned and processed using Image Based Intelligent Character Recognition (ICR) Technology.

1.2. Purpose /Intent for RFP

The purpose of this RFP is to appoint 'Manpower Providing Agency/Agencies (MPA/MPAs)' (hereafter referred to as 'Agency') for providing "**Data Correction and Verification Operators**" to assist ORG&CCI in carrying out effectively Post-Census operations of Census, 2011. The operators so provided would be posted at ORGI headquarters located at New Delhi, the DCOs/Data Centres located in States/UTs. Though the intent of this RFP is to appoint one agency, to meet the entire

manpower requirement, however two or more agencies can also be appointed if the situation so demands.

1.3. Key Events and Dates

ACTIVITY	DATE
Issuance of the RFP	23rd July, 2011
Cost of the RFP and the place from where it can be obtained	Can be obtained from the Sales Counter of the Office of the Registrar General & Census Commissioner, India, 2/A Man Singh Road, New Delhi on payment of Rs. 1000/- (Rupees one thousand only), being the non-refundable cost of the RFP. or Can be downloaded from the ORG&CCI's Website: www.censusindia.gov.in/tenders and Rs. 1000/-, (Rupees one thousand only), non-refundable cost of the RFP, be furnished along with the filled-in sealed Technical bid by means of Demand Draft/Banker's Cheque drawn on any Nationalized Bank/ Scheduled Bank payable in favour of the 'Pay & Accounts Officer(Census)', payable at 'New Delhi'
Last date for receiving queries through E-Mail	Up to 17:00 hours on 6th August, 2011. No queries by post shall be entertained.
Response to the Queries	8th August, 2011 (To be put on ORG&CCI's website)
Last date for submission of Bids	15:00 hours on 12th August, 2011
Opening of Technical Bids	16:00 hours on 12th August, 2011 at Headquarters of ORG&CCI, 2A-Mansingh Road, New Delhi – 110 011
Technical Presentation	16 th August, 2011, 10 A M.
Earnest Money Deposit	Rs. 2.50 lakhs (Rupees Two Lakh Fifty Thousand only) by means of Demand Draft/Banker Cheque/ Bank Guarantee (BG) in favour of 'Pay & Accounts Officer(Census)' payable at 'New Delhi' along with the filled-in sealed Technical bid.
Date, Time and Venue (i) for opening of Financial/Commercial Bid for technically qualified bidders shall be put on the website and (ii) for Pre-contract/negotiation discussion shall be intimated in the meeting for opening of Financial/Commercial Bid.	

2. SCOPE OF WORK

2.1. Overview

The Agency/Agencies will be required to provide **"Data Correction and Verification Operators"** for a minimum period of one year, at the ORG&CCI headquarters located at New Delhi, the DCOs/Data Centres located in States/UTs. The period of appointment may be extended depending upon the requirement. The agency/agencies will be required to submit the bids for providing manpower on all India basis, even though, to ward off attrition, the manpower may have to be hired from the States/UTs to which they will be posted.

2.2 Eligibility Criteria

The eligibility criteria for applying for RFP is: -

- A turnover of minimum Rs. 2.00 crore, on an average, taking financial years 2007-08, 2008-09, and 2009-10 together;
- Minimum 2 years in business of providing manpower for Government and non-Government sector;
- It should not have been blacklisted by any Central Government Department/Ministry;
- Should be a Company registered under Companies Act, 1956/ Society Registration Act, 1860/ Autonomous Body / Partnership Firm in existence at least for the last 3 years.;
- Should have valid PAN/TAN.

Necessary support papers would be required to be furnished based on which eligibility will be assessed.

2.3 Qualifications, Experience, Role and Responsibilities of the Data Correction and Verification Operators

Qualifications & Experience

- (i) Senior Secondary School Certificate /Intermediate/10+2 from Recognized Board /University;
- (ii) Government recognized one-year certificate of proficiency in Computer or DOEACC 'O' Level certificate;
- (iii) A speed of not less than 8000 key depressions per hour for data entry work;
- (iv) At least one year experience in Computer/Data Entry operations on Desktop/PC/Laptop/ Handheld /Electronic devices.

OR

- (i) At least 2 years Diploma in Data Entry/Data Preparation from recognized ITI/Polytechnic after Secondary School Examination;
- (ii) A speed of not less than 8000 key depressions per hour for data entry work;
- (iii) At least one year experience in computer/Data Entry operations on Desktop/PC/Laptop/Handheld /Electronic devices.

