

No. 1412/FD/F3/2021-22
Government of Puducherry
Finance Department

Puducherry, dt.31/12/2021

I.D. NOTE


Sub: Finance Department – Outsourcing of services on the basis of deliverables – Instructions – Issued.

The tenders/bids for outsourcing of services, such as Housekeeping, Maintenance/AMC, Security, etc. are being invited by the Departments based on an internal assessment of the number of manpower required. There is no scientific basis for fixing the man power strength. In process, the quality of service delivered and efficiency is not given the due consideration. This often results in receipt of two or more bids, at par with negligible or zero service charges.

2. Hence, instead of prescribing the man power, bids may be invited for outsourcing the services. An explicit Service Level Agreement (SLA) with clearly laid down quality norms and quantified financial/non-financial penalties for poor quality delivery may be made part of an integral part of tender documents. Care may be taken to ensure that the SLA parameters are manageable in number, and are objectively and easily measurable, while the penalties to be levied are objectively quantified to avoid discretions. Concurrently, for maintenance/housekeeping, the floor area of office premises; for security services, the number of entrances/checkpoints to the building, etc. may be clearly stated in the tender document. In the outsourcing of the service, the number of manpower will be decided by the bidders as per their assessment but to assist in monitoring the same would need to be stated by the bidders in their bids while submitting their bid. The invited bids would be inclusive of the cost of both the manpower and material.

3. This shall come into force for all tenders floated in the GeM Portal on or after **01.01.2022**.

//By Order//



(K. Govindarajan)
Under Secretary(Finance)

To
All Secretariat Departments
All Heads of Departments/Offices.

Copy to
1) The Under Secretary(Finance)-I
2) The PS to Chief Secretary
3) The PS to DC-cum-Principal Secretary(Finance)