



कार्यालय प्रधान महालेखाकार (लेखापरीक्षा)

मेघालय, शिलांग - 793 001.

OFFICE OF THE
PRINCIPAL ACCOUNTANT GENERAL (AUDIT),
MEGHALAYA, SHILLONG – 793 001.

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Admn/Audit/143

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NOTICE INVITING TENDER

The Office of the Principal Accountant General (Audit), Meghalaya, Shillong intends to outsource services in the category of Safaiwala, Multi Tasking Staff (MTS), Data Entry Operator (DEO) and Stenographer in this office for the financial year 2023-24. For this purpose, sealed tenders are invited from the registered local bonafide outsourcing agencies for providing trained manpower.

1. SCOPE OF WORK

1.1 The work involves supply of trained manpower for the Office of the Principal Accountant General (Audit), Meghalaya, Shillong for providing outsourced services in this office with the following nature of works:

- (i) Safaiwala for cleaning works – 05 (five)
- (ii) Multi Tasking Staff (MTS) - 06 (six)
- (iii) Data Entry Operator- 02 (two)
- (iv) Stenographer- 03 (three)

1.2 The quantum of personnel required may vary from time to time.

1.3 The contract shall be awarded to the successful bidder for a period of one year from the date of the award of contract, which may be extended for another one year on mutually agreed terms and conditions.

1.4 The service provider shall specify the proposed daily wages for each staff, as well as the prescribed percentage of EPF, ESI, service charges and GST on each person's payment. Rates quoted should not be below what is prescribed as per the Minimum Wages Act and norms of Minimum Wages fixed from time to time by the Ministry of Labour, Government of India. **A bid not complying with the provisions of relevant statutory obligations will be technically disqualified.** Service Charges/rates quoted by the agency would be valid for a period of one year and the request for increase in rates during the currency of the Contract shall not be entertained except whenever, the same is required to be allowed keeping in view the revision of rates of the Minimum Wages and Bonus (in compliance with the provisions of Minimum Wage Act) as notified by the Government of NCT of Delhi/Competent Authority concerned from time to time.

1.5 The rate quoted by the service provider shall be monthly rates derived on the basis of deployment of personnel for normal 8 (eight) hours per day per person for six working days per week. This office shall have the right to assign additional duties to the outsourced personnel in case of emergencies and exigencies of work.

2. MINIMUM QUALIFICATION OF OUTSOURCED MANPOWER

2.1 Candidates, proposed to be engaged, should have passed at-least 10th standard from a recognized Board/University and be able to read and write in Hindi / English Languages. A proof of minimum qualification is required to be submitted at the time of placement in the office. The candidates should be in the age group of 18-45 years, active and must be having good health. The detailed job profile i.e. scope of work is available at Annexure-I.

2.2 The staff so deployed shall be selected through an interview process conducted by the office of the Principal Accountant General (Audit), Meghalaya, to adjudge the suitability of the candidates prior to taking them into this office.

3. MINIMUM ELIGEIBITY CRITERIA

3.1 Registration: The service provider shall be registered with the Labour Provident Fund Commissioner and Employees State Insurance. The service provider must be registered with the Income Tax and GST authorities and should be having a valid individual/firm (as the case may be) PAN and GST registration numbers. Proof/self attested copies in support of the same shall be submitted along with the bid document.

3.2 Experience: The service provider should have experience of supply of similar manpower services to atleast three Government Departments/Offices, autonomous bodies, universities/ public sector undertakings of the Central or State Governments for the last three consecutive years (proof in this regard may be attached with the bid).

3.3 Turnover: The service provider should have an average annual turnover of Rs. 5000000 in the last three consecutive years.

3.4 The service provider should not be blacklisted by any of the government organization or PSU.

3.5 The service provider should have a valid trading license/exemption certificate issued by the Khasi Hills Autonomous District Council.

3.6 The outsourcing agency should be based in Shillong.

4. GENERAL CONDITIONS OF THE CONTRACT

4.1 Performance Security Deposit

(a) The successful bidder shall deposit Performance Security Deposit equivalent to 5 (five) per cent of the total contractual amount in the form of cross cheque or demand draft issued in the name of PAO Office of the Principal Accountant General (A&E), Meghalaya, Shillong. The PSD shall be refundable only after the successful completion of the contract.

(b) The PSD shall be forfeited by the order of the competent authority in the office of the Principal Accountant General (Audit) Meghalaya, in the event of breach or negligence or non-observance of any terms and conditions of the contract or for unsatisfactory performance. The decision of this office shall be the final in deciding on the breach or negligence or non observance or unsatisfactory performance by the service provider.

(c) The contract shall become legally binding and in force only on deposit of PSD.