However, Data Correction and Verification Operators who possess Degree with Computer Science/ IT/ Mathematics/ Commerce/Statistics/ Economics and have at least one year Experience in Image Based Data Entry will be preferred.

Role and Responsibilities

- (i) Data entry activities in shifts including night shift;
- (ii) Data Entry /correction/verification based on Electronic Images/original Document;
- (iii) Data backup/security;
- (iv) Handling and operation of Computer and its peripherals;
- (v) Quality Checking/Quality Assurance manually/electronically;
- (vi) Computer Assisted Coding;
- (vii) Writing of codes in computer language for assigned task;
- (viii) Any other task assigned by the controlling officer

Note:

- 1. The above list of responsibilities is only illustrative. The Operators will be responsible for carrying out any other task as considered necessary and assigned by the concerned controlling officers.*
- 2. The Operators will work under guidance and supervision of ORG & CCI/DCOs as the case may be.*

2.4 Requirement of Data Correction and Verification Operators and State-wise Distribution

Based on the current assessment of the manpower required, around 100 **“Data Correction and Verification Operators”** are required to be deployed at the ORG&CCI Headquarters at New Delhi and various DCOs/Data Centres in the States/UTs. The addresses of ORG&CCI Headquarters and various DCOs in the States/UTs are indicated at **Annex. 1**.

Note:

- The ORG&CCI may at its sole discretion increase or decrease the numbers and period of required manpower at any point of time.*
- During the period of appointment/ placement the manpower provided by the appointed Agency/Agencies will remain in the administrative control of the ORG&CCI and they will work as per the directions of ORG&CCI.*

2.5 Time period for which Manpower required from the Agency

The successful bidder/bidders or Agency/Agencies would provide the requisite manpower as indicated in this RFP for a minimum period of one year from the date of signing of the contract.

Note:

- The Agency will be liable to ensure continuance of the manpower hired for the said work for effective execution of the duties assigned. For exceptional cases where attrition of any person engaged by the Agency is inevitable, the Agency must stipulate an appropriate clause in the contract agreement for the notice period of at least three month and provide replacement well within this period, so as to ensure proper handover, training and handholding to the newly appointed successor. The agency would be required to ensure that the person replacing the outgoing staff matches the skill sets desirable for that particular category and that he is appropriately trained for undertaking the task being carried out, before he is put to the task. The replacement, if any, should invariably be done with the concurrence of the ORG&CCI.*
- ORG&CCI will have the sole discretion for seeking replacement of any of the hired manpower by serving one week’s notice, if their performance is not found satisfactory.*
- ORG&CCI may at its sole discretion decide whether to renew the contract for further periods or not, based on the overall performance of the manpower provided by the Agency/Agencies and the performance of the Agency/Agencies.*

3. GUIDELINES FOR SUBMISSION OF BIDS

3.1 General Instructions & Terms and Conditions

- i. The bids shall be submitted in “Type written form” in the prescribed formats. No handwritten bid or correction in the bid will be accepted.
- ii. The proposal and all the correspondence and documents relating to the RFP exchanged by the Agency and ORG&CCI shall be written in Hindi or English language only.
- iii. All the pages of the Technical/Financial Proposal shall be duly page-numbered and signed by the authorized signatory of the bidder before submission.
- iv. The Bidder shall submit the Bid in the prescribed Forms and in the prescribed manner only. Bids not submitted in the prescribed forms or submitted without the EMD or without cost of RFP or submitted without requisite documents shall be summarily rejected.
- v. The applicant is advised to attach any additional information he/she thinks fit as supporting document to establish his/her capabilities. Once the proposal is submitted, no further information will be entertained from the applicant in this regard. The ORG&CCI, however, reserves the right to call for any additional information and/or clarification from the applicants after opening of the bids.
- vi. Cost of preparing the proposal and incidental expenses shall be borne by the bidders and the ORG&CCI will in no case be responsible or liable for these expenses regardless of the conduct or outcome of the tenders.
- vii. The firm/organization shall furnish detailed address, telephone number, fax number and electronic mail address for proper and fast communication.
- viii. The documents should be sent by speed post/registered post/courier* or hand delivered at the following address:

The Under Secretary (Hqrs)
Office of the Registrar General of India,
2A, Man Singh Road, New Delhi – 110 011.

