

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-06-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-06-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Accountant General, Bihar
Office Name/कार्यालय का नाम	Accountant General (a&e), Patna
क्रेता ईमेल/Buyer Email	pankajkumar.bih.ae@cag.gov.in
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Unskilled; High School; Admin , Manpower Outsourcing Services - Minimum wage - Skilled; High School; Others , Manpower Outsourcing Services - Minimum wage - Skilled; Secondary School; Admin
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	546 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण

Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	3 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

SENIOR ACCOUNTS OFFICER

Office of the Principal Accountant General(A&E), Bihar, Patna, Bir Chand Patel Path, 800001.
(Pao Audit)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The bidder should have executed at least two(02) projects with contract value not less than one(01) crore for each contract of providing 45 manpower in last three financial years.

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The bidder should have executed at least two(02) projects with contract value not less than one(01) crore for each contract of providing 45 manpower in last three financial years..

Geographic Presence: Office registration certificate:The registered office or one of the branch offices of the manpower company/firm/agency should be located in Patna.

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per

applicable Minimum Wages Act:1747899095.pdf

Scope of work & Job description:1747899351.pdf

Manpower Outsourcing Services - Minimum Wage - Unskilled; High School; Admin (39)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Educational Qualification	High School
Type of Function	Admin
List of Profiles	Multi-tasking Staff
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 2	
Title for Optional Allowances 1	
Designation	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषितो/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	39	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 674 • Bonus (INR per day) : 56.14 • EDLI (INR per day) : 3.37 • EPF Admin Charge (INR per day) : 3.37 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 26.96 • Provident Fund (INR per day) : 80.88 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; High School; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	High School

Specification	Values
Type of Function	Others
List of Profiles	Driver - LMV
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable , undefined
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Title for Optional Allowances 2	
Title for Optional Allowances 1	
Designation	
Title for Optional Allowances 3	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 893 • Bonus (INR per day) : 0 • EDLI (INR per day) : 4.46 • EPF Admin Charge (INR per day) : 4.46 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 107.16 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Secondary School; Admin (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	Secondary School

Specification	Values
Type of Function	Admin
List of Profiles	Data Entry Operator
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	4	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 893 • Bonus (INR per day) : 0 • EDLI (INR per day) : 4.46 • EPF Admin Charge (INR per day) : 4.46 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 107.16 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or

bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

TENDER SCHEDULE

Name of the Work	E-Tender for Providing Outsourced DEOs/Typists/Clerks, MTS & Driver on Rate contract basis at the Office of the Accountant General(A&E), Bihar Patna
Estimated Cost for one year contract	As per GEM Bid
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Declaration to be submitted as per Department of Expenditure Procurement Policy Division OM No. F.9/4/2020-PPD dated 12.11.2020.
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder	3% of contract value

[Signature]
15/5

[Signature]
15/05/2025

[Signature]
15/5/25

SCOPE OF WORK & QUALIFICATION of MTS, DEO & Driver

1. Education qualification for Different Categories are as follows:-

DEOs should be 12th passed by recognized board and MTS and Driver should be 10th passed by recognized board.

2. Technical requirements for Data Entry Operators are as follows:-

- (a) Data Entry Operator having good knowledge of computer like MS-Word, MS-Office, MS-Excel, MS Power Point, Internet, Typing etc.
- (b) The candidates should have typing speed of 35 WPM or the Speed of the 10500 Key Depressions per hour on Computer will be adjudged on the basis of the correct entry of words/Key depressions in English and for Hindi typist should have typing speed of 30 WPM or the Speed of the 9000 key Depressions per hour. He/She Should have good communication and analytical skills and ability of operate latest IT related devices.
- (c) The Candidates Should have possessed minimum one year Certificate/ Diploma in typing/Computers .

3. Outsourced staff car driver must possess:-

- (a) Possession of Valid Commercial driving license for motor car.
- (b) Experience of driving a motor car for at least three years for Govt. organization/Public Sector Undertaking/Autonomous bodies, etc.
- (c) Knowledge of motor mechanism (outsourced person should be able to remove minor defects in vehicles)
- (d) Knowledge of navigation/GPS
- (e) He should be in sound health and should be Self Disciplined, Polite and have good communication skills, bearing a pleasant disposition.

