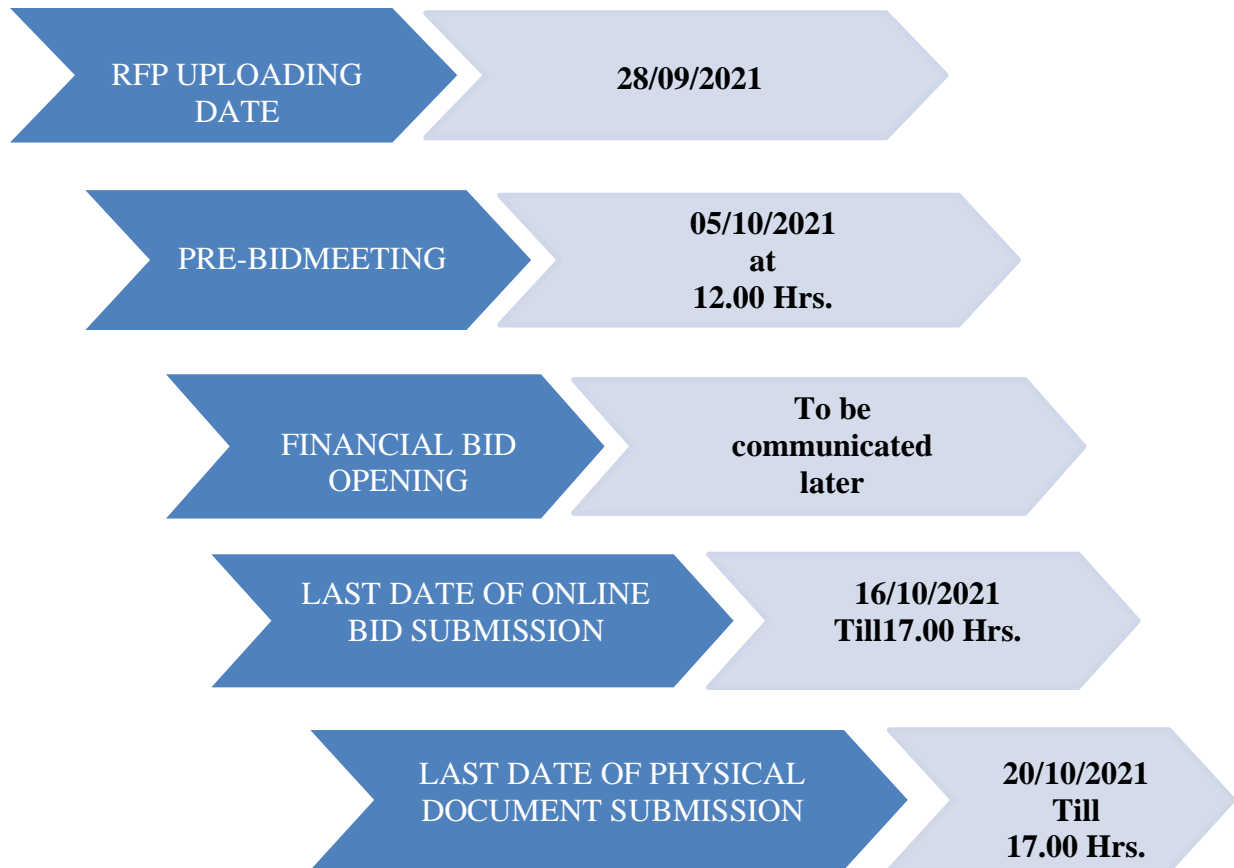




**STATUE OF UNITY AREA DEVELOPMENT AND TOURISM GOVERNANCE
AUTHORITY**

**TENDER FOR ENGAGEMENT OF AGENCY
FOR
ENGAGEMENT, RECRUITMENT, MONITORING AND SUPERVISION OF
DEPUTY GENERAL MANAGER, DEPUTY MANAGERS, ASSISTANT
MANAGERS, PROTOCOL OFFICERS, GUIDE SUPERVISORS & TOURIST
GUIDES
AT
SOUADTGA, KEVADIA**

STATUE OF UNITY AREA DEVELOPMENT AND TOURISM GOVERNANCE AUTHORITY.
Swagat Sthal, Behind Ekta Mall, Opposite Parking Area,
Kevadia, Narmada, Gujarat-393151
Website: -www.statueofunity.in



