

**Software Technology Parks of India
New Delhi**

INTRODUCTION

Software Technology Parks of India (STPI) is an autonomous premier S&T organization under the Ministry of Electronics and Information Technology (MeitY), Govt. of India engaged in promoting IT/ITES Industry, Innovation, R&D, Start-ups, Product/IP creation in the field of emerging technologies.

STPI aims to engage a manpower outsource firm who will provide suitable manpower (both technical & non-technical) to STPI for its various projects for a specified duration and will not create any employment obligations for STPI. The firms will have to offer their services in Delhi/NCR.

Main Objectives:

- To promote the development and export of software and software services including Information Technology (I.T.) Enabled Services / Bio-IT.
- To provide statutory and other promotional services to the exporters by implementing Software Technology Park/ Electronics and Hardware Technology Park Schemes and other such schemes which may be formulated and entrusted by the Government from time to time.
- To provide data communication services including value-added services to IT / IT-enabled services-related industries.
- To promote micro, small and medium entrepreneurs by creating a conducive environment for entrepreneurship in the field of IT / IT Enabled Services.

In furtherance of these objectives, STPI has been providing various services to organizations in the Central Government, State Governments, PSUs etc. Services include DataCom, Data Centre and Cloud Services, Information Security Audit Services, Project Management and Consultancy Services etc.

SCOPE OF WORK AND TERMS & CONDITIONS

1. STPI shall raise its requirement of manpower/ resources to the successful bidder. The successful bidder shall introduce and provide the shortlisted candidates to STPI who would match the requisite skill set within 15 days from the requirement from STPI. The successful bidder shall assist STPI in finalization, negotiation, lineups for interview and follow up with the final candidate to enable STPI to select the right Personnel(s) on or before the time frame indicated.
2. The successful bidder(s) shall deploy the selected manpower at Delhi/NCR on the directions of STPI.

3. The successful bidder shall ensure deployment of all the required manpower within 30 days from the date of contract.
4. However, in cases where a delay occurs due to a candidate serving the notice period in their current organization, such delay may be condoned at the discretion of the Competent Authority at STPI, subject to submission of valid justification by the bidder.
5. Any delay in deployment on the part of bidder shall be penalised as per the deductions mentioned in the service level agreement of GeM unless it is condoned by the Competent Authority of STPI.
6. The scope of services for manpower to be engaged in STPI shall be of Business Development, Operation and Maintenance of various Projects, Implementation Government Schemes, Project Management Consultancy, Finance and Accounts Operations, Administration & Establishment, Estate management etc.

7. Details of the Manpower required and their Wage/ Remuneration:

- i. The details of current requirement of manpower to be deployed at STPI in Delhi and their proposed salary as per the predefined salary structure are given below:

Function	Job Profile	Minimum Qualification	Minimum Experience required	Qty Required	Unit Cost/ Rate per month (in Rs.)
Administration/ Finance/ Technical	Multi Tasking Staff / Technician/ Driver	Under graduate/ certificate holder/ Valid driving license	More than 3 years	15	26000
	Assistant/ Office Assistant/ Executive Assistant	Graduate in Commerce/ Arts/ Science or equivalent	0+ years	2	28000
			1 to 3 years	10	32000
			3 to 6 years	5	37000
			Above 6 Years	7	41000
Finance / Accounts	Accounts Officer	Chartered Accountant	Above 6 Years	1	82000
Non-IT Technical	Young Professional	MBA/ PGDBM or equivalent	0+ years	1	37000
			More than 6 years	1	58000
IT- Technical	IT-Engineer	BE/B.Tech or equivalent in relevant field	0+ years	1	47000
			1 to 3 years	3	57000
			3 to 6 years	3	82000

			Above 6 Years	5	127000
Other	Young Professional	Graduate/ 3 years diploma in animation/ graphics designing or equivalent	Above 6 Years	2	82000
Other	Senior Professional	Mass communication/ journalism graduate or equivalent	Above 6 Years	1	82000

Note: *The above wages/ remuneration are exclusive of GST & services/ admin charges.*

