



**Competition Commission of India**

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F. No. A-12024/5/2010-CCI

Dated the 21<sup>st</sup> September, 2010

**REQUEST FOR PROPOSALS ( RFP )**

**Provision of Support Services in the Recruitment Process  
for Staff for the Competition Commission Of India**

The Competition Commission of India (CCI) invites suitable proposals – both Technical and commercial from the well established and reputed firms / agencies /Consultants to provide support services to facilitate the recruitment process of the staff for the Commission, as per the scope of work and other terms and conditions given in succeeding paragraphs.

**2. Background**

The CCI is in the process of recruiting professionals and support staff for its office in Delhi and for this purpose, intends to invite applications from eligible candidates in the near future on all India basis. Accordingly, it is expected that a large no. of applications (tentatively estimated – 4000 to 5000), in the prescribed format are likely to be received in our office at Delhi. It is proposed to outsource the processing of these applications as described below:-

- a) Section I - Nature, Scope and details of requisite support services and responsibility of the agency and facilities to be provided by **CCI**
- b) Section II - Requirements of Technical proposal
- c) Section III - Requirements of Commercial proposal
- d) Section IV - Terms and Conditions
- e) Section V - Submission ,Opening and Evaluation of Proposals

**Section - I**  
**Nature, Scope and details of requisite support services and responsibility of the agency and facilities provided by CCI**

3. Applications will be invited for different levels and categories of posts and need to be processed category/ level wise. Since the work involves handling of confidential information, the processing is to be done under supervision of CCI and at its premises. The activities involved are :-

**a) Receipt and Recording of applications:-**

- 1) The applications in response to the advertisement of the CCI will be received by the persons deployed and designated by the agency.
- 2) The agency will maintain the record of the applications, including enclosures received on each day. This record will be post / level / discipline-wise.
- 3) The applications and other enclosed documents will be accounted for and kept in safe custody by the agency in the space provided by the CCI for this purpose.
- 4) These applications will be arranged and kept by following proper classification for easy reference and retrieval

**b) Data Entry and Preparation of data base and authentication of data:-**

- 1) Data from each of the application is to be captured in appropriate software in an agreed format for efficient processing.
- 2) The agency will be required to prepare database of the candidates (synopsis containing name, father's name, date of birth, address, telephone number, qualification, publications, age, experience etc The format will be agreed to and data once entered need to be checked and authenticated by agency's supervisor.

**c) Data processing**

- 1) The agency will be required to segregate the applications after comparing these with the requisite qualifications and experience and each application will be numbered.
- 2) The agency will be required to provide lists of **eligible and ineligible (with reason)** candidates after proper comparison and verification of the information provided by the candidates in their applications.
- 3) The agency will be required to generate call letters with Admit Card with photographs to eligible candidates.
- 4) The agency will be required to prepare Nominal Rolls imprinted with photos of all eligible candidates.
- 5) The agency will be required to generate Interview call letters to eligible/qualified candidates.

**3.1 Optional Scope** In addition to the scope of work, CCI may require assistance of suitable supervisory staff during conduct of written examination and or interview which will vary depending on the number of eligible candidates. Therefore man-day rate for such assistance may be quoted.

4. **Responsibilities of the Agency**

a) Preparatory Work:-

- 1) Design appropriate data base format, data entry format and output format in consultation with CCI.
- 2) Submit the proposed methodology and plan of action for undertaking the work, inter alia , describing :-
  - Nos. and names of personnel to be deployed with duties assigned for each
  - Time frame for each activity
  - Measures to enforce confidentiality of info and prevention of leakage.
  - Name, address and telephone no. of contact person or team leader.

b) Support services for processing of applications

- 1) Provide trained manpower as for, pre approved plan.
- 2) Ensure that sufficient number of the skilled staff is deployed to take up the work.
- 3) Ensure that their working group maintains proper discipline and decorum while working in the CCI premises.
- 4) Ensure that applications are processed correctly and in strict confidence.
- 5) Ensure timely completion of tasks and submission of requisite outputs.