TENDER FOR ENGAGEMENT OF AGENCY FOR ENGAGEMENT, RECRUITMENT MONITORING AND SUPERVISION OF DEPUTY GENERAL MANAGER, DEPUTY MANAGER, ASSISTANT MANAGER, PROTOCOL OFFICER, GUIDE SUPERVISOR & TOURIST GUIDES AT SOUADTGA, KEVADIA

| SR. NO. | ACTIVITY | SCHEDULE DATE & TIME |
|----------------|---|---|
| 1 | Name of Authority inviting bids / bid opening Authority | STATUE OF UNITY AREA DEVELOPMENT AND TOURISM GOVERNANCE AUTHORITY (SOUADTGA) AT KEVADIA |
| 2 | Name of Work | Request for proposal of agency for engagement, recruitment, monitoring and supervision of deputy general manager, deputy managers, assistant managers, protocol officers, guide supervisors & tourist guides at SOUADTGA, Kevadia |
| 3 | Tender Type | Open |
| 4 | NIT / Bid Document No. | 6 of 2021 |
| 5 | Estimated Cost of RFP | 5.34 Crore |
| 6 | Earnest Money Deposit (EMD) | Rs.16,03,514/- in form of DD in favour of Statue of Unity Area Development and Tourism Governance Authority payable at Kevadia. |
| 7 | Tender Fee | Rs.15000+ 18%GST =Rs. 17700 in form of DD in favour of Statue of Unity Area Development and Tourism Governance Authority payable at Kevadia. |
| 8 | Date of Uploading RFP on n procure | 28 September, 2021 |
| 9 | Date of Pre-Bid Meeting | 1200 hours on 05 October 2021 |
| 10 | Venue for Pre-Bid Meeting | VVIP Circuit House Kevadia, Narmada. Gujarat |
| 11 | Last Date and Time for Submission of queries after Pre-Bid Meeting. | 06 October 2021 |
| 12 | Contact Person(s) for Queries (copy of the query to the given E-mails only) | ac.sou.tp@gmail.com ac2-souadtga@gujarat.gov.in |
| 13 | Publishing Corrigendum on n procure after Pre-Bid meeting | 09 October 2021 |
| 14 | Last Date and Time for submission Online of bids | Interested agencies are required to submit their online submission (n procure) on or before 1700 hours on 16 October 2021 |
| 15 | Last Date and Time for submission of physical bids | Interested agencies are required to submit their physical submission (n procure) on or before |

| | | |
|----|---|---|
| | | 1700 hours on 20 October 2021 |
| 16 | Date and Time for Opening of Financial Bids | To be communicated |
| 17 | Evaluation of Financial bids | To be communicated |
| 18 | Date and Time for Opening of Technical Bids | To be communicated |
| 19 | Evaluation of Technical bids | To be communicated |
| 20 | Award of Work Order | To be communicated |
| 21 | RFP to be addressed to | CEO- SOU, Statue of Unity Area Development and Tourism Governance Authority. Swagat Sthal, Behind Ekta Mall, Opposite Parking Area, Kevadia, Narmada, Gujarat-393151 |
| 22 | Issue of Tender | The Tender Document can be downloaded from www.nprocure.com and www.statueofunity.in from 28/09/2021 to 04/10/2021 |
| 23 | Bid Validity Period | 90 days from opening of financial bid |

General Terms and Conditions

- (1) Agency/Institute can download the tender document free of cost from the website.
- (2) Agency/Institute has to submit financial bid in electronic form only on n procure website till the Last Date & time for submission.
- (3) Financial bid Offers in physical form will not be accepted in any case.

Agency/Institute who wish to participate in online tenders will have to procure/ should have legally valid Digital Certificate as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any of **license certifying Authority** of India or can contact (n) Code Solutions – A division of GNFC Ltd., who are licensed Certifying Authority by Govt. of India.

All bids should be digitally signed. The bidder should contact at below mentioned address for

(n) Code Solutions

A Division of GNFC

301, GNFC Info tower, Bodakdev, Ahmedabad –380054 (India).

Index

| S. No | Item |
|--------------|--|
| 1. | Bid-Document |
| | A. Qualifying Criteria |
| | B. Presentation on Engagement, Monitoring And Supervision of Tourist Guides |
| | C. Evaluation of Bids |
| | D. Scope of Work |
| | E. Technical bids |
| | F. Financial bids |
| | G. Terms & Conditions |
| | H. Submission of bills |
| | I. Termination of the Contract |
| 2. | Annexure–I General Terms & condition |
| 3. | Annexure–II Technical bids |
| 4. | Annexure–III Financial bids |

BID DOCUMENT

Engagement Of Agency for Engagement, Monitoring and Supervision of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides At SOUADTGA, Kevadia

Online competitive bids (in two bid system) are invited by SOUADTGA, Kevadia from reputed and registered service providers/firms/institutes for engagement Of Agency For Engagement, Monitoring And Supervision Of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides At SOUADTGA, Kevadia. The agency services will be required in supervision, monitoring and reimbursement of salary to all the appointed Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides and recruitment if required. The Services of agency would be required for a period of 12 months subject to satisfactory compliance of terms and conditions of the contract.