- ii. The remunerations as fixed above are inclusive of all perks viz. food, medical, transport etc.
 - iii. Employer contribution towards EPF upto the remuneration of Rs. 15000/- (maximum limit presently fixed by EPFO) or as fixed from time to time by EPFO, shall be provided to deployed manpower irrespective of their remuneration.
 - iv. ESIC coverage shall be provided to the eligible manpower.
 - v. If the minimum wages prescribed by the government exceeds the wage limit as prescribed above, then the minimum wage in force at that time may be applicable to that category of manpower.
 - vi. Deserving candidates may however be considered for higher wages/remuneration on the recommendations of the selection committee. However, STPI may also adopt an economical approach based on its requirement, budget, etc. while engaging contractual or outsourced manpower.
8. The selection of the manpower for deployment in STPI shall be based on the recommendations of the duly approved selection committee who will interview the candidates offered by the agency.
 9. The aforementioned manpower/resources shall be deployed in STPI on an as-needed basis throughout the duration of the contract.
 10. Any expense towards hiring of manpower viz. advertisement, background verification, candidate interview, selection etc. if any, shall be borne by the service provider.
 11. The requirement of manpower may vary depending on the STPI operations. STPI may increase or decrease any number of manpower at any point of time during the contract.
 12. If, at any point, STPI requires manpower with qualifications and experience differing from those specified under Sl. No. 7(i), the successful bidder shall be obligated to deploy such personnel at STPI's request.

13. The deployment of any manpower can be terminated at any time by giving one month notice by either side i.e. the deployed manpower or STPI without assigning any reason thereof.
14. The manpower requirement indicated above is approximate and may vary depending on workload and functional needs. It shall not be construed as a commitment by STPI for the duration of the contract.
15. **Selection process:** The selection of the candidate shall be done by a duly constituted committee at STPI among the shortlisted profiles recommended by the service provider.
16. The successful bidder must submit police verification report of the resource/ manpower deployed in STPI within one month from its deployment in STPI.
17. **DEPLOYMENT OF MANPOWER/RESOURCES:**
 - i. The manpower provided by the agency shall work 06 days in a week. All the manpower deployed under the contract shall mark their attendance at their place of deployment.
 - ii. Neither the agency nor its personnel /workmen can be treated as employees of STPI for any purpose. They are not entitled to any claim, right, preference, etc. over any job/regular employment of STPI. The agency or its workmen shall not at any point of time have any claim whatsoever against STPI.
 - iii. If the STPI so recommends, a deployed resource must be replaced by the agency within a period of 15 working days.
 - iv. It is expressly understood and agreed to between the parties to this agreement that the manpower deployed by the agency shall be the employees of the agency for all intents and purposes and in no case, there shall be a relationship of employer and employee between the STPI and the said manpower. The Agency should submit the undertaking received from the respective deployed manpower in STPI regarding the same along with an appointment letter issued to those manpower.
 - v. The manpower employed by the agency shall have no right, whatsoever, for any appointment in the STPI in temporary/ad-hoc/daily wages/regular capacity on the basis of their work in the STPI.

GENERAL TERMS & CONDITIONS:

1. The Agency shall ensure that monthly wages to all deployed personnel under this contract are credited directly to their respective bank accounts through online transfer on or before the 5th day of each calendar month, without fail. Any delay in disbursement shall attract appropriate penalties as per contract terms or as decided by STPI and may be considered a breach of service obligations.
2. The Agency shall provide individual pay slips to each deployed personnel every month's. Pay slips shall be issued electronically or in hard copy, as per the preference of the personnel, and must be made available within 3 working days of salary disbursement.
3. The Agency shall submit monthly bills for payment to STPI, duly supported with the Proof of salary disbursement, Proof of statutory compliance, viz. ESIC, EPF etc.
4. Bills shall be submitted by the 10th of each month, and payment shall be processed subject to verification of submitted documents.
5. All expenses related to online and offline advertisements for the engagement of resource(s) shall be borne entirely by the agency.
6. **Termination of Contract:** STPI may by written notice, sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for STP's convenience, the extent to which performance of work under the work order and/or the contract is terminated and the date upon which such termination becomes effective. STPI reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
7. The successful bidder shall designate a dedicated Single Point of Contact (SPOC) for all communications, coordination, and issue resolution related to the scope of work under this tender. The SPOC shall be responsible for ensuring timely responses, facilitating smooth execution of services, and acting as the primary liaison with Software Technology Parks of India (STPI). The SPOC's contact details (name, designation, email ID, mobile number, and alternate contact) shall be submitted within 7 days of award of contract. Any change in the SPOC shall be communicated to STPI in writing at least 5 working days in advance.
8. The bidder shall provide a detailed escalation matrix for resolution of issues, including technical, operational, and administrative concerns. The matrix shall include Levels of escalation (e.g., Level 1, Level 2, Level 3), Designation and contact details of personnel at each level, Response and resolution timelines for each escalation tier.
9. In the event of any dispute or difference arising between STPI and the successful bidder in connection with this contract, the matter shall be referred to the Director General, STPI, whose decision shall be final and binding on both parties.

