

# Scope document for supply of manpower services to IT –Cell HMDA

The HMDA has made rapid strides in e-governance initiatives and proposes to augment its IT manpower resource correspondingly

It is therefore decided to empanel manpower services supply agencies who would initially screen the candidates and send to HMDA for further process. The methodology of empanelment of the agencies and the process of selection of manpower through the agencies is outlined below in this scope document

## **Section- A**

### **Procedure for selecting a panel of competent manpower supply agencies**

1. Selection of Agency will be based on the Following criteria
  - a) Activities of the agency shall be highly relevant to the above mentioned categories and establish with minimum of 5 yrs of service in Information Technology(IT)
  - b) Agency shall have the experience of providing similar service i.e. appointment of manpower to any state or central organization s/offices at least for 1year period.
  - c) The government or any other organization has not blacklisted the agency or not declared agency Bankrupt.
  - d) The agency shall have PAN and service tax registrations
2. Selected agencies are asked to submit their percentage of commission including TDS on the net amount of the salaries of the hired manpower services
3. Taxes , E.S.I ,PF, service tax will be exclusive commission to be quoted (TDS is inclusive)

### **Guide lines for outsourcing services**

The service provider organization should qualify in the parameters mentioned below

- Should be a registered agency paying professional tax and service tax and has the valid registration.
- Should be successful in the tender process conducted for the technical bid and also the financial bid.
- Should undertake to pay the emoluments as fixed by the HMDA excluding the PF and E.S.I as and where applicable to the service.
- Should adhere to all the stipulations contained under Labour (regulation and adoption ) Act 1970

## Mode of Service delivery

1. HMDA requires the resource (Engineers/Programmers/others as per the skill requirement) to be posted by the service delivery organization. HMDA reserves the right to interview such resources posted by the service delivery organization and assess the suitability or otherwise before or after deployment.
2. If the resource posted is not suitable the service delivery organization will within two days replace services with suitable resource.
3. HMDA reserves the right to select a suitable resource from the service delivery organization based on basket of resumes maintained by the service delivery organization.
4. On confirmation of resource skill and numbers the selected service provider organization would deploy the resources.
5. HMDA shall address all the day to day operational issues with the selected resources and they shall be directly reporting to HMDA on a daily basis. It is considered that the resource work as an extended arm of HMDA.
6. The selected service provider organization shall ensure continuous service availability for the resources. Every resource shall be allowed to take 21 leaves in 12 months period; the selected service provider organization shall provide replacement for the leaves taken through a suitable substitute.
7. The selected service provider organization is responsible for meeting initial skill sets as articulated by job description. The selected service provider organization is not responsible for HMDA specific training inputs required by resource to perform job role but if on training and familiarization the resource is not able to deliver, HMDA reserves the right to require the replacement.
8. The service provider would do regular review wrt conduct of resource and skill gaps, if any observed. IN case HMDA seeks a resource replacement, the service provider would take 2 weeks to deploy a new resource subject to immediate suitable substitute on temporary basis.
9. The service provider organization will not use any software, equipment document or tools of their own for delivering the service as part of this contract with HMDA.
10. In case of attrition or request of replacement of resource, the selected service provider would take care of necessary knowledge transfer between the resources.
11. Working hours on weekly basis be normally of 48 hours per week. In case of emergency the hours could be extended.
12. 9 am to 6 pm (Monday to Saturday – 6 days a week). But the resources have an obligation to be call and perform necessary services in times of emergency irrespective of the service window period. This clause will not be used to extract services from the out sourced resources irrespective of holidays etc. No outsourced resource will be called on emergency work without the supervision of a responsible HMDA officer

## Section –B

### Role of the Agency

1. The agency selected for particular category will provide the candidates with desired qualification and experience in 1:3 ratio to undergo the selection process on the dates informed to them by HMDA.
2. The selected candidates will be on probation for one month (starting from the date of appointment) and the extension is subject to their performance and meeting the requisite standards of HMDA.
3. After the one month trial is cleared, the hired manpower has to work minimum for a period of one year at HMDA however excluded for special cases with valid reasons.
4. The Agency has to replace candidates/vacancies by providing candidates on 1:3 ratio, in case if any candidate fails to meet the requisite standards or any candidates leaves with prior notice. The notice period shall not be less than one week. The replacements shall not affect the continuity of services.
5. The Agencies shall provide appointment orders and Identity Cards to the finalized candidates in the formats prescribed by HMDA.
6. The Agencies have to maintain clear record of details of payment pertaining to salaries (P.F, ESI and other taxes) of the hired manpower services.

## Section C

1. The following are the pre-requisites for appointment of manpower in the said categories. The categories are illustrative and not exhaustive.

Sl.No	Category	Name of the Service	Qualification	Experience
1	Category –I	Project Leader	Engineering /PG	5 years
2	Category – II	Programming Services – Sr. Programming Services – Jr	Engineering / PG Engg. / Degree	2 years 1 year
3	Category – III	GIS Professionals Sr. GIS Professionals Jr.	Engineering / PG Engg. / Degree/Diploma	3 years 1 year

2. Short listed Agencies for respective categories have to provide manpower with above qualifications and experiences in 1:3 ratio and there would be a committee appointed by HMDA who would conduct screening which involves a skill test with live examples followed by examples.
3. Selected candidates will be informed to the agencies and similar process will be adopted for additional requirements or while filling up of vacant positions.

The agencies are required to submit details to enable HDMA to process as pre requisites in (a to d) of section A above. The agencies are also required to mention the percentage of commission including TDS and surcharges as applicable in the following format.

All such fees and other charges required to be paid by HMDA under this proposal shall be exclusive of all applicable taxes except for tax assessed on the selected service provider organization's

Income, proof of the tax liability like the service tax registration number should be quoted to add the applicable service tax. Liabilities like E.S.I, E.P.F, and Leaves etc are the responsibility of the selected service provider organization and declaration should be given to effect that all required statutory provisions related to resource personnel are complied with by the service provider and such declaration is read into the service agreement.

The resource fees /service charge will naturally factor the statutory compliance and in the event that any statutory body discovers non compliance, the service contract shall be terminated and the component of the resource fee/service charge which would have gone in for maintaining compliance would be recovered with bank interest thereon. HMDA reserves the right to inspect the books of service provider organization if found necessary.

\*payment terms: The Fees payable towards services shall be paid monthly in the week following the month of service but not later than 7<sup>th</sup> day of the month.

Name of the agency	Address of the Agency
Pan Card number:	Phone numbers
Service tax registration number	Percentage of commission quoted
	Signature and name of the authorized signatory

The service provider will be responsible for any misconduct or embezzlement of intellectual property of HMDA and will be legally liable to be sued which would not foreclose any legal action contemplated on the concerned resources.

For HMDA