Background: Government of Gujarat has built an iconic 182-meter-tall statue, Statue of Unity as a tribute to the Iron Man of India, at Sadhu-Bet, approximately 3.5 kms south of the Sardar Sarovar Dam in Narmada district. The statue is dedicated to the nation on 31st October 2018. Currently, approx. 100 trained tourist guides are deployed at Statue of Unity. This site attracts significant tourist footfalls from across the world, this Tourist Guides enhance the experience of the tourists by providing them with authentic information about various aspects of the project.

Objective of the assignment: The objective of this assignment is supervision, monitoring, training and reimbursement of salary to all the appointed Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides and recruitment if required, also monitoring the services of the tourist guides and timely payment of salary to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides.

A. Qualifying Criteria:

The agency/institute should meet the following criteria for evaluation of bids: -

1. Only registered and bona-fide Service Providers/Agencies/Institutes having experience of **at least three years** in conducting various service industry related trainings in Govt Sector/ Govt. Organizations or supplying manpower service to the Ministries/ Departments/ Govt. Organizations/ Public Sector Undertakings/ Corporate Sector/ Autonomous Bodies / Educational Institutes are eligible to apply. The documentary proof of registration must be attached. The Agency should also attach satisfactory performance certificates issued by Government Ministries/Departments/Organization etc. in support of its having rendered satisfactory services to such departments/ Institutions, etc. during the last three years.
2. The agency/institute shall have undertaken a similar work (recruitment/training/reimbursement of salary/monitoring/supervision) in the near past and shall provide work order amounting to minimum of Rupees **Ten Lakh** and will have to submit a work completion certificate which mentions clearly the amount of work completed as well as scope of work. Work Experience with State Government/Central Government in relevant filed is preferable.

3. The Agency must have recorded a **minimum turnover of Rs. Ten Crore** in each of the last three years through execution of contractual services of such manpower. The Agency should attach financial statements for the last three years to corroborate their claim of turnover. Audited Financial Report for 2017-18, 2018-19, 2019-20 or 2018-19, 2019-20, 2020-21CA certificate indicating minimum annual financial turnover.
The Agency must be **registered with GST** and must be in possession of **Permanent Account Number (PAN)**. The documentary proof in this regard should be attached.
4. There should be no legal suit/criminal case pending or contemplated against the Company, Proprietor or any of its Registrars (in the case of Pvt. Ltd. Company) on grounds of impropriety or for violation of any of the laws in force. The Agency must enclose declaration to this effect at the time of submission of bid.

After evaluation of above details the agency/institute qualifying in the above-mentioned criteria SOUADTGA shall shortlist the Agency/institute and shall be called for Presentation on Engagement, Monitoring, Training and Supervision of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides. The eligible agency/institute will have to make a presentation on the date and time intimated as a fore said on the Engagement, Monitoring and Supervision of Tourist Guides at Statue of Unity, before the Committee for a secondary technical evaluation. The agency/institute who has pre-qualified stage will be informed about the date and time by E-mail or by Telephonic communication.

B. Presentation on Engagement, Monitoring, Training and Supervision of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides.

The agencies fulfilling primary technical evaluation criteria will be shortlisted for Secondary Technical Evaluation. The Secondary technical evaluation will be done only basis of presentation/interaction before the SOUADTGA committee for the purpose:

Indicative points to be covered in presentation are:

| Particulars | Weight age (%) |
|---|-----------------------|
| Past Experience in handling similar projects | 20 |
| Methodology to execute & run the proposed project and Action Plan for the following: <ul style="list-style-type: none"> • Monitoring, Training and supervision of the Tourist Guide at Statue of Unity • Maintain daily record such as attendance(biometric) leaves etc. of the appointed Guides • Maintenance work ethics • Action to be taken in case of miss behavior or unethical practice by Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides • For Deployment of Two supervisor at the Statue of Unity • Process of recruitment of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides | 50 |
| Key Personnel for the project | 10 |
| Details for Submission of Daily EOD report and monthly complied report to SOUADTGA Detailed strategy for overall coordination, including Training (Induction, On Job training & evaluation methodology.) | 20 |

Eligible agency/institute shall have to secure minimum 60 marks out of 100 in Concept Presentation (Secondary technical evaluation) for financial bid opening. Such bidder shall be called “Technically Eligible agency/institute” and such technically eligible agency/institute shall only be eligible for financial bid opening.