4.2 CONTRACTOR'S OBLIGATIONS AND LIABILITY

- (a) The service provider shall be contactable at all times and message by phone/Email/Fax/Special Messenger from this office to him/her shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the office implementing the Contract from time to time.
- (b) The service provider shall provide the housekeeping and security services through uniformed (summer and winter) and trained personnel. The list of such persons proposed to be deployed by the service provider shall be submitted to the office of the PAG (Audit Meghalaya).
- (c) These personnel deployed shall be the employees of the service provider only and the Office shall have no liability or obligation, legal or otherwise, in the matter of appointment of Personnel by the service provider, nor in the payment of statutory dues of ESIC and EPF, and any such dues imposed from time to time by the relevant authorities.
- (d) The Service provider shall be liable to pay all taxes whatsoever, on account of fringe benefit and/or payment receipt from the Office as hiring charges of personnel and that the Office shall not in any way be liable for any fund or bonus for the engagement/deployment of personnel by the Service provider.
- (e) The outsourced staff deployed by the selected service provider should have valid ESIC cards, EPF Accounts and all other statutory requirements.
- (f) The selected service provider shall submit the bill for payment on the last day of each month, along with the proof of payment of EPF and ESIC contributions with the respective authorities, payment of GST to the Government and any other statutory dues. Failure to submit proof of payment of statutory dues and statutory deductions of EPF and ESIC shall result in termination of the contract with one month's notice along with forfeiture of the PSD to the extent of losses caused to this office.
- (g) The service provider shall ensure that the goods, materials and equipment etc. in the guest house / holiday home are not damaged in the process of carrying out the services undertaken by its personnel and shall be responsible for act of commission or omission on the part of its employees. If this office suffers any loss or damage on account of negligence, or theft on the part of the personnel of the agency, then the agency shall be liable to reimburse the pecuniary value of the loss, as decided by this office for the same. The agency shall keep this office fully indemnified against any such loss or damage
- (h) The staff so deployed should be polite, cordial, positive and efficient while handling the assigned work and shall observe all instructions issued by this office regarding general discipline and professional behavior.
- (i) The service provider shall provide a substitute well in advance, if there is any probability of the persons leaving the job due to his/her own personal reason. The

payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

- (j) The service provider will have to remove from the duties, any debarred persons, who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable, to the office because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the office.

4.3 OFFICE OBLIGATIONS

- (a) This office will maintain an attendance register in respect of the personnel deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates
- (b) This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the engaged personnel.
- (c) The persons deployed by the contractor shall not claim nor shall be entitled to pay, perks and other facilities available to casual. Ad hoc, confirmed/regular employees of this office during the currency or after the expiry of the contract
- (d) In the case of termination of this contract on its expiry, or otherwise, the persons deployed by the service provider shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in this office.

4.4 TERMINATION

- (a) In case of breach of any terms and conditions of the contract, the competent authority in the office of PAG(Audit) Meghalaya shall have the right to cancel the contract without assigning any reason thereof and nothing shall be payable in that event and PSD shall be forfeited. Decision of this office shall be final in this regard.
- (b) The service provider does not provide satisfactory housekeeping and security services.
- (C) In the event of the service provider becoming bankrupt or insolvent.


16/3/23
Deputy Accountant General (Admn.)

Annexure –I

Duties of Outsourced Multi Tasking Staff

1.	Watch and Ward duties of the office and its premises
2.	Carrying of files and other papers within the office, as well as vouchers to and from the O/o the Accountant General (A&E), Shillong, situated within the vicinity.
3.	Stitching and binding of records/files/registers of the office.
4.	Photocopying/sending of fax, etc.
5.	Maintenance of office equipments/fixtures and fittings and provide necessary assistance for running of such equipments.
6.	Driving of office Staff Car if in possession of a valid driving licence.
7.	Assisting in arrangements during Entry/Exit Conferences.
8.	Attending phone calls and diarizing letters.

Duties of Outsourced Data Entry Operators & Stenographers

1.	Taking dictations from Group 'A' Officers as and when required
2.	Attending/making telephone calls, keeping track of appointments etc.
3.	Attending to any other works assigned to him/her by senior officers
4.	Typing of letters/notes as dictated by the concerned officers.
5.	Diarizing letters received by the concerned Group A Officer meant for further distribution to the respective Sectors.
6.	Typing, other data entry and processing related jobs during exigencies of works and maintenance of personal records of Group 'A' officers relating to official works.

Duties of Outsourced Safaiwalas

1.	Sweeping, mopping, disinfecting of floors in all 04 (four) floors of this office including Group Officers/Branch Officers chambers and corridors (twice a day)
2.	Cleaning of Ladies/Gents' Toilets/Urinals in each floor (thrice a day)
3.	Dusting of furnitures (once a day)
4.	Maintenance of cleanliness of the office premises in the front yard as well as back yard and car park (once a day)
5.	Cleaning of Guest House, Holiday Home and open areas in Lyndhurst Estate (once a day)



Deputy Accountant General (Admn.)