* Delay in delivery by postal authorities/courier agencies, if any, shall lead to rejection of the bids and shall entirely be the responsibility of the applicant.

- ix. Information/clarification, if any required, may be obtained on e-mail from Shri Surender Kumar, Deputy Director (Ad V) (E-mail: bhatsurender.rgi@censusindia.gov.in) with a copy to Shri A.K. Samal, Joint Director, (Tele: 011-23073266, E-mail: aksamal.rgi@censusindia.gov.in) and Shri Purnendu Kant, Under Secretary (Hqrs.) (Tele: 011-23070271, E-mail: purnendu.kant@nic.in) in the Office of the Registrar General & Census Commissioner, India, 2A, Man Singh Road, New Delhi – 110 011.
- x. Proposals must be received by ORG&CCI, at the address specified not later than the date and time specified in the Invitation of RFP. In case the specified last date for submission of the bids happens to be a holiday declared by the Government, the bids will be received up to the same specified time on the next working day. Bids received after the specified time and date will automatically be rejected.

3.2 Submission of Technical and Financial Bids

- I. The bidder is required to submit two copies of the ‘Technical bid’ and one copy of the ‘Financial bid’ in the prescribed format complete with all the bid documents/enclosures, in separate sealed covers;
- II. The sealed cover/envelope containing two copies of the Technical proposal must be super scribed on the right hand side top of the cover as “Technical Bid”.

- III. The sealed cover/envelope containing one copy of the Financial proposal must be super scribed on the right hand side top of the cover as “Financial Bid”.
- IV. Both the sealed covers containing Technical & Financial Proposals shall be put in another envelope, clearly super scribing the “RFP for selection of manpower providing Agency in response to ORGI&CC’s Tender Notice No.A-11018/1/2011.Ad.V. dated 23rd July, 2011”
- V. No proposal shall be accepted unless it is properly sealed. If the envelope is found to be open or unsealed or not marked as instructed above, ORG&CCI will not be responsible for misplacement or premature opening of the proposal submitted. Any proposal opened prematurely due to this lapse shall be rejected.

3.2.1. Technical proposal:

The Technical Proposal must include the following documents/information:

- i. **Form ‘A’** (Letter of Transmittal) duly signed by authorized Signatory. In the event of unavailability of the Authorized Signatory he may authorize some other responsible official of the Agency to sign the Letter of Transmittal by giving him the ‘Power of Attorney’. In such cases, the ‘Power of Attorney’ must be submitted along with the letter of transmittal.
- ii. **Form ‘B’** – Outline of relevant experience of the Agency on works of similar nature with details of past experience and current work in hand. To facilitate technical evaluation, relevant experience must be provided separately. Copy of Work Order/Completion Certificate for each of the assignments be shown in Form ‘B’
- iii. Cash receipt for Rs. 1000/- or non-refundable Demand Draft/Banker Cheque for Rs. 1000/- as cost of the RFP in case the bid formats are downloaded from the website of the ORGI.
- iv. The EMD in form of a Demand Draft/Banker Cheque/Bank Guarantee (BG) of Rs. 2.50 lakh (Rupees Two Lakh Fifty Thousand only) as Earnest Money deposit (EMD)

3.2.2 Financial Proposal

- I. The financial proposal must be submitted in the prescribed format as at **Annex. 2.**
- II. The financial quotes shall be on per man-month basis..
- III. The cost quoted must be inclusive of all taxes and shall be valid for the entire one year period.

3.3 Amendments to the tender notice:

ORG&CCI reserves every right to amend any of the tender conditions or a part thereof before the last date for the receipt of the tender, if necessary. Amendments, if any, would be published on www.censusindia.org. The decision of extending the due date and time for the submission of tender documents on account of amendments will be the sole discretion of ORG&CCI.

4. Opening of tender:

- (i) Sealed tenders received up to 15:00 hours on 12th August, 2011 will be taken up for opening.
- (ii) ORG&CCI reserves the right to disqualify any of the tender in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof.
- (iii) Any efforts by an agency to influence the ORG&CCI personnel or representative on matters relating to proposals under process of examination, clarification, evaluation or comparison of proposal and in decision concerning award of contract, shall result in the rejection of the Agency’s proposal and shall also lead to blacklisting of the Agency by the ORG&CCI.