C. Evaluation of Bids

- a. The evaluation will be based on **Quality Cost Based System (QCBS)**
- b. The Committee will select the bidder by giving **60%** weight age on the Presentation presented before the Committee and **40%** weightage to the financial bid.
- c. Agency/institute shall fill up entire financial bid along with final amount as part of financial bid. This final amount shall be considered for further evaluation in QCBS formulae.
- d. The marks obtained by agency/institute in Presentation shall be taken as technical score **(T)** Of technically eligible bidder
- e. Comparison of Financial bid shall be done by the formula as under:

$$Sf = 100 \times Fm / F$$

Where: Sf is the standard financial score of the Price Proposal being evaluated
Fm is the lowest financial bid
F is the Price Proposal under consideration

- f. Based on combined marks of Technical and Financial Bid, bidder securing highest score/ranking will be selected and the Committee if required will further negotiate and finalize the price.

$$\text{Highest Score} = T \times 0.6 + Sf \times 0.4$$

SOUADTGA reserves the right to make the appointment of the Successful bidder subject to such further terms and conditions as it considers appropriate in relation to the Tender process and/or the provision of the services. SOUADTGA shall not be obliged to give any reason(s) for the selection and/or rejection of any Proposal or any part thereof.

SOUADTGA reserves the right, at any time and in its absolute discretion, accept or reject Proposals (or to permit any bidder to resubmit its Proposal, such that Proposal fails to meet any or all of the Criteria and/or the Requirements), to pursue negotiations with any number of bidders, to withdraw from negotiations with any bidder at any time and to suspend, discontinue, modify and/or terminate the Tender process at any time.

D. Scope of work:

- 1. The Agency/Institute will have to undertake a proper signing of contract of the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides for a period of 12 months.
- 2. The agency will undertake overall monitoring, Training and supervision of the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides.
- 3. The agency will deploy 2 supervisors on the site one in each shift (Morning Shift {8.00 am to 4.00 pm} and Noon Shift {12.00 noon to 8.00 pm}) or as instructed by SOUADTGA.
- 4. The guides will directly be reporting to the supervisors appointed by the agency on site.
- 5. **The Agency will be responsible to issue the license of Tourist guides, whenever**

the Guide licensing system will be introduced by SOUADTGA as per the eligibility criteria of tourist guides. Apart from this, agency shall also be responsible to appoint foreign language guides suggested by SOUADTGA.

6. The Tourist guides are presently appointed at the various locations around Statue of Unity and surrounding attractions, the supervisor will be responsible for monitoring of all the locations.
7. Maintain daily record such as attendance, leaves etc. of the appointed Guides.
8. Agency will have to undertake biometric attendance system for the attendance of the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides.
9. Submission of Daily EOD report and monthly complied report to SOUADTGA.
10. Payment of Monthly Salary to all the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides the payment should be done by 3rd of every month.
11. SOUADTGA shall reimburse the salary amount of Rs.15, 500 per guide per month to the selected Agency. The reimbursements shall not include any payments towards PF, ESIC and other charges if applicable.
12. In case of any further requirement of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides arises the agency will undertake the overall process of selection and deployment of such requirement as and when the need arises and informed by SOUADTGA during the period of contract.
13. Requirement process should involve Advertisement, Scrutiny and Personal Penal Interview followed by background check and signing of contract as per timely instruction and prior approval by SOUADTGA.
14. The agency will completely ensure that the information provided by the tourist guides is correct and up to the mark.
15. The agency will assign a Key Personnel for the project and he/she will act as a sole point of contact for SOUADTGA.
16. The agency Key Personnel for the project will have to be present for meeting or any event as informed by SOUADTGA will all the relevant details.
17. The agency will undertake the process of obtaining overall documents, bank details and other relevant required details from the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides.
18. The agency will make sure the Tourist Guides are not involved in any kind of unethical practices; if any tourist guide is found to do so strict action needs to be taken against him or her.

E. Technical Bids:

The technical bids are to be submitted in a separate sealed cover super scribing "Technical bids for Engagement of agency for Tourist Guide at Statue of Unity". The envelope must contain the following:

- i. Required format (Annexure-II). All the documents enclosed should be arranged and submitted in the same serial order as they appear on the technical bid.
- ii. Tender fee of Rs. 15,000/- + GST (18%) (Rupees Fifteen thousand only) in the form of demand draft favoring "Statue of Unity Area Development and Tourism Governance Authority" payable at Kevadia.
- iii. EMD/Bid security of Rs. 16,03,514/- (Rupees Sixteen Lakh Three Thousand five hundred and fourteen only) in the form of demand draft favoring the "Statue of Unity Area Development and Tourism Governance Authority" payable at Kevadia.

Proposals in hardbound or spiral bound copy should reach the below mentioned address only by speed post or courier or registered post. Proposals after due time period will not be accepted. The proposal should reach us at the address:

CEO,

Statue of Unity Area Development and Tourism Governance Authority.