4. Scope of work as follows:-

(A) Data Entry Operator

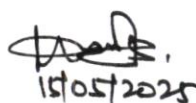
I. Attend to various data entry and processing related works and other jobs specific to the section in which they would be deployed.

II. Attend to any other work assigned to them by the senior officers/ officials and proficient in using office gadgets like photocopying, fax machine etc.

(B) MTS

- I. General Cleanliness and upkeep of Section/Unit.
- II. Sanitation work of building/office.
- III. Cleaning of rooms.
- IV. Cleaning of building, fixtures etc.
- V. Watch & Ward duties.
- VI. Opening & closing of rooms.
- VII. Up keeping of parks, lawns, potted plants etc.
- VIII. Dusting of furniture etc.
- IX. Carrying of files & other papers within the building/office.
- X. Delivering of Dak (Outside the building).
- XI. Physical maintenance of the records of the sections.


15/5/25


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15/5/25

- XII. Stitching and binding of records/files/registers of the Section/Unit.
- XIII. Photocopying, Sending of Fax etc.
- XIV. Other Non-clerical work in the Section/Unit.
- XV. Assisting in routine office work like diary, dispatch etc, including computers.
- XVI. Maintenance of office equipment/fixtures and fitting and provide necessary.
- XVII. Driving of Vehicles, if in possession of valid driving license.
- XVIII. Any other work assigned by the superior authority.

(C) Driver

- I. Transporting staff members and products to the destination point
- II. Helping with loading and unloading of goods, raw materials, and staff luggages
- III. Checking traffic updates before starting the journey
- IV. Opting to a shorter or alternate route in case of traffic congestion
- V. Parking the vehicle properly
- VI. Regularly washing and cleaning the vehicle
- VII. Conducting timely vehicle maintenance checks
- VIII. Scheduling vehicle service appointments
- IX. Informing the company of any accidents or vehicle damage
- X. Ensuring the safety of staff members and goods during the journey
- XI. Addressing any client queries related to the journey
- XII. Identifying any mechanical issues in the vehicle
- XIII. Paying tolls when required
- XIV. Maintaining a record of vehicle maintenance receipts
- XV. Reporting to work on time and in complete uniform

5. This Office is a Central Govt. Office and has five days working(i.e, Monday to Friday) in a week from 9.30 AM to 6:00 PM with a lunch break of ½ hour from 01:30 PM. However, depending upon the urgency of work, the personnel may be required to work late (beyond office hours) or on holidays, for which no additional remuneration will be paid.

Responsibilities of the Contractor:

- 1) The selected agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed by them. This office shall in no way be responsible for settlement of such issues whatsoever. This office shall not be responsible for any damages, financial losses or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation. The selected agency shall comply with all the legal requirements for obtaining Licenses under Contract Labour (Regulations and Abolition) Act, 1970 if any. at his own part and cost.
- 2) The selected agency shall provide a substitute well in advance if there is any probability of person leaving the job due to his/her own personal reasons.
- 3) The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to employees of this office, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be absorbed in any capacity in this office. The Contractor should communicate the above to all the manpower deployed in this office by the contractor.

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- 4) The selected agency will be required to pay the wages as prescribed under the Minimum Wages Act of Central Government. The selected agency may pay more wages than those prescribed by the Act. The selected agency will maintain proper record as required under the Law/Acts. Any increase in minimum wages by Central Government will be given along with ESI and PF as applicable.
- 5) The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at this office.
- 6) The selected agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to this office to concerned tax collection authorities as applicable.
- 7) In case, the service provider fails to comply with any liability under appropriate law, and as a result thereof this office is put to any loss/obligation(monetary or otherwise), this office will be entitled to discharge those obligations by making payments from the outstanding bills payable or from Security Deposit of the agency.
- 8) The selected agency has to exercise utmost vigil in the performance of duties. Any loss or damage caused by negligence on the part of the staff deployed shall have to be reimbursed by the bidder. Once it is established that the loss is because of lapse(s) on the part of the staff deployed, the successful bidder shall pay within 15 days, the purchase price or the market value of the lost/stolen article/property whichever is higher. In the event of failure to pay such amount the same will be recovered from the amount due to the successful bidder.
- 9) The Contractor shall be responsible for the entire criminal, civil, liabilities arising during the contract period by any of his/his employees' acts or omissions and he should indemnify this office from such implication /eventualities /happenings.
- 10) The selected agency will indemnify this office from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.