c) Deliverables: The followings lists in the agreed format and duly categorized in group-wise, level-wise and post-wise etc.:-

- 1.) List of applicants (indicating enclosures also)
- 2.) List of eligible candidates
- 3.) List of in-eligible candidates( with reason indicated)
- 4.) List of Demand Drafts
- 5.) Call letters to eligible candidates
- 6.) Admit Card with photographs of eligible candidates.
- 7.) Nominal Rolls imprinted with photos of all eligible candidates.
- 8.) Interview call letters to eligible/qualified candidates.
- 9.) All original applications and DDs and other enclosures to be handed over to CCI.
- 10.) Any other document (s) received by the agency during the course of execution of the work.

5. **Responsibilities of the CCI**

CCI would provide the following facilities:-

- a) Infrastructure. Working space, computers and stationery

- b) Nominate a nodal officer who will be the single point contact for the agency in execution of the work.
- c) Make payments as per the contractual provisions

6. **Clarifications** In case any clarification is required; the undersigned may be contacted on phone or e-mail. Or in case you want to visit/hold meeting, the same can also be arranged on request at mutual convenience.

## **Section II** **Requirements of Technical proposal**

### **7. Eligibility conditions for the bidders:**

The firms fulfilling the following criteria are eligible to submit their proposals:-

- a) The agency should have sufficient experience in providing such services to Government / Private / MNCs organizations. (Documentary proof to be furnished)
- b) Registration with concerned authorities .( Documentary proof to be furnished)
- c) Having valid PAN card ( copy to be attached)  
The annual turnover of the agency for providing such services shall not be less than Rs. 5 crore per annum from providing such services in each of previous two financial years.
- d) The agency should have its Head / Regional / Branch Office preferably in Delhi or NCR.
- e) The agency has not been blacklisted by any Government Department.

**8. Submission of Technical proposals**:- Technical Proposals may be submitted as per format at Annexure I, by the bidders after satisfying themselves that they fulfill the eligibility conditions given above.

**9. Earnest money (EMD):Rs.10,000/- (Rupees Ten thousand only)** in the form of crossed DD/Pay Order drawn in favour of **Competition Commission of India (Account : Competition Fund)** payable at New Delhi and drawn on any Nationalized Bank/ Scheduled Bank must be submitted along with the quotations). **Offer without EMD will not be considered.**

**10. Refund of EMD:** EMD of the unsuccessful bidders / contractors will be returned back as soon as a decision is taken by the CCI regarding placement of order. **The EMD** would be returnable on non-interest bearing basis.

## **Section III**

### **Requirements of Commercial proposal**

11. The Financial proposal must be submitted in the prescribed format at Annexure II on firm's letter head duly signed and stamped.

12. The cost may be arrived at by taking the number of applications to be processed is 5000 (to facilitate fair comparative evaluation of bids).

13. While filling up the proforma, full details of each activity under the four stages and the numbers and categories- (like programmer, data entry operator, etc.) as well as levels- (working hand, supervisor etc.) need to be given separately , indicating man-day rate for each category.

14. While indicating quote for Optional assistance, only man-day rate per person category -wise need only be indicated

15. Cost of overheads, including profit, service charge may be indicated. Taxes and duties payable may also be indicated separately.