Swagat Sthal, Behind Ekta Mall, Opposite Parking Area, Kevadia, Narmada, Gujarat-393151

1. All the pages submitted in the bids along with the attached documents should be signed by the appropriate authority from the bidder side along with the seal of the contractor/firm.
2. All the pages should be properly numbered and put in proper sequence as in the Checklist.
3. The last date for submission of technical bids in the SOUADTGA Kevadia is 05th October 2021 up to 17:00 Hours.
4. The technical bids would be evaluated by a Technical Evaluation Committee. The bids which do not contain the information as desired or are not supported by necessary documents including bid security/tender fee will be treated as non-responsive and will not be evaluated. Those bids only will be evaluated which are determined to be substantially responsive and meet the requirements set forth by the SOUADTGA.

F. FINANCIAL BID

Bidder shall submit the FINANCIAL BID online through www.nprocure.com only.

- 1.0 Services offered should be strictly as per specifications mentioned in this Tender Document. Please spell out any unavoidable deviations, article-wise, in your bid under the heading "Deviations".
- 2.0 Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

G. Terms & conditions:

1. Currently, below mentioned personnel are deployed at Statue of Unity, the agency will undertake monitoring and supervision of these personnel, in no case the appointed agency will make any changes in these Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides without prior consultation with SOUADTGA.

| S. No | Particulars | No of Personnel |
|-------|--------------------|-----------------|
| 1 | Deputy Managers | 3 |
| 2 | Assistant Managers | 3 |
| 3 | Protocol Officers | 3 |
| 4 | Guide Supervisor | 2 |
| 5 | Tourist Guides | 112 |

2. The General terms and conditions are mentioned at Annexure-I.
3. Tender fee of Rs. 15,000/- + GST (18%) (non-refundable) is required to be paid in shape of demand draft favoring, "Statue of Unity Area Development and Tourism Governance Authority, Kevadia.
4. The Tourist guides shall be available for work on all working days as per the allocated shifts i.e., Morning shift (8.00 am to 4.00 pm) and Noon Shift (12.00 noon to 08.00 pm) or as instructed by SOUADTGA. The Statue of Unity site remains closed on

Mondays.

5. In case of upon the exigencies of work or change in Statue of Unity timings or any special events the Tourist Guide may be required to work late beyond office hours or on holidays.
6. The Agency will make the payment of Salary to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides on 3rd of each month and then submit the bill to SOUADTGA for reimbursement.
7. The agency will deploy 2 supervisors on the site one in each shift (Morning Shift {8.00 am to 4.00 pm} and Noon Shift {12.00noon to 8.00pm}) or as instructed by SOUADTGA. In case of any further requirement of Supervisor SOUADTGA will instruct the agency accordingly.
8. The Supervisor shall be qualified person holding a Post Graduate Degree in any faculty obtained from the recognized University/Institution or equivalent qualification.
9. The Supervisor shall be eligible for a minimum monthly remuneration of Rs.25, 000/-each.
10. The Supervisor must be present at the site in neat uniform.
11. In case SOUADTGA Kevadia in its discrete on finds any deployed person as not desirable and not suitable for whatever reasons will be at the sole discretion of the SOUADTGA Kevadia and upon so being notified by SOUADTGA Kevadia, the Agency shall be liable to withdraw such person(s) forthwith and substitute by a person(s) acceptable to SOUADTGA Kevadia.
12. In case of new recruitment, the candidates recommended by the Agency for engagement/deployment will be decided by SOUADTGA Kevadia.
13. The Agency shall not charge any recruitment charges for any new recruitment/ replacement
14. The Agency will undertake an indemnity bond of Rs.10000 from each Tourist Guides at the time of signing of the contract.
15. The Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides deployed under this contract shall maintain proper decorum. They shall not disclose any secret official information to any unauthorized person.
16. The Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides employed by the Agency will not indulge in any unlawful or illegal activities which are against the interests of the SOUADTGA Kevadia.
17. In the event of injury, illness or accidents to any worker, SOUADTGA Kevadia will not be liable to pay any compensation.
18. The Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides employed by the Contractor shall be agency's sole employees and SOUADTGA Kevadia shall not have any relation whatsoever with the employees of the Agency. He will be fully responsible for their acts, conduct and any other liability.
19. The Agency will be responsible for complying with the obligations under the Labour Laws in respect of minimum wages and various other provisions for all its employees deputed to work for SOUADTGA Kevadia. The contractor should pay the exact amount faithfully to the outsourced personnel without any additional deduction other than stipulated. Violation of this shall attract a warning at first instance and may lead to termination on recurring instances. This is without prejudice to any other right available to SOUADTGA.
20. SOUADTGA Kevadia shall have no liability whatsoever towards any other personnel or equipment of the Agency. All statutory requirements for the workmen are to be borne by the Agency and shall be the sole responsibility of the Agency.
21. The Agency shall not sub-contract the services for personal gain under this tender
22. SOUADTGA Kevadia reserves the rights to award the contract/work in full or in parts to any Agency and also terminate the contract/work at any stage if the performance of the Agency is found to be Not Satisfactory.
23. SOUADTGA Kevadia is not bound to accept the lowest quotation and/or assign any reasons for rejecting any or all the bids. The lowest quoted bids may not fetch award of contract if the Committee is not convinced with the details and proofs submitted by the vendors.
24. EMD amount may be converted into Security deposit, after successful completion of the contract. The Security Deposit shall be valid up to 30 days after completion of the contract.