Sd/-

Sr. Accounts officer/GD


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Additional Term & Conditions.

INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS

1. The e-tenders are being invited for Manpower Service (Outsourced DEOs & MTS & Driver) through GeM. All the instructions of GeM bidding are applicable. Tender must be submitted through GeM only. The bid received in physical mode shall not be considered at all.
2. The interested bidders shall submit their tender(s) both Technical bid and financial bid through online mode in www.gem.gov.in. The bidders shall upload all the documents as per Eligibility criteria for Bidders.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
5. DEOs/MTS & No. of Persons required.

Sl.No.	Name of Post	No. of persons to be outsourced	category
1.	Data entry Operator	04	Skilled
2.	MTS	39	Unskilled
3.	Driver	01	Skilled
	Total	44	

6. It requires that this office as well as bidder observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.
7. Salary slip & individual Bank A/c details must be provided by Service provider.
8. Service provider shall facilitate its employees in obtaining ESI Card.
9. Issue of Salary slip must be provided by Service provider to all employees.


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10. The Service Provider shall furnish the following documents in respect of the manpower deployed by them to Buyer's premise/ designated premise in the given time limit:

- a. List of persons deployed (monthly)
- b. Biodata/ resume with antecedents' details (at the time of deployment)
- c. Copy of Aadhaar Card of the candidates (at the time of deployment)
- d. Identity Cards issued by Service Provider bearing photograph (within 8 days of joining)
- e. Identity proof and residential proof (at the time of deployment)
- f. Copy of police verification certificate (at the time of deployment)
- g. Copy of birth certificate, if required (at the time of deployment - for domicile purpose)
- h. Details of PF Account Number of resources

11. The attendance of the manpower shall be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises.

12. All selected manpower shall wear Identity Card provided by the Service Provider every day during working hours.

13. The Service Provider shall be responsible for timely payment of take-home remuneration to the manpower and deposit of EPF and ESI (both employee and employer share), failing which deductions shall be made by buyer.

14. The Service Provider must ensure timely payment of monthly salaries and all statutory entitlements to deployed manpower in compliance with the applicable laws and then submit the monthly bill along with documentary proofs (Invoice, Attendance Sheet, Salaries Payment Proof, etc.) for release of the payment from the Buyer.

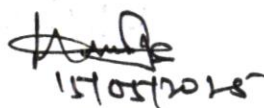
15. The Service Provider shall furnish statement of amount paid for the month to the manpower deployed along with Transaction Details and Bank account from which the payment has been made. Service Provider shall furnish copy of bank statement in support of amount paid as and when required by Buyer.

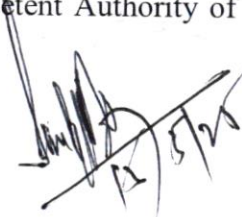
16. The Service Provider shall also deposit EPF and ESI of both employer and employee share within 15th day of the month of payment of wages.

17. The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly/ quarterly/ half yearly/ annual return if any before the EPF and ESI authorities.

18. Tenderers are requested that, before quoting their rates or filling tender, the tender form may please be read out thoroughly (line by line), otherwise the Competent Authority of this office


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will not be held responsible for any error/oversight of his own. Manpower Service Agencies intending to participate in the rate contract should first ensure that they fulfill all the eligibility criteria as prescribed under the terms and conditions mentioned herein before, otherwise the tender will be summarily rejected.

