

<b>Organisation Details</b> Type: Central Government Ministry: Ministry of Finance Department: Department of Expenditure Organisation Name: Central Pension Accounting Office (CPAO) Office Zone: Trikoot-ii, Bhikaji Cama Place New Delhi		<b>Buyer Details</b> Designation: SrAccounts Officer Contact No.: 011-26177071- Email ID: ypgera.67@gov.in GSTIN: - Address: CENTRAL PENSION ACCOUNTING OFFICE TRIKOOT-2 BHIKAJI CAMA PLACE, NEW DELHI, DELHI-110066, India	
<b>Financial Approval Detail</b> IFD Concurrence: Yes Designation of Administrative Approval: JS & FA Designation of Financial Approval: JS & FA		<b>Paying Authority Details</b> Payment Mode: PFMS Designation: ASSISTANT ACCOUNTS OFFICER Email ID: raghdoor.singh@gov.in GSTIN: - Address: CENTRAL PENSION ACCOUNTING OFFICE TRIKOOT-2 BHIKAJI CAMA PLACE, SOUTH WEST DELHI, DELHI-110066, India	
<b>Consignee Details</b>			
S.No	Consignee Name & Address		Service Description
1	Contact: 011-26177071- Email ID: ypgera.67@gov.in Address: CENTRAL PENSION ACCOUNTING OFFICE TRIKOOT-2 BHIKAJI CAMA PLACE, NEW DELHI, DELHI-110066, India		Human Resource Outsourcing Service
<b>Service Provider Details</b> GeM Seller ID: 125D200001515818 Company Name: VTI SECURITY SERVICES PRIVATE LIMITED Contact No.: 09328203997 Email ID: info@vtisecurityservices.com Address: 7969 LOKRA TOWER, DELHI ROAD, DHARUHERA CHUNGI, REWARI, Rewari, HARYANA-123401, - MSME verified: Yes MSE Social Category: OBC MSE Gender: Male GSTIN: 06AAHCV5750E1ZB , 06AAHCV5750E1ZB , 06AAHCV5750E1ZB , 06AAHCV5750E1ZB , 06AAHCV5750E1ZB			
*GST / Tax invoice to be raised in the name of - Buyer			
<b>Service Details</b>			
Contract Start Date : 18-Jan-2021		Contract End Date : 17-Jan-2022	
Service	Quantity (Number of Resources)	Unit Price Other Charges Including Allowances over and above Minimum Wage (% Per Month)	<b>Total Amount (Formula)</b> $(((\text{Minimum Wage Per Day (Including ESI, PF, ELDI, PF Admin Charge, other components)} \text{ in INR} \\ \text{Exclusive of GST} * \text{Number of Service Days in a Month}) + ((\text{Minimum Wage Per Day (Including} \\ \text{ESI, PF, ELDI, PF Admin Charge, other components)} \text{ in INR Exclusive of GST} * \text{Number of Service Days in a} \\ \text{Month}) * (0.18)) + (\text{Minimum Wage Per Day (Including ESI, PF, ELDI, PF Admin Charge, other components)} \text{ in} \\ \text{INR Exclusive of GST} * \text{Number of Service Days in a Month} * \text{Other Charges Including Allowances over} \\ \text{and above Minimum Wage (\% Per Month) / 100})) * (\text{Contract Period} / 30) * \text{Number of Resources}$
Human Resource Outsourcing Service			

Billing Cycle : 30 day  
Category Name :  
Human Resource  
Outsourcing Service  
Qualifications : Higher  
Secondary  
Experience (in Years)  
: 3-7  
Number Of Working  
Days in Week : 6

60

0.010

17,430,171

24005/2021/Admin

Category of Service :

Buyer Parameter &amp;

Add-ons :

Minimum Wage Per

Day (Including

ESI,PF,ELDI, PF

Admin Charge,other

components) in INR

Exclusive of GST :

789

Number of Service

Days in a Month : 26

Total Amount Including All Duties and Taxes in INR

17,430,171

**SLA Details - Human Resource Outsourcing Service****HUMAN RESOURCE OUTSOURCING SERVICE****SPECIAL TERMS AND CONDITIONS FOR HUMAN RESOURCE OUTSOURCING SERVICES**

## 1. Preamble

All Human Resource Outsourcing Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

- (i) General terms and conditions for Goods and Services;
- (ii) Service STC contained in this document;
- (iii) Product Specific STC, if applicable, as defined in Service Catalog of the product which includes SLA for the Service for that particular product;
- (iv) BID / Reverse Auction specific ATC.

For the purpose of interpretation, the above terms and conditions are to be considered in reverse order of precedence i.e. ATC shall supersede Product Specific STC which shall supersede Service STC which shall supersede GTC, to the extent of any conflicting provisions.

The above set of conditions along with the scope of supply including price as enumerated in the Contract document shall be construed to be part of the contract.

This document represents a Special Terms and Conditions ("STC") governing the contract between the Buyer and Service Provider. The purpose of this document is to outline the scope of work, Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholders.

## 1. Stakeholders

The main stakeholders associated with this SLA are:

Service Provider(s)/Service Provider

Buyer

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the STC.

## 1. Service Scope

## 3.1 Introduction

Human Resources (HR) as a service on the Government e-Marketplace (GeM) website would help provide the Buyers with support services to assist in their day-to-day operations by empaneling Service Providers with manpower adept in the field of administration. The service is geared to feature a full array of qualified professionals with different areas of expertise.

Twenty-Six areas of professional services have been considered as a part of HR services. These are manpower with expertise in the fields of administration, audit, court reporting, messenger services, receptionists, service order dispatching, personnel assistance, etc. as listed below. However, the list of available expertise can be modified as per the requirements of the Buyer.

The key features of the proposed service shall be as follows:

Availability of manpower on monthly, quarterly and yearly basis or as per order. The manpower shall be available in different geographic regions.

The manpower shall be segregated in different levels based on their experience.

### 3.2. Service Provider's Obligations

A Service Provider would be required to provide sufficient number and qualified manpower, capable of supporting the functioning of the project/department in a manner desired by the Buyer. The services shall be rendered on a monthly, quarterly and yearly basis, as per the requirements of the Buyer.

The Service Provider shall provide Manpower Services at Buyer's premises as per Schedule of Work / Requirements which may be amended from time to time by the Buyer during the Contractual period and it shall always form part and parcel of the Contract. The Service Provider shall abide by such assignments as provided by the Buyer from time to time.

The Service Provider shall provide manpower services through its uniformed and trained personnel for the performance of its services hereunder and these personnel deployed shall be deployed personnel of the Service Provider only and the Buyer shall not in any manner be liable and all statutory liabilities (such as ESI; PF etc.) shall be paid for by the Service Provider.

The Service Provider shall submit to Buyer the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities every month. The Service Provider shall submit to the Buyer the list of EPF Account numbers of the outsourced manpower, copy of annual EPF slip, copy of ESIC card. The details of submission of EPF and ESIC contribution to the concerned authorities by the Service Provider shall be submitted on every month to the Buyer.

The Service Provider shall produce to the Buyer the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.

The Service Provider shall cover its personnel for personal accident and death whilst performing the duty and the Buyer shall own no liability and obligation in this regard.

The Service Provider shall exercise adequate supervision to reasonably ensure proper performance of Manpower Services in accordance with Schedule of Requirements.

The Service Provider shall issue identity cards / identification documents to all its deployed personnel who shall be instructed by the Service Provider to display the same.

Independent Contractors: The relationship between Buyer and service provider created by this STC is on principal to principal basis and neither party shall have the power or authority to bind or obligate the other Party except as expressly set forth in this Agreement. Therefore, Service Provider nor the personnel of the Service Provider shall become the of the Buyer under this Agreement. The Buyer shall also not be liable to the service provider nor its personnel, beyond the scope and the fees as mentioned in the STC. For the sake of clarity it is stated that buyer shall not be responsible for any claim such as salary or allowances, bonus, compensation, damages or anything arising out of their employment/duty under this STC. The Service Provider shall make them known about this position in writing before deploying the personnel to the buyer site. The Buyer shall in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider.

The Service Provider shall also provide at its own cost all benefits statutory or otherwise to its deployed personnel

and the Buyer shall not have any liability whatsoever on this account. The Service Provider shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other law in force.

The Service Provider shall provide minimum of two sets each of summer and winter uniform to its personnel at its own cost in April and October each year. (An add on against this has been proposed as it may not be applicable for all categories)

The Service Provider shall cover all its personnel under the relevant laws of EPF, Labour, ESIC etc. Proof of the same should be submitted by the Service Provider.

The Service Provider shall submit a copy of wages sheet showing monthly wages paid to its personnel.

Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.

All necessary reports and other information shall be supplied immediately as required and regular meetings shall be held with the Buyer.

The Service Provider shall not employ any person below the age of 18 years. Manpower so engaged shall be trained for providing services.

### 3.3. Buyer's Obligations

Except as expressly otherwise provided, the Buyer shall, at its own expense, provide timely all the required equipment and facilities at the location(s) where the manpower Services are to be provided to enable the personnel deployed by Service Provider's to carry out the Services.

The Buyer shall notify the Service Provider of any dishonest, wrongful or negligent acts or omissions of its personnel or agents in connection with the Services as soon as possible after the Buyer becomes aware of them.

## 3.4. Job Responsibilities

**24005/2021/Admin**

Manpower would be required to provide their services in the following fields:

S.no	Category (Office)	Scope of Work
1	Administrative Operator or Office Assistant or Executive Assistant	<p>Create and manages documentation in electronic and hard copy formats.</p> <p>Assist with program planning and development.</p> <p>Indicate rule position and provide advanced office support, plan and organize administrative operations.</p> <p>Prepare required reports, arrange travel for staff, assemble material for meetings and order supplies</p> <p>Develop spreadsheets and reports to track budgets, expenditures.</p> <p>Provide formatting and editing for reports, proposals and presentations.</p> <p>Maintain departmental calendar and schedule meetings.</p> <p>Maintain accounting records, assure generally accepted accounting principles are followed and perform accounting studies and financial analysis.</p> <p>Assess products and procedures for compliance with government standards, accounting principles, and internal controls</p>
2	Accounting Operator	<p>Assess operational weaknesses, perform process improvement analysis.</p> <p>Compile narrative, statistical and graphical material concerning budgetary issues.</p> <p>Provide budgetary and financial advice in the development of budget requirements.</p> <p>Create verbatim transcripts of speeches, conversations, legal proceedings, meetings, and other events.</p> <p>Responsible for ensuring a complete, accurate, and secure legal record</p>
3	Court Reporter	<p>Assist judges and trial attorneys in a variety of ways, such as organizing and searching for information in the official record or making suggestions to judges and attorneys regarding courtroom administration and procedure.</p> <p>Provide closed-captioning and real-time translating services to the deaf and hard-of-hearing community. Electronic reporters</p> <p>Administer the films and other audio visual material in the library.</p> <p>Advise other library personnel on audio visual materials and appropriate selection for particular needs and uses.</p> <p>Establish and maintain contact with major film distributors and resources for procurement of tapes and cassettes.</p>
5	Film/ Tape Librarian	<p>Evaluate materials, considering their technical, informational, and aesthetic qualities, and selects materials for library collections.</p> <p>Prepare summaries of acquisitions and maintain a catalogue</p> <p>May operate film projectors, splicers, film inspection equipment, and tape and record playing equipment.</p> <p>May also train personnel in operation and maintenance of audio-visual equipment.</p> <p>Handling of official communication preferably in English/Hindi.</p> <p>Data entry and verification, data validation, reconciliation of validation errors</p>

6	Data Entry Operator	<p>Preparation of documents, letters and tables, PowerPoint presentations, document conversion and computer file handling</p> <p>Cataloguing, filing, maintenance of files.</p> <p>Movement of files from one room to other as per instructions of the officers and staff.</p> <p>Taking regular backup of data/files on computer.</p> <p>Provide support to other Human Resource personnel.</p> <p>Support in file maintenance, record maintenance and other basic HR functions.</p>
7	Personnel Assistant	<p>Evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc.)</p> <p>May be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat.</p> <p>May make recommendations to human resource professionals on job classification, wage rates, and employee salaries.</p> <p>Respond to routine telephone requests, refer calls and visitors to appropriate staff.</p> <p>Control mail and assure timely staff response, and send form letters.</p> <p>Maintain supervisor's calendar, make appointments, and arrange for meeting rooms.</p> <p>Review materials prepared for supervisor's approval for typographical accuracy and proper format.</p>
8	Secretary attached to senior officers	<p>Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.</p> <p>Make arrangements for conferences and meetings and assemble established background materials as directed.</p> <p>Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures.</p> <p>Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.</p> <p>Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered.</p>
9	Dispatcher	<p>Dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to the requests, specifications or needs.</p> <p>Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.</p> <p>Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.</p> <p>Confer with customers or supervising personnel in order to address questions, problems, and requests for service or equipment.</p> <p>Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.</p>
10	Stenographer	<p>Take dictation in shorthand of correspondence, reports, and other matter, and operates typewriter to transcribe dictated material.</p>