25. The Successful Agency will be required to deposit Performance Security in form of Bank Guarantee from Scheduled Bank equivalent to 10% of the Total yearly contract value on the award of contract.
26. In case of any loss, theft, sabotage etc. caused by or attributable to any of the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides deployed by the Agency, SOUADTGA Kevadia shall have the right to claim the damages from the Agency.
27. SOUADTGA shall have the right to adjust, readjust or deduct any of the amounts as aforesaid from the payment to be made to the Contractor under this Contract or out of the Performance security deposit of the Contractor.
28. In case of any deficiency in services by Tourist Guide so deployed on contract basis, provide lesser number of manpower then the minimum required or in the case of disobedience by the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides so deployed on duty, the CEO, SOUADTGA, Kevadia or any other officer authorized by him shall be at liberty to impose penalty as may be deemed fit up to 30% of the contract value after giving him an opportunity of being heard in person. The decision of the CEO, SOUADTGA, Kevadia shall be final and binding on the contractor.
29. Validity period of Bids will be applicable for 90 days from opening of financial bid.

H. Submission of bills

- The Agency will make payment to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides on a monthly basis by the 3rd of each month in the individual bank accounts of the Tourist Guides and need to provide a proof of the same to SOUADTGA by 7th of the month.
- The Agency will submit the invoice/claim to the SOUADTGA, Kevadia on a monthly basis duly supported by proof of disbursement of payment to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides, in triplicate for payment.
- The payment to the Agency shall be released only after the attendance verification if done by Chief Administrator office, SOU.
- The payment to the Agency shall be released only after the claim of the Agency is found to be in order from all angles.
- The Tax-deducted at source and such other taxes /levies as are required by law to be deducted shall be deducted from the charges payable to the Agency.

I. Termination of the Contract: -

The contract may be terminated in any of the following Contingencies:

- a) On the expiry of the contract period, without any notice;
- OR
- b) On giving one month's notice at any time during the currency of services, in case the services rendered by the Contractor are not found satisfactory and inconformity with the general norms and the standard prescribed for the services;
- OR
- c) On assigning of the contract or any part thereof or any benefit or interest therein or there under by the Contractor to any third person for sub-letting the whole or apart

of the contract to any third person, without any notice.

OR

- d) On Contractor being declared insolvent by the competent Court of Law without any notice;
1. In the event or exigencies arising due to the death, infirmity of the Contractor or for any other reason or circumstances, liabilities there of the contract shall be borne by the following on such terms and conditions, as the CEO, SOUADTGA, Kevadia may further deem fit in public interest or revoke the contract, namely:
 - a) Legal heirs, in case of sole proprietor
 - b) Next partners, in the case of company of firm
 - c) Otherwise, the CEO, SOUADTGA Kevadia shall reserve the right to settle the matter accordingly to the circumstances of the case, as he/she may think proper.
 2. No party shall be allowed to be represented by the lawyer during any investigation enquiry, dispute or appeal.
 3. The Courts at Rajpipla only shall have the jurisdiction for the purpose of this agreement.
 4. In the event of any dispute or difference arising out of or in any way touching or concerning this agreement whatsoever (except as to matter the decision of which is specifically provided under this contract) the same shall be referred to the sole arbitration of the CEO, SOUADTGA Kevadia or his nominee on mutual agreement between both the parties.
 5. The award of such Arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his/her office or resigning or refusing to work or neglecting his/her work or being unable to act for any reason whatsoever the CEO, SOUADTGA, Kevadia shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the above said terms of the agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his/her predecessor. The Arbitration and Conciliation Act, 1996, which came into force on 25/01/1996, shall deem to apply to arbitration proceedings. The venue of the arbitration shall be Kevadia.
 6. The Contractor shall provide the copies of the relevant records during the period of contract or otherwise even after the contract is over whenever required by SOUADTGA Kevadia.
 7. The contractor will be responsible for providing necessary documents and will bear the expenditure incurred on the same e.g., purchase of non-judicial stamp paper etc. for furtherance of agreement with SOUADTGA Kevadia.
 8. Amendment of Bidding Documents (Corrigendum) – At any time prior to the deadline for submission of bids, SOUADTGA may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
 9. The corrigendum will be published on website www.statueofunity.in