INSTRUCTIONS TO BIDDERS

1. The following documents for technical bid are required from bidder:

- (i) Copy of last three years' of the annual turnover which is 400% (as per requirements by GeM Portal) of estimated value of contract. (Exemption given incase of MSME/Start up) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- (ii) Only Class-I & II Local Suppliers of MII will be eligible to bid. Non Local suppliers are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate.
- (iii) Self attested copy of the EPF registration, latest ECR Challan.
- (iv) Self-attested copy of the E.S.I. registration, latest challan
- (v) Copy of GST registration letter/ Certificate of Patna(District).
- (vi) Service Provider has minimum possess three (03) years of past experience for this purpose at Central/ State Govt.offices./autonomous body /State Central PSUs. (Exemption given in case of MSME/Start up) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- (vii) Minimum 02 projects with supply of 45 no. of manpower should be executed with contract value not less than 1 Cr. in last three years for each contract to Public Sector Companies/ Banks and Government Ministry/ Departments etc; (Exemption given in case of MSME/Start up) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

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- (viii) The vendor should not have been blacklisted by the Department Ministries of Central/ State Govt., autonomous body under state/ Central Govt., State/ Central PSUs (valid proof of document/ declaration to be attached).
- (ix) Copy of PAN in respect of the firm/ individual as the case may be ;
- (x) Copy of registration certificate of agency/firm/company for said purpose for Patna(District).
- (xi) The Registered Office or one of the Branch Offices of the manpower Company/Firms/Agency should be located in Patna.
- (xii) The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt, bidder to upload under taking to this effect with bid.(Certificate to be submitted)
- (xiii) Allow participation only from Class I & II Local suppliers as per the Public Procurement (preference to Make-in-India) order 2017 dated 16.09.2020 & provide Purchase Preference to MII according to GeM Portal. (Make in India Certificate to be submitted)
- (xiv) As Per Deptt. Of Expenditure Letter No.F-9/4/2020-PPD, Govt. of India, dated: 12-Nov-2020 instead of Bid Security/EMD the bidder are required to submit a Declaration regarding the Same.
- (xv) Acceptance on letter head by authorized bidder regarding technical specification mentioned in bid.
- (xvi) Duly signed all pages of "SCOPE OF WORK & ADDITIONAL TERM & CONDITIONS FOR TENDERERS" of the Bid document as mark of acceptance.
- (xvii) Performance Security: The successful bidder shall deposit three(03) percent of the estimated Contract Value as Performance Guarantee in the form of FDR or Bank Guarantee from any of the Commercial Bank of Bihar, Patna, within 14 days of award of the contract in favour of PAO(Audit), Office of the Accountant General (A&E), Bihar, Patna. Performance Security will be valid up to 60 days after the date of completion of all contractual obligations by the contractor, including warranty obligations & the 'Defect Liability Obligations'. The payment will be released only after submission of Performance Guarantee.

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Bid Evaluation:

1. Bids, in respect of which EMD declaration has been furnished, will only be considered for technical evaluation.
2. Financial bids of technically qualified bidders will be considered for financial evaluation.
3. The Service provider should quote the service charges as a percentage of monthly wage bills exclusive of GST. The percentage of service charges shall not be less than the applicable TDS Rate as per income tax rules.
4. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract.

If more than one bidder quotes the lowest rate, as per guidelines in GEM portal .Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system

Sd-

Senior Accounts Officer/GD


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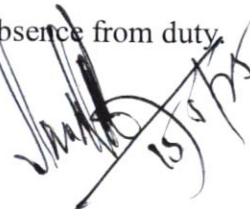

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General Terms and Conditions

1. The deputed personnel for the purpose will report to the Designated Officer / Care taker and follow his/her instructions.
2. The Bidder must be registered with the statutory Central and State authority viz., ESI, EPF, Income Tax, GST Registration etc., and should have a valid Central Labour License / obtain valid Central Labour License for supply of manpower as mentioned in the tender document. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the contractor and all records maintained thereof shall be available for scrutiny by this Office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
3. . PAN/GST No. should be enclosed and Self- attested copy non blacklisting certificate that he has not been blacklisted in any of the offices controlled by Central/State Govt., PSU, Bank;
4. The tendering manpower Company/Firm/Agency should fulfil the following technical specifications: -
 - (A) The Registered Office or one of the Branch Offices of the manpower Company/Firms/Agency should be located in Patna.
 - (B) The Company/ Firm/Agency should have at least three years' experience in providing manpower to Public Sector Companies/ Banks and Government Ministry/ Departments etc;
 - (C) Minimum Average Annual Turnover of the bidder should be 400% of bid value. (As per GeM .
 - (D) Minimum 02 projects with supply of 45 no. of manpower should be executed with contract value not less than 1 Crore for each contract to Public Sector Companies/ Banks and Government Ministry/ Departments etc;
5. The contractor should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. During the contract period if any statutory increase of wages/ DA, etc is to be maintained based on the circular/Notifications issued by the Office of the Chief Labour Commissioner, Ministry of Labour & Employment, Government of India from time to time. Any breach of this condition will result in the immediate termination of the contract. Bonus is to paid on half yearly basis.
6. The Contractor should furnish copies of all remittance challans /receipts of statutory levies paid in respect of EPF, ESI, GST, etc of previous month along with the claim/bill of current month.
7. No wages / remuneration will be paid to any staff for the days of absence from duty.