16. There should be no over writing while quoting the rates. The rates must be preferably typed. Rates should be quoted in words and figures

17. The financial bid should be valid for a period of 90 days.

## **Section IV**

### **Terms and Conditions**

18. The detailed terms and conditions which should be agreed to by the intending bidder are as given below:-

- 1.) The successful agency will take up the work within three days from the date of award of the work/ intimation from the CCI.
- 2.) The agency will be required to deploy its working group in the CCI to take up this work.
- 3.) The regular monitoring of the applications received by the agency will be done. The detailed report about the number of applications discipline-wise etc. will be made available to the Nodal officer of CCI in the prescribed format.
- 4.) Failure on the part of agency in any manner will attract the provisions of the penalty.
- 5.) Safety and security of the documents i.e. applications and other relevant documents received with the applications will be the responsibility of the agency. The agency will also ensure that no damage is done to these documents.
- 6.) **Place of work:** The agency will be required to keep its working group in the space provided by CCI for the assigned work.
- 7.) Normal working hours in CCI are 9.30 a.m. to 6.00 p.m. However, the agency will be allowed to work more hours depending upon the time schedule.
- 8.) **Security consideration:** The agency will ensure that the persons deployed by it for the said work do not have any adverse police record /

- criminal case against them. The agency will be required to give certificate to CCI for the same.
- 9.) The agency shall deploy its working group for the work in the CCI, supervision, performance and monitoring of outcome will be the responsibility of the agency.
  - 10.) The agency will be responsible for the safety and security of the applications and documents received with each application. Any unauthorized use of this documents / database will attract the provisions of penalty clause.
  - 11.) The agency will not disclose to any person, any details of his office, operational process and technical knowhow, safety arrangements and other confidential inputs linked with this process
  - 12.) The manpower deployed by the agency to take up this support work must be well qualified and having expertise in MS Office and database management Software. They should be in a position to understand the contents of the applications and feed them in the computers in the prescribed format and take out the reports as per the requirements in different modes with different type of details by using the IT techniques
  - 13.) The agency will ensure that total confidentiality is maintained about the work assigned. They will not pass any information to the outsider. The persons deployed by the agency will not be allowed to keep their mobiles with them or bring in or take out removable storage devices or media, while working in the space provided in the CCI premises.
  - 14.) In case it is found that the agency or its persons have passed on the information linked with this work, the CCI reserves right to cancel the work order and forfeit the security deposit, without prejudice to our right to resort other remedial measures/ action.
  - 15.) The personal proposed to be deployed would be subjected to on-the-job test by CCI and only those found suitable would be allowed for deployment.
  - 16.) **Security Deposit:** The successful Bidder will furnish a bank guarantee valid for the duration of contract from national scheduled bank for an amount equivalent to 10% of the total contract value or Rs.10000/- whichever is less within 3 days of award of contract/work order. No interest will be paid on the Security Deposit.
  - 17.) The successful agency will designate its senior level Manager to act as a Nodal person to interact with the CCI.
  - 18.) **Termination of Contract:** In case of any material violation of any of the terms and conditions by the agency, the CCI reserves its rights to unilaterally terminate the work order, in addition to levying damages.
  - 19.) **Forfeiture of Security deposit:** Non-performance delayed performance of the work order, will result in forfeiture of security deposit.
  - 20.) **Payment terms:** Payments under the contract become due after completion of the work. On satisfactory completion of work, duly certified by the nodal officer of CCI, payment will be made within 30 days from the date of submission of bill in triplicate.

- 21.) **Income-tax:** The income-tax and other statutory deductions as applicable will be deducted from the bill. The tax deduction certificate will be issued to the agency by CCI.
- 22.) **Penalty Clause:** Any activity is delayed by the agency a token penalty of Rs. 5,000 will be imposed for each day without prejudice to our right to resort other remedial measures/ action.
- 23.) **Time Frame for Completion of Work** The schedule for completion of various activities is as under :

a)	Preparatory work {para 4 (a) above}	within 7 days of order
b)	Recording of applications	within 1 day of receipt
c)	Submission of deliverable lists	Within 7 days of closing date for receipt of applications{Para4 (c) above}
d)	Optional assistance (para 3.1 above)	As and when exam / interview are held.

## **Section V**

### **Submission, Opening and Evaluation of Proposal**

19. **Submission of Proposals:** The proposals are to be submitted as per the prescribed format and The Financial and Technical proposals should be placed in separate sealed covers. Super-scribing the envelopes "Financial/ Technical Proposal "respectively. The two envelopes containing Financial and Technical proposals should be kept in one envelope super-scribed with tender reference number, closing date, closing time with bold letters and firm's seal with address.

20. **Last date for Submission** The sealed envelope should be sent by post / delivered by hand at the reception office of CCI,so as to reach the commission by **3.00 P.M on 20.10.2010** at the following address:

**Competition Commission of India  
'B' Wing, HUDCO Vishala  
14 Bhikaji Cama Place  
New Delhi - 110066**

21. **Opening and Evaluation of Technical Proposals** The Technical proposal of the agencies will be opened on **4.00 P.M on 20.10.2010** and will be evaluated with reference to the qualification criteria and their presentation on the action plan.

22. One authorized representative of each Bidder/ Bidders will be allowed to participate in the opening of the tenders.

23. Agency/agencies whose Technical proposals are short listed by the CCI may be called for to give a presentation on their action plan and modalities as to how they will handle the work for its speedy and effective completion.

24. The Financial proposals of only these agencies whose Technical proposal meet the requisite criteria will be opened, for which date and time will be intimated to all concerned separately.

25. This RFP is being issued without any financial commitments on either side and the CCI may decide to amend, modify or cancel the RFP at its discretion.

**Deputy Director (HR)**  
**Competition Commission of India**  
**Tele 26701650, 26701665, Fax. 26107428**



**TECHNICAL BID FORMAT**

**The Bidder is required to provide following information / documents with the Technical Bid:**

a.) **About the bidder**

1. The profile of the company/firm
2. Details of the Human Resources and Infrastructure available with the company/firm
3. Copy of Balance Sheets and Profit & loss Account for the last two years
4. Copy of registration Certificate (if any)
5. Copy of PAN number and,
6. Copy of Income-tax clearance certificate/returns
7. Turn over in providing such services in each of the **last two financial years**

b) **Experience**

8. List of major clients
9. Details of similar support services already/ being provided with details of client /departments/ period of contract- tabulated in chronological order

c) **Plan of action to execute the work**

10. Flowchart of the activities
11. Action Plan should give the no.s and levels of personnel deployed for each activity.
12. Details of the qualifications and experience of the persons ,proposed to be deployed for each stage.
13. A write-up (**point-wise**) about the arrangements for ensuring authenticity and confidentiality of data, speedy and timely completion of the task.

d) **Verification / Undertaking**

14. Certificate by the agency that :
  - a. It has not been blacklisted by any Government Department
  - b. all the information given by it are true.
  - c. The proposals are being submitted after careful reading and understanding the terms and conditions, scope of work pertaining to the above RFP and that it has quoted the rates in the Financial Bid format.

e) **Additional/optional Information**

15. Any other information / documents, the agencies wish to provide with this Technical Bids to strengthen its case

**Date:**

**(Signature of the tenderer / agency  
with stamp of the agency)**

**ANNEXURE – II**

**FINANCIAL PROPOSAL FORMAT**

**FORMAT FOR QUOTING THE RATES**

After going through the details scope of work, terms and conditions following rates are quoted for providing the support services for processing of applications as per detailed break up given below :-

**Cost details**

**A) Manpower Cost-**

<b>SL. NO. (a)</b>	<b>STAGE/ ACTIVITY * (b)</b>	<b>NUMBER AND LEVEL OF PERSONNEL DEPLOYED** (c)</b>	<b>MAN-DAY RATE (d)</b>	<b>TOTAL COST = (c) x (d)</b>
	Preparatory work			
	Receipt and recording of Applications			
	Processing of applications			
	Preparation of deliverables			
	TOTAL			
	Optional Assistance For conducting written test / interviews in Delhi ***			

\* Each activity under each of the 4 stages to be indicated.

\*\* No of personnel of each category( Like data entry operators, programmers etc.) and level (Supervisory etc.) to be indicated separately.

\*\*\* In case of Optional assistance during written Test/ Interviews, only man-day rate per person need to be indicated, category/ level wise.

**B. Over Heads, if any.** \_\_\_\_\_

**C. Taxes and duties – with details.** \_\_\_\_\_

**Grand Total (A+B+C)** \_\_\_\_\_

**Date:**

**(Signature of the tenderer)  
(with stamp)**

**Competition Commission of India**  
**HR Division**

**Sub:- Engagement of an Agency for Providing Support Services in Staff Recruitment**

**Background**

1. As a part of preparatory action to ensure smooth and timely conduct of recruitment process, a proposal to select and engage a reputed agency for providing support services was drawn up and sent to MCA for approval in July, 2008. After protracted correspondence MCA advised us that "a view on the issue of outsourcing support services in the recruitment process may be taken only after the Commission gets finally constituted".
2. The idea of engaging an agency, was conceived as it was felt that the meager staff available with CCI would not be able to handle large number (>5000) of applications expected to be received. As the whole selection process can neither be outsourced for reasons of security / accountability issues, nor would it be desirable, it was felt that a reputed agency can be engaged to provide support services required in routine voluminous handling of applications, related documents and data.
3. The scope of the work proposed to be outsourced includes mainly three areas as described below:-

**a) Receipt and Recording of applications:-**

- 5) The applications in response to the advertisement of the CCI will be received by the persons deployed and designated by the agency.
- 6) The agency will maintain the record of the applications, including enclosures received on each day. This record will be post / level / discipline-wise.
- 7) The applications and other enclosed documents will be accounted for and kept in safe custody by the agency in the space provided by the CCI for this purpose.
- 8) These applications will be arranged and kept by following proper classification for easy reference and retrieval.

**b) Data Entry and Preparation of data base and authentication of data:-**

- 3) Data from each of the application is to be captured in appropriate software in an agreed format for efficient processing.
- 4) The agency will be required to prepare database of the candidates (synopsis containing name, father's name, date of birth, address, telephone number, qualification, publications, age, experience etc. The format will be agreed to and data once entered need to be checked and authenticated by agency's supervisor.

**c) Data processing**

- 6) The agency will be required to segregate the applications after comparing these with the requisite qualifications and experience and each application will be numbered.
- 7) The agency will provide lists of **eligible and ineligible (with reason)** candidates after proper comparison and verification of the information provided by the candidates in their applications.

**d) Optional Scope** In addition to the scope of work, CCI may require assistance of suitable supervisory staff during conduct of written examination and or interview which will vary depending on the number of eligible candidates. Therefore man-day rate for such assistance has also been sought.

4. Accordingly a RFP was drawn up incorporating conditions to eliminate non serious agencies and to attract large and reputed firms who can be depended upon for maintaining confidentiality and integrity of the process. This was sought to be achieved by incorporating conditions in RFP regarding:-

- (i) Criteria for technical evaluation of tenders to ensure that only experienced and reputed firms are eligible.
- (ii) Delineating responsibility of the agency vis-à-vis facilities provided by CCI.
- (iii) Laying down time frame for completion of each activity.
- (iv) Security/confidentiality conditions.
- (v) Penalty clause imposing stiff penalty for any delay/lapse.

**Proposal**

5. It is proposed to resort to open tendering as per the draft RFP at annexure-1. It is expected that stipulation "only agencies with annual turn over of Rs.5 crores for the last two years are eligible to be considered", would reduce the number of bidders to manageable limits i.e 10 to 15. In fact we had received ten bids only for outsourcing stenographic / secretarial assistance for which eligibility for tendering was annual turn over of Rs. 5 crores. The proposal can be approved by the Commission and need not be referred to MCA.

**Recommendation**

6. Approval of the Commission may kindly be accorded for:-
  - (a) Draft RFP placed at Annexure-1
  - (b) Issue of the RFP (open tender) to be placed on our website.
  - (c) Draft advertisement at Annexure-2 in two Local Dailies.