5. EVALUATION OF THE PROPOSAL

- (i) An Evaluation Committee formed by ORG&CCI would examine both the technical and financial bids based on the details provided in the RFP and the technical presentation to be made by the applicant Agencies on the specified time and date.
- (ii) The evaluation committee will determine whether the proposal is complete in all respects and the decision of the evaluation committee shall be final in this regard.
- (iii) **Technical Evaluation:** The Evaluation Committee will first evaluate the technical bid submitted by the applicant Agencies. The experience, credibility, quality and competence of the Agency would constitute the core parameters for technical evaluation. Technical Evaluation shall be carried out based on the following:

SL. NO.	CRITERIA	MAXIMUM OBTAINABLE MARKS	CRITERIA FOR AWARDED MARKS
Agency Profile----40 marks			
1.	Average Annual Turnover of the Company/ Partnership Firm/ Autonomous Body/ Society registered under the Societies Registration Act (Enclose Statutory Audit/ Certified financial statements for the last three financial years, 2007-08, 2008-09, and 2009-10). (Note: Minimum turnover for qualifying to apply for RFP is Rs 2 crores)	25	<ul style="list-style-type: none"> • ≥5 crores = 25 • ≥4 and <5 crores = 20 • ≥3 and <4 crores = 15 • ≥2 and <3 crores = 10
2.	Years in Business for providing manpower (Minimum number of years in business 2)	15	<ul style="list-style-type: none"> • ≥ 5 years = 15 • ≥4 and <5 years = 12 • ≥3 and <4 years = 10 • ≥2 and <3 years = 5
Agency Credentials & Risk Mitigation----60marks			
3.	Experience of providing manpower for government sector (Copy of Work order/ certificate of completion; along with the details as per the format provided in Format 'B')	20	<ul style="list-style-type: none"> • >2 Government clients = 20 • 2 Government clients = 15 • 1 Government client = 10 • No Government client =0
4.	Experience of providing manpower to other than government sector (Copy of Work order/ certificate of completion; along with the details as per the format provided in Format 'B')	20	<ul style="list-style-type: none"> • ≥6 assignments = 20 • ≥4 and <6 assignments = 15 • ≥3 and <4 assignments = 10 • 2 assignments = 5 • < 2 assignments = 0

SL. NO.	CRITERIA	MAXIMUM OBTAINABLE MARKS	CRITERIA FOR AWARDED MARKS
5.	Practicality of Recruitment Process for ensuring that adequate and quality manpower is supplied to ORG&CCI (as per ORG&CCI specification).	10	Recruitment Approach and methodology for selection of adequate and quality manpower (Details of Agency's process of recruitment of manpower for ORG&CCI. The process should ensure that suitable candidates are selected through a strict procedure involving interviews, skill- set testing etc.)
6.	Risk assessment and mitigation strategies for ensuring availability of quality manpower (as per ORG&CCI specification) during the contract period	10	Adequate assessment of possible risks and their mitigation plans = 10 Partial assessment of possible risks and their mitigation plans = 5
Grand Total		100	

- (iv) Only those Agencies, who secure a minimum of 60 marks as per the above criteria will qualify for competing in the financial bid.
- (v) Financial bid of only those Agencies who secure the minimum qualifying marks, will be opened on the specified date and time, which shall be communicated to such Agencies through Registered or Speed post/Fax/ email. The communication will also be displayed on the web-site of ORGI & CC.

5.1 Financial Evaluation

For Financial Evaluation the cost of Operator per man-month will be taken into consideration.

6. AWARD OF CONTRACT AND ITS EXECUTION:

Award of contract and its execution will be as per/subject to the following provisions and stipulations:

- i. Selection of Agency/Agencies will be within a timeframe of 90 days from the last date of submission.
- ii. Decision for awarding the assignment shall be on the basis of lowest quoted rates in the opened financial bid and the conformity of the proposal with the requirements of the RFP.
- iii. ORG&CCI shall reserve the right to negotiate with the bidder whose proposal has been ranked first by the committee on the basis of Evaluation. If ORG&CCI is unable to finalize a service agreement with the bidder ranked first, it may proceed to the next ranked bidder, and so on until a contract is awarded. ORG&CCI reserves the right to present a contract to the bidder selected for negotiations.
- iv. The ORG&CCI may seek clarifications/additional documents from the Agency and the Agency is bound to furnish the same within the specified time limit. The cost incurred by applicants in preparing this application, in providing clarifications or attending discussions/conferences in