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8. The service charges/rates quoted by the agency shall be fixed for the contract period and no request for any change / modification shall be entertained before expiry of contract period.
9. The contractor should ensure that wages are paid before 7th of every month. ESIC & EPF must be paid before 10th of every month.
10. Payment to the contractor will be made by NEFT/RTGS/ECS only, on presentation of the bill. Income Tax, GST and other taxes, if any shall be deducted at source as per the rates notified by the respective authorities.
11. The contractor shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
12. All damages caused by the personnel to the property of the Department shall be recovered from the contractor.
13. The contract will be in force for a period of one year from the date of award of contract. This Office reserves the right to extend the contract further, subject to satisfactory performance of the contractor.
14. Bank Guarantee/FDR from a reputed bank for 3 % (Three) of Annual Value of the contract as performance guarantee. In case of deficiency of service / loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also two months after the end of the contract period.
- 14.1. Such Performance Security, like Performance bank Guaranty (PBG) from a Scheduled Commercial Bank in format provided on GeM, must be submitted by Seller to the buyer within 15 days of award of contract. The payment to the seller shall become due only after receipt of Performance Security by the Buyer and verification of its genuineness. No interest shall be payable upon the Performance Security/PBG .
- 14.2. If the seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.
- 14.3 The Bank Guarantee/FDR should be issued on the name PAO(Audit), O/o the Accountant General (A&E), Bihar, Patna.
15. The service provider shall fill in the required details as per annexure and enclose the supporting documents which does not contain any ambiguity. Incomplete enclosure of documents shall be rejected and the tender shall be disqualified

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16. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to courts of Patna jurisdiction only.

17. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.

18. The service provider's person shall not claim any benefit / compensation / absorption / regularization of services from / in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.

19. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential / secret nature.

20. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In-charge upon any matter arising under the clause shall be final and binding on the agency.

21. That the persons engaged shall not be below the age of 18 years or above the age of 60 years and they shall not interfere with the duties of the employees of this office.

22. The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.

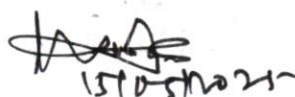
23. The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.

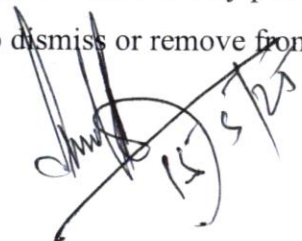
24. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering either individually or in groups.

25. The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Office.

26. The Office of the Accountant General (A&E), Bihar, Patna, may at its discretion at any point of time during the validity of the contract, require the service provider to dismiss or remove from


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the site of work, any person or persons, as employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.

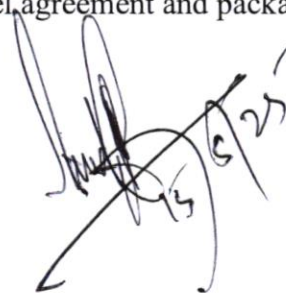
27. Uniform dress code with I-Card has to be provided to all deputed personnel.