Annexure-I

General Terms and Conditions

1. That, the contract of Engagement of Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides at Statue of Unity shall be for a period of 12 months commencing from the award of contract subject to satisfactory performance and compliance of all terms and conditions of agreement which will be signed by both the parties within 3 days of issue of letter of award. The cost of stamp paper etc. will be borne by the Agency. Subsequent extension on satisfactory performance will be at the sole discretion of SOUADTGA Kevadia.
2. The contractor alone shall exercise the control over the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides deputed and beyond the terms and conditions stipulated herein; the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides shall be governed by the rules and regulations of the contractor.
3. That, the contractor will submit a copy of Appointment Letter along with Resume of all the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides to the SOUADTGA and also of new recruitments done during the period of duration of his contract with the SOUADTGA.
4. The Contract or shall abide by and follow all the Local and Central Laws strictly
5. That, all the payments to be made for the services provided by the contractor shall be made directly to the contractor who will raise the bills accordingly on monthly basis. No payments shall be made directly to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides so deputed by the contractor.
6. The Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides shall observe such timings as are prescribed by SOUADTGA Kevadia /Administrator Statue of Unity from time to time. In the absence of any specific times having been provided for by SOUADTGA Kevadia/ Administrator Statue of Unity normal shift timings shall be followed. In case on certain occasion the duty hours need to be extended over time, no overtime shall be payable.
7. That, the contractor shall be liable for meeting all the statutory requirements as provided by the Acts governing labour laws i.e. Payment of Wages Act 1936, Contract labour (Regulation & Abolition) Act 1970, Minimum wages Act, Employees Provident funds (EPF) Act 1952, Employee State Insurance Act including EDLI, Payments of Bonus Act 1965, Payment of Gratuity Act 1972, private Security Agencies (Regulations) Act 2005, National, Casual, Annual Festival, Maternity/paternity, Leave Acts as applicable and as amended from time to time or any other rule framed there under from time to time by the Central or State Government and or any authority constituted by or under any Law, for the category of persons deployed by contractor. The rates so allowed to and paid to contractor shall include all such statutory liabilities and no excess amount shall be paid by SOUADTGA Kevadia.
8. That it will be the full responsibility of the contract or to deposit the statutory liabilities as applicable as per rule to the concerned department of the Central/ State Government or the controlling agency, duly furnishing copy to SOUADTGA Kevadia.
9. That, SOUADTGA Kevadia shall not be liable for any default on the part of the contractor on his failure to fulfill the statutory requirements and the liability shall be the contractor's alone
10. That no accommodation, any other allowance over and above the salary amount given to the Tourist Guide so deployed shall be provided for by SOUADTGA Kevadia under this agreement.
11. That the contractor shall be responsible for any loss or damage caused or suffered by SOUADTGA Kevadia on any account of negligence of the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides deployed by the contractor. This shall include any physical, financial and vicarious losses. Loss or

damage caused to any property of Statue of Unity by any act or omission on the part of contractor's employees shall be borne by the contractor. In the eventually or such occurrence of loss or damage, the enquiry shall be made by the officers of the Contract or in consultation with the officer of SOUADTGA Kevadia. The decision of the CEO SOUADTGA Kevadia shall be treated as final in this regard after the said enquiry.