- connection with this document shall be borne by the applicant and the ORG&CCI in no case will be responsible or liable for these costs, regardless of the conduct or outcome of the process.
- v. It is the sole prerogative of ORG&CCI to award the contract to a single vendor or distribute the work among various vendors. The ORGI reserves the right to accept any bid and to annul the Tender process at any time prior to award of the contract or reject any or all bids without assigning any reason there for and without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders.
 - vi. On completion of the selection process and the relevant procedural formalities, the selected agency shall be awarded the contract of consultancy by issuing a Letter of Intent (LOI). The issue of LOI shall be the deemed date of commencement of the assignment and shall be completed as per the period stipulated in the contract.
 - vii. The person to sign the contract agreement shall be the person duly authorized.
 - viii. **Performance Bank Guarantee (PBG):** The successful bidder(s) shall at his own expense deposit with ORG&CCI, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) in favour of Pay & Accounts Officer (Census), with one year period (extendable if required), equivalent to 10% of the initial order-value of contract from a Nationalized/ Scheduled bank payable on demand for the due performance and fulfillment of the contract by the bidder. All incidental charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the bidder. PBG may be discharged/returned by ORGI on satisfactory completion of the contract period. However, no interest shall be payable by the ORG&CCI on the PBG.
 - ix. The appointed Agency/Agencies shall provide the detailed profile of the manpower (along with the certificates/testimonials) that would be deployed in ORG&CCI/DCOs as per this RFP, within 15 to 30 working days from the date of issue of LOI. The manpower whose profiles are found to be in deviation from the requirement described in this RFP will stand summarily rejected.
 - x. Nothing in this contract is intended to make nor shall it make ORG&CCI the employer of the Agency or the personnel to be provided by the Agency. The Operators provided by the selected Agency/Agencies will work under the administrative control of ORG&CCI as employees of the Agency and they shall have no claim, whatsoever, on the ORG&CCI for the services rendered as part of the contract with the selected Agency. The selected Agency/Agencies shall be the employer of the manpower provided and only it/they shall be responsible for the payment of consultancy amount or providing risk cover etc. to the personnel provided by them. The ORG&CCI will not be liable for any compensation or grant, whatsoever, even if any untoward incident etc. occurs during the period of contract.
 - xi. Failing to execute the contract Agreement within the said period may result in termination of contract and award of the same to other agency at the risk and cost of the Agency.
 - xii. The successful firm/organization shall not further outsource the assignment to other individual/firms/organizations and if found so, the contract shall be deemed to be cancelled and the PBG shall be forfeited. This shall lead to blacklisting of the Agency.
 - xiii. Should any dispute arise, it may be referred to a sole arbitrator appointed on mutual consent.
Any unresolved dispute shall be referred to the court within Delhi jurisdiction.
 - xiv. **Confidentiality:** The Agency and the manpower hired shall not at any time, communicate to any person or entity any confidential information acquired in the course of the Services except when specifically so directed by ORG&CCI.
 - xv. **Termination for Insolvency:** The ORG&CCI may at any time terminate the Contract/ Agreement by giving a written notice to the Agency. Termination of contract will be without compensation to the Agency provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the ORG&CCI.

7. PAYMENT DETAILS

- Bills for providing manpower shall be submitted by the Agency/Agencies on the 1st day of subsequent month.
- The payment for the manpower provided by the Agency/Agencies shall be reimbursed by the 15th of the succeeding month. Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract.
- Payments shall be inclusive of all taxes and Cess as applicable under the Indian Law.
- The agency shall specify bifurcation of payments separately for the agency services and for payments to the Operators.
- The Operators will be entitled to only one day leave per month of contract.
- For out of station travelling /journeys of the Operators, provided by the Agency, the fare and daily allowances shall be payable as applicable to the Government officers drawing the Grade Pay of Rs. 2800/-.
- Should there be a requirement for extension of services of manpower; payments shall be made as per the terms and conditions of the initial contract.

Annex. 1: Addresses of ORG&CCI Headquarters and various DCOs in the States/UTs

Directorate of Census Operations (Andhra Pradesh),
H.No.4-3-596/D, IIIrd Floor,
Posnett Bhavan, Tilak Road,
Hyderabad-500 001.

Directorate of Census Operation (Assam),
G.S. Road, Ulubari,
Guwahati-781 007.