28. Annexure I, II, III, IV and V must be submitted along with the bid document.

29. Rest of the term and Condition is applicable as per Service level agreement and package.


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ANNEXURE

(To be submitted with technical bid)

DECLARATION

1. I, _____ Son/ Daughter /wife of Shri _____ Proprietor/ Director, authorized signatory of the Agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

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ANNEXURE – II

(To be submitted with technical bid)

PROFILE OF THE CONTRACTOR / TENDERER

1.	Name of the Agency	To be filled in by the Tenderer
2.	Date of establishment of the agency.	
3.	Detailed office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person(s) and email ID	
4.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of all certificate of registration to be enclosed.)	
5.	PAN/ TAN Number (Copy to be enclosed)	
6.	GST Number (Copy to be enclosed) Annual Return latest copy	
7.	Labour Licence (Copy to be enclosed) CLC Annual return copy	
8.	Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner / partner anywhere in India. Please attached an Affidavit stating that the agency is / has not been black listed by Centre/ State Government/ PSU etc.	
9.	Length of experience in the field	
10.	Client list as per annexure III	
11.	Whether agency profile is attached?	

Signature of the Tenderer or Authorized signatory

Of the Tenderer with seal of the Firm/Agency

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15/05/2015

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ANNEXURE – II.

(To be submitted with technical bid)

Details of the existing contracts

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	In Government/ Private Sector	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the Contract
1.					
2.					

Signature of authorized person

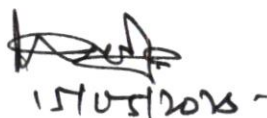
Date:

Full Name:

Place:

Seal:




15/05/2015



ANNEXURE -IV

(FORMAT OF BID SECURITY DECLARATION TO BE SUBMITTED ON
LETTER HEAD OF THE FIRM/AGENCY DULY STAMPED & SIGNED)

To,
The Principal Accountant General (A& E),
Beer Chand Patel Marg, Bihar, Patna-800 001.

BID SECURITY DECLARATION

Bid/ Tender reference No..... of Office of the
Accountant General (A&E), Bihar, Patna.

I/ We, the undersigned, declare that:

1. I/We understand that, according to existing rules/regulations, bids must be supported by a Bid Security, which is being submitted in the form of this Bid Security Declaration.

2. I/We accept that:

I/We may be blacklisted/disqualified/ debarred from bidding for any contract in any Central Government Ministry/ Department for a period of two(2) years,

If I/ We have committed any of the following actions:

(i) Withdrawn my/our Bid during the period of bid validity required in the Bidding Documents;

Or

(ii) Fail or refuse to accept the award or enter into contract in accordance with the Bidding Documents after having been notified as successful bidder.

3. I/We understand that this Bid Security Declaration shall cease to be valid on the following circumstances:

(a) Upon expiration of the bid validity period;

(b) I am/ we are declared ineligible or disqualified upon receipt of your notice to such effect, and

(c) I/ We have furnished the performance security after declaration as successful bidder.

AUTHORIZED REPRESENTATIVE OF THE FIRM
(Signature/ Stamp)

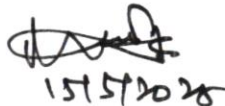

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Annexure-V**Technical Bid Checklist**

Sl.No.	List of required document	Scanned copy of document Uploaded. (Yes/No)	Enclosure no. of uploaded document
01	02	03	04
1.	EMD Declaration		
2.	Self-attested copy of PAN in respect of the firm/ individual as the case may be;		
3.	Self-attested of GST registration & Annual Return Copy;		
4.	Self-attested copy of the EPF registration, latest ECR Challan		
5.	Self-attested copy of the E.S.I. registration, latest challan		
6.	The Registered Office or one of the Branch Offices of the manpower Company/Firms/Agency should be located in Patna.		
7.	The Company/ Firm/Agency should have at least three years' experience in providing MTS &DEOs to Public Sector Companies/ Banks and Government Ministry/ Departments etc;		
8.	Minimum 02 projects with supply of 45 no. of manpower should be executed with contract value not less than 1 Cr. in last three years for each contract to Public Sector Companies/ Banks and Government Ministry/ Departments etc;		
9.	Self- attested copy non blacklisting certificate that he has not been blacklisted in any of the offices controlled by Central/State Govt., PSU, Bank;		
10.	An undertaking regarding the accepting all term and condition		
All documents uploaded by the service provider should be signed by authorized signatory. तालिका के कॉलम तीन और चार को भरना अनिवार्य है			


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