INSTRUCTIONS TO BIDDER

Earnest Money Deposit (EMD)

The bidder shall submit the bid security in the form of NEFT/RTGS for Rs.1,50,000/- (Rupees One lakh fifty thousand Only). The details for the transfer through NEFT / RTGS in favour of STPI (SB A/c No. 604810100000661 of Bank of India IFSC code BKID0006048).

However, the bidders who are exempted from furnishing bid security are required to furnish relevant document for exemption from submission of EMD and duly signed Bid Security Declaration on Bidder Letter Head as per **Form-B**.

ELIGIBILITY CRITERIA

The bidders meeting the eligibility criteria provided in the below given eligibility compliance sheet shall be qualified for technical evaluation:

ELIGIBILITY COMPLIANCE SHEET

S. No.	Eligibility Criteria	Proof/ Documents to be Submitted	Compliance (Yes/No)	Reference/ page enclosed in the bid
1	The bidder should be a Company registered in India under the Companies Act 1956 or a partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 The entity should have been incorporated on or before 01.04.2022.	• Certificate of Incorporation & Copies of Articles of Association (in case of registered firms) • Bye-laws and certificate of registration (in case of registered co-operative societies) • Partnership deed (in case of partnership firm) /summary for partnership		
2	The bidder should have its registered office in Delhi/ NCR.	Submitted documentary proof		
3	The bidder must have registered with GST, Income Tax, ESIC & EPFO.	• Copy of PAN • Copy of GSTIN registration having registered office details. • Copy of ESIC registration • Copy of EPFO registration		
4	The bidder must have registered or obtained license under Contract Labour (Regulation & Abolition) Act, 1970	Provide a copy of License/ registration		
5	The bidder's average annual turnover from Manpower outsourcing services in India should be Rs. 20 crores or more in the last three Financial Years i.e. FY 2022-23, 2023-24 & 2024-25.	A turnover certificate duly certified by a registered Chartered Accountant (CA).		
6	The bidder should have at least three years of experience in providing manpower services (technical and non-	Documentary proof such as copies of relevant orders/contracts.		

	technical excluding security/ housekeeping/ horticulture) to Central/State Government/ PSUs/ Statutory/ autonomous bodies etc.			
7	The bidder should have at least deployed 300 nos. of manpower (excluding security/ housekeeping/ horticulture) in Central/State Government/ PSUs/ Statutory/ autonomous bodies etc. out of which at least 100 nos. should be technical (having technical/ professional qualification viz. BE/ BTech/ MBA/ CA or equivalent) from 01.04.2022 to the date of publication of this bid.	Copies of the details shall be furnished in Form-C along with relevant orders and completion/ satisfactory certificate from the client.		
8	The bidder must have maintained an active official website for a minimum period of three years preceding the date of publication of this tender.	Documentary evidence, such as domain registration details or other suitable proof shall be submitted along with the bid to substantiate compliance.		
9	The bidder, as of the date of bid submission, has not been blacklisted or debarred in the last three years and is not under a blacklisting period /active debarred list by STPI or any of the Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc.	An undertaking in Form-A (self-certification on the company's letterhead) duly signed by the authorised signatory is to be submitted.		

(Sign & Stamp of the Authorised Signatory)

Note: *Eligibility documents must be submitted strictly in accordance with the Eligibility Compliance Sheet, with clear and proper referencing.*

TECHNICAL EVALUATION CRITERIA

A detailed evaluation of the bids shall be carried out to determine whether the bidders are competent enough and whether the bidder's Proposal technically qualifies to the requirements set forth in the Tender. Bids received would be assigned scores based on the parameters defined in the **Table-1** below:

Table 1:

Sl. No.	Criteria	Evaluation Parameters	Maximum Marks	Documentary Proof to be submitted
1	Annual average turnover for last three financial Years (in Rs.) during FY 2022-23, FY 2023-24, and FY 2024-25	Less than 20 Cr. - 0 marks 20 Cr. to < 30 Cr. – 5 marks >= 30 Cr. – 10 marks	10	The audited financial statements of the respective financial years or a turnover certificate duly certified by a registered Chartered Accountant (CA).
2	Years of experience in providing manpower services (technical and non-technical excluding security/ housekeeping/ horticulture) to Central/State Government/ PSUs/ Statutory/ autonomous bodies etc.	Less than 03 year – 0 mark 03 to 05 years – 5 marks >5 years -10 marks	10	Copies of corresponding Purchase or work order(s)/ contract/ completion certificate issued by client along with client contract
3	Total number of manpower (excluding security/ housekeeping/ horticulture) deployed in Central/State Government/ PSUs/ Statutory/ autonomous bodies etc. from 01.04.2022 to the date of publication of this bid.	Less than 300 – 0 mark 300 to 500 – 5 marks > 500 -10 marks	10	Copies of the details shall be furnished in Form-C along with relevant orders and completion/ satisfactory certificate from the client.
4	Total number of technical manpower (having required technical/professional qualification viz. BE/ BTech/ MBA/ CA or equivalent) deployed in Central/ State Government/ PSUs/ Statutory/ autonomous bodies etc. from 01.04.2022 to the date of publication of this bid.	Less than 100 – 0 mark 100 to 200 – 5 marks > 200 -10 marks	10	