Directorate of Census Operations (Bihar)
Jawala Bhawan, East Boring Canal Road,
Patna-800 001.

Directorate of Census Operations (UT of Chandigarh),
Plot No.2-B, Sector-19A,
Chandigarh-160 019.

Directorate of Census Operations (Chhattisgarh),
Govind Sarang Complex, 3rd floor (RDI Building),
New Rajinder Nagar,
Raipur - 492006

Directorate of Census Operations (NCT of Delhi),
E-Wing, 2nd floor, Pushpa Bhawan,
New Delhi-110 062.

Directorate of Census Operations (Gujarat),
Census Bhawan, Sector10/A,
Gandhinagar-382 043.

Directorate of Census Operations (Jharkhand),
RIADA Central Office Building,
2nd Floor, Industrial Area, Namkum,
Ranchi-834 010.

Directorate of Census Operations (Karnataka),
7th Floor, E&F Wing, Kendrya Sadan,
17th Main Road, IInd block, Koramangala,
Bangalore-560 034.

Directorate of Census Operations (Kerala)
C.G.O. Complex, Poomkulam,
Vellayani P.O.,
Trivandrum-695 522.

Directorate of Census Operations (Madhya Pradesh),
Janganana Bhavan, Arera Hills, Jail Road,
Bhopal-462 004.

Directorate of Census Operations (Maharashtra),
Exchange Building, 2nd Floor.
Sir Shivsagar Ram Gulam Marg, Ballard Estate,
Mumbai-400 001.

Directorate of Census Operations (Orissa),
Janaganana Bhawan, Janpath, Unit-IX,
Bhubaneswar-751 007.

Directorate of Census Operations (Rajasthan),
Janganana Bhawan, 6-B, Jhalana Dungri,
Jaipur-302 004.

Directorate of Census Operations (Tamil Nadu),
'E' Wing, 3rd floor, Rajaji Bhavan, Besant Nagar,
Chennai-600 090.

Directorate of Census Operations (Uttar Pradesh),
Lekhraj Market III, Indira Nagar,
Lucknow-226 016.

Directorate of Census Operations (Uttrakhand),
16, Rajpur Road,
Dehradun-248001.

Directorate of Census Operations (West Bengal),
20-B, 10th floor, Abdul Hamid Street,
Kolkata-700 069.

Formats for Technical and Financial Proposals

Format A: Letter of Transmittal

To

**The Under Secretary (Hqrs.)
Office of the Registrar General, India
2A-Mansingh Road
New Delhi – 110 011**

Dear Sir/Madam,

We, the undersigned, offer to provide the required manpower in accordance with your Request for Proposal (RFP) dated ----- . We hereby submit our Proposal, which includes this Technical Proposal and a Financial Proposal both sealed in separate envelopes.

We hereby declare that all the information and statements submitted in this Proposal are true and accept that any misinterpretation contained therein may lead to our disqualification.

The prices quoted in the Financial Proposal are valid till three months from the date of submission of the quotation. We confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date.

Prices have been arrived independently without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any competitor.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that ORG&CCI is not bound to accept the lowest or any proposal or to give any reason for award, or for the rejection of any proposal.

I confirm that I have authority of [*Insert Name of the Agency*] to submit the proposal and to negotiate on its behalf.

Yours faithfully,

Signature (in full and initials):

Name and Designation of Signatory:

Name of Agency:

Address:

Format B: Outline of Relevant Experience

PROJECT TITLE: (ATTACH SEPARATE SHEET FOR EACH PROJECT)	
Country:	State / District:
Name & Address of the Client	Duration of Assignment:
Start Date (month/year):	End Date (month/year):
Narrative Description of Project:	
Description of Actual Services provided by your staff within the assignment:	
Relevance of the assignment	

Signature (in full and initials):

Name and Designation of Signatory:

Name of Agency:

Address:

*** Please attach copy of work order/ completion certificate for each assignment.**

Annex. 2: Format for Financial Proposal

S. No.	RESOURCE CATEGORY	MAN-MONTH RATE PER OPERATOR (IN INR)*	
		IN FIGURES	IN WORDS
1.	DATA CORRECTION AND VERIFICATION OPERATOR		
	(I) PAYMENT FOR AGENCY SERVICES		
	(II) PAYMENT TO THE OPERATOR		
	TOTAL COST PER OPERATOR PER MAN-MONTH [(I) + (II)]		

* Inclusive of all applicable taxes