12. In case of new recruitment, That the resume of each personnel so provided shall be supplied to SOUADTGA Kevadia along with a copy of police verification upon the identity and the testimonials of qualifications etc. Before changing any personnel so provided prior information shall be given to SOUADTGA Kevadia
13. That in case of any disciplinary inquiry to be conducted against any delinquent Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides provided for by the Contractor to SOUADTGA Kevadia, the same shall be held by the Officer of the Contractor, in consultation with the Managing Director of the SOUADTGA Kevadia.
14. That in case of any dispute arising out of this agreement between the contractor and SOUADTGA Kevadia, the same shall be referred to the sole arbitration of the concerned officer as appointed by the CEO, SOUADTGA Kevadia, who may him/her self-take cognizance of the matter or depute/nominate any officer of the said organization or any other person whose decision shall be final and binding between the parties. Such arbitrator shall give a seasoned award. An officer of SOUADTGA Kevadia, in case he/she is nominated, as the sole arbitrator shall cease to be so in case, he resigns, retires, suspended or his/her services are terminated or otherwise cease to be an officer SOUADTGA. A new arbitrator shall be nominated by the CEO SOUADTGA Kevadia in such as eventuality. Supply of services, Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides (shall however continue to be supplied by the contractor under the terms of this agreement. The submission of any dispute to the arbitrator shall not prejudice the rights of the contractor in any manner whatsoever
15. That the courts covering the area of SOUADTGA Kevadia only shall have jurisdiction to entertain, try and to decide any dispute arising out of this contract/ agreement
16. The persons provided by the contractor for the services mentioned above shall be the employees of the contract or for all intents and purposes and that the persons so deployed shall remain under the control and administration of the contractor and in no case, a relationship of employer and employee between the said employee and the SOUADTGA Kevadia shall accrue/arise implicitly or explicitly
17. In case of bidder does not perform the work at all, or bidder shuts down the services before the duration of as agreed upon, the amount of security deposit and performance guarantee shall be forfeited and the agency shall be blacklisted. It may also result into heavy penalty as decided by SOUADTGA.
18. It is further agreed that the personnel so employed by the contractor and deputed at Statue of Unity shall have no right to employment against any post of the SOUADTGA Kevadia. It is further agreed that their services are being taken on a purely contractual basis and SOUADTGA Kevadia reserves the rights to do away with the agreement as and when so required without assigning any reason.
19. The Contractor will abide by all the terms and conditions stated herein and directions given to him from time to time as per the need of the hour.
20. The agency will also be responsible for any additional equipment's or services or amenities provided to the Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides by SOUADTGA, it will be sole responsibility of the agency for maintenance of the same.

Annexure-II

TECHNICAL BID

1. Name of the Institute/Agency
2. Address with
Telephone/
Fax No. Email
3. Contact person's name
4. Essential details:
 - i. Registration of company
 - ii. GST Certificate:
 - iii. PAN/TIN No
 - iv. Experience certificate for the last three years to the effect that there is no litigation pending against the Agency
5. Turnover details for the last three years (supporting document Income Tax return to be enclosed)
6. Financial Statements for last three years. (Balance Sheets/P & L Statements)
7. Details of staff employed by the Agency for its business operations (category wise)
8. Whether the firm has any legal suit/criminal case pending against it. The Agency must enclose a certificate indicating that there is no criminal/legal suit pending or contemplated against them.
9. Application should provide information on any history of litigation or arbitration resulting from contracts in last five year or currently under execution.

We here by certify that the information furnished above is correct & true to the best of our knowledge and beliefs.

Signature of authorized signatory
along with seal

Dated:

- Note:
- (i) Relevant attested documents to be submitted in support of above points.
 - (ii) Absence of any such document(s) may render the tender as invalid.

Annexure–III
FINANCIAL BID
Supply of Manpower

| S. No | Particulars | No of Position | Amount (Per Month Per Person) | Service Charge (In Rs. Per Month) |
|----------------------------------|--|----------------|-------------------------------|-----------------------------------|
| 1 | Deputy General Manager (Events) | 1 | 50,000/- | |
| 2 | Deputy General Manager (PR) | 1 | 50,000/- | |
| 3 | Deputy Manager (Tourist Guides & Events) | 3 | 45,000/- | |
| 4 | Assistant Manager (PR) | 2 | 40,000/- | |
| 5 | Assistant Manager (Events) | 3 | 40,000/- | |
| 6 | Assistant Manager (Marketing) | 2 | 40,000/- | |
| 7 | Assistant Manager (Transport) | 1 | 40,000/- | |
| 8 | Protocol Officer | 6 | 40,000/- | |
| 9 | Monitoring and Supervisors cost (Per Supervisor) | 3 | 25,000/- | |
| 10 | English Tourist Guide | 47 | 25,000/- | |
| 11 | Gujarati & Hindi Tourist Guide | 100 | 15,500/- | |
| Total A (Monthly payable amount) | | | | |

*All applicable taxes will be extra payable by SOUADTGA

Note:

- 1) Currently, approx. 112 trained tourist guides are deployed at Statue of Unity.
- 2) The agency will have to appoint 2 supervisors at the Statue of Unity.
- 3) The bidder should quote only Service Charge for recruitment, supervision, monitoring and reimbursement of salary to all the appointed Deputy General Manager, Deputy Manager, Assistant Manager, Protocol Officer, Guide Supervisor & Tourist Guides in financial bid
- 4) Payment to the Service Provider will be made as per actual deployment based on requirement/ working days of the Statue of Unity.
- 5) The deployment is to be done at various locations of Statue of Unity.
- 6) Rate of Service Charges quoted should be realistic keeping all the aspects in view.
- 7) The bidder agrees to undertake all the activities as mentioned in the scope of work and terms and condition of the tender in the amount of service charge quoted