5	Total number of completed/ running projects or contracts, each valued at ₹3 Crore or above for manpower supply to Central Government, State Government, Public Sector Undertakings (PSUs), or Autonomous Bodies, from 01.04.2022 to the date of publication of this bid.	Less than 01 project – 0 marks 01 to 03 projects - 5 marks > 3 projects – 10 marks	10	Copies of corresponding Purchase/ work order(s)/ contract/ completion certificate shall be provided in Form-D
6	The bidder shall operate a functional online Human Resource (HR) portal that is accessible to all its employees, including those deployed at client locations. The portal should facilitate access to essential HR services such as attendance, leave management, salary slips, and grievance redressal.	10 marks	10	A brief overview and demonstration of the portal shall be presented.
7	The bidder must have access of professional agencies/ online platforms for scouting of the resources viz. Naukri, LinkedIn, Timesjob, Indeed etc. to ensure timely and efficient sourcing of manpower.	Less than 01 – 0 marks 01 to 02 - 05 marks > 2 – 10 marks	10	Relevant details, such as subscription proofs, or service agreements, may be submitted as supporting documentation. Such subscription/ contract should be active before the date of publication of this bid.
8	The Bidder is required to make a presentation before the evaluation committee	The Presentation shall include • Company Profile & Clients • Technical Strength • Deployment Plan • Continuity Strategy • Risk Mitigation • Resource Movement & Replacement	30	The presentation shall be of maximum 45 minutes including Q &A
Total Maximum Marks			100	

Note:

1. **Relaxation** of 10 marks shall be provided to eligible MSEs & Start-ups, only for turnover as no relaxation shall be provided in experience
2. The bidder needs to score minimum **75 marks** (including relaxation of 10 marks to MSEs and startups) in technical evaluation for opening of their financial bids for further evaluation.
3. The bidder is required to submit list of running/ completed orders/ projects/ references in the following format(s) duly signed by the authorised signatory in support of Sl. No. 5 above in **Form-D**:
4. While technical evaluation STPI may contact the customer/ client to get feedback about the credentials submitted by the bidder(s). STPI at its discretion may not consider those orders or references for scoring if in the STPI's opinion it is not relevant or not meeting corresponding criteria or in case the response received from the customer contacts are negative.

FINANCIAL EVALUATION CRITERIA

Only those bidders who achieve a minimum score of 75 marks or above in the technical evaluation shall be considered technically qualified. Financial bids of such technically qualified bidders will be opened. The contract/order shall be awarded to the bidder who submits the lowest financial bid among them.

Form-A

Declaration regarding not been Blacklisted

DECLARATION

We declare and confirm that

- (i) we have not been blacklisted or deregistered by any central/ state government department or public sector undertaking and none of our works had ever been terminated by client after award of contract, during last three years; and
- (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract.

We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded, to declare the Contract to be null and void.

We also declare that the data provided by STPI will be used only for this purpose only and it will not be shared / accessed to any person/ institution/ firm/ company/ corporation/ body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

Authorized Signatory with Seal

Form-B

To be submitted/uploaded by Bidder-on-Bidder Letter Head who are exempted from furnishing bid security

BID SECURING DECLARATION

We, M/s _____, accepting that if we withdraw or modify our Bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document, we will be suspended for the period of 12 month from being eligible to submit Bid for contracts with the Software Technology Parks of India (in short STPI).

Authorized Signatory with Seal

Form- C

Sl. No.	Name of the Client	Order/ Contract/ Completion/ Satisfactory certificate No.	Date	Contract Period	Amount (in Rs.)	Number of manpower deployed (excluding security/ housekeeping/ horticulture)	Client Contact details (Person name, designation, phone, mobile, email)	Ref. Page no.
						Total: _____ (Technical _____ Non-Tech. _____)		

(Sign & Stamp of the Authorised Signatory)

Form - D

Purchase/ work order(s)/ contracts details

Sl. No.	Client name & location	Order start date	Order date end	Order Amount (in Rs.)	Scope description order/ contract or of	Client Contact details (Person name, designation, phone, mobile, email)	Ref. Page no.

(Sign & Stamp of the Authorised Signatory)