

**OFFICE OFF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT),
MANIPUR, IMPHAL**

Tender Notice

Date: 28-02-2023

The Principal Accountant General (Audit), Manipur invites sealed tenders from interested and eligible bidders for providing services of Multi-Tasking Staff, Housekeeping Services, Data Entry Operator and Staff Car Driver during the Financial Year 2023-24. The last date for submission of duly-filled tender and the opening date of the bidding are 14th March 2023 and 15th March 2023 respectively. For further information and details of the tender documents (both English and Hindi versions), interested bidder may visit <https://cag.gov.in/ag/manipur/en/tenders>. Corrigendum/addendum, if any, shall be displayed in the aforesaid website only. The Office reserves the right to reject any or all offer(s) without assigning any reason(s) thereof.

Hindi version of this advertisement is also available in the website mentioned above, i.e., <https://cag.gov.in/ag/manipur/en/tenders>

Signed by John

Moikhanthang Paite

Sr. Audit Officer (Admin)
Date: 28-02-2023 16:27:15
Reason: Approved



SUPREME AUDIT INSTITUTION OF INDIA
लोकहितार्थं सत्यनिष्ठा
Dedicated to Truth in Public Interest

TENDER DOCUMENT

Providing manpower services for (i) Multi-Tasking Staff; (ii) Safaiwala/Housekeeping Service; (iii) Data Entry Operator; and (iv) Staff Car Driver to the office of the Principal Accountant General (Audit), Manipur during the financial year 2023-24.

कार्यालय प्रधान महालेखाकार (लेखापरीक्षा), मणिपुर, इंपाल - ७९५००१
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT)
MANIPUR, IMPHAL - 795 001

TENDER DOCUMENT

OM(Au)/Outsourcing-Agreement/2017-18/389

Date: 28/02/2023

Tender Notice (Two Bids System) for providing Multi-Tasking Staff, Safaiwala/Housekeeping Staff, Data Entry Operator and Driving of Staff Car during the FY 2023-24

The Principal Accountant General (Audit), Manipur invites sealed tender/bidding proposals from reputed, registered and licensed agencies to provide manpower for the following services for use in the office of the Principal Accountant General, Babupara, Imphal and Accountant General's Staff Colony, Lamphelpat during the period 2023- 2024:

- i) 07 nos. Multi-Tasking Staff (including security duties);
- ii) 06 nos. Safaiwala/Housekeeping Services;
- iii) 02 nos. Data Entry Operator; and
- iv) 02 nos. Staff Car Driver.

I. TENDER PROCESS

1. The tender is invited in the form of a composite package for providing manpower for the four (04) services which should be submitted in two parts i.e. (1) Technical Bid and (2) Financial Bid. The tenders complete in all respects, shall reach the office by the prescribed timeline. Technical Bid and Financial Bid shall be submitted in two separate envelopes marked as “**Annexure-I: Technical Bid**” and “**Annexure-II: Financial Bid**” as per the format *Annexure –I* and *Annexure-II* respectively. The two bids may be enclosed in a third envelope marked as “**Annexure-III: Tenders for providing Manpower in Principal Accountant General (Audit), Manipur**” with a covering letter as prescribed in *Annexure-III*.

2. Bidders who satisfy the technical conditions stipulated in the tender document and who have enclosed all relevant and required documents in the ‘Annexure-I: Technical Bid’ will only be considered for the Financial Bid.

3. Any changes or updates in the tender process will be notified only through the office website. Bidders are advised to browse the office website regularly for any changes or further notification. The bidders will solely be responsible for failure to take notice of any subsequent notifications/changes published in the office website.

Details of the Tender:

1	NOTICE No.	OM(Au)/Outsourcing-Agreement/2017-18/389
2	Mode of Tendering	Open tender, Two bid system

Sr. Audit Officer (Admin)O/o the Principal Accountant General (Audit),
Manipur, Imphal**Signature of Tenderer with seal**

3	Name of Work	Providing manpower for (i) Multi-Tasking Service; (ii) Safaiwala/Housekeeping Service; (iii) Data Entry Operator; and (iv) Staff Car Driving to the Principal Accountant General (Audit), Manipur during the financial year 2023-24.
4	Job Location	O/o The Principal Accountant General (Audit), Babupara, Manipur, Imphal & Accountant General's Staff Colony, LamphelpatFsuccess
5	Last date of receipt of Tender	14 th March, 2023 (3:00 PM).
6	Date and Time of Opening of Tender (Technical bids)	15 th March, 2023 (3:00 PM).
7	Place of Submission of Tender	Office of the Principal Accountant General (Audit), Manipur, Babupara, Imphal -795001.
8	Period of Contract	1 st April 2023 to 31 st March 2024.

II. TECHNICAL QUALIFYING CRITERIA

(A). General

1. The bidder should have a registered Office/Branch office in Imphal.
2. The bidder must have provided manpower for similar nature of services with any two reputed organizations.
3. The bidder must have proper necessary registration in respect of the Service Provider and the manpower to be provided for ESI, EPF, PAN, GST, *etc.* in compliance with the concerned authority.
4. The bidder should be able to provide the required manpower and should be able to provide replacement for any exigency.
5. The bidder should have Annual Leave policy. However, this office will restrict the permissible number of annual leave to one (01) day for every twenty (20) days of work performed by the manpower provided by the Service Provider subject to a maximum of twelve (12) paid annual leave in a year.

(B). Case Specific

(i) Multi-Tasking Staff:

1. Matriculation or equivalