

## SOP- OURSOURCING/OUTSOURCED AGENCIES MONITORING

**Outsourcing:** A long-term, results orientated relationship with an external service provider, which is organizationally and economically independent, for activities traditionally performed within an organization and which constitutes a complete business process to be undertaken with a degree of management control and risk. Outsourcings usually undertaken to save money, improve quality and/or free resources for other core activities.

### Outsourced Agencies Monitoring

- Identify services to be outsourced and discuss with Head of School. Analyse benefits and disadvantages of outsourcing and financial implications. (Discuss if any staff is affected and alternative employment?)
- A Work Requisition is to be filled for hiring of manpower in any category for short term/long term services/works. The manpower can be hired through an agency / person/contractor who is having licenses to that effect. Detailed description of manpower requirement with details of works/activities is to be mentioned.
- Approval taken from the Principal-Secretary- Chairman or Head of the Institution (if applicable).
- Enquiries will be sent to as many as possible parties to give wide scope and get desired manpower as per the requirements. This is required when a particular labour contract is awarded to a specific party. The usage I need of job/work are to be mentioned briefly along with the time frame / period for which the service is required. Also specified, if quotation have come through any references.
- Quotations from outsource agencies should be on a letter head and duly signed by the vendor.
- A comparative statement is to be made by the Estate Officer after receiving the quotes from outsource agencies.
- A meeting should be affixed for shortlisted Outsource agency authorized person and the Principal.
- Drafting of a Proposal and enclosing the comparative statement are to be sent to the Sanctioning authorities for approval.
- After the approval of a Proposal an Agreement is executed between the service provider and the organization on mutually agreed terms and conditions.

- After the proposal is sanctioned work order is issued to the agencies.
- Outsource agency should provide Identity proofs of all the staff being deployed along with the police verification report. If in mid any new staff is deployed, the staff member should be accompanied by a proper movement order along with Identity proofs and police verification report.
- Allocate the work to the staff sent by the outsource agencies with immediate effect as per the requirement.
- Monitoring their attendance and follow up the progress report from the Supervisor. Follow up the work done with the Performa of duties.
- Name of the person/ duty chart should be displayed at all work points and regularly checked.
- Staff deployed should be on rotational basis.
- If any complaints arises the agency vendor should be immediate intimidated and reply sought.
- If any member of the outsourced agency staff is not performing his/her duties an instance of indiscipline has been brought to attention, the matter must be reported to the Estate Officer- Principal and concerned agency and action taken accordingly.
- In case of absence of outsourced staff substitute / additional staff should be provided by the agencies.
- All the staff deployed by the agencies, should carry proper identification documents, company's Identity Card and migration orders from the agencies. in case of replacement.
- All the staff to be provided for outsourced services are bound to work all the days except Government holidays and Sundays and they should reach the office premises well in advance i.e., at least before 15 minutes of the office opening time. The working hours Housekeeping is 7:30 am to 4:00 pm with lunch break of 1:30 pm to 2:00 pm.
- All the staff provided for the outsourced services shall be governed under Govt. of India rules under Minimum Wages Act., EPF & MP Act 1952 and ESI and Compliance shall be ensured by the Contactor.
- Renewal of Contract/ Agreement on completion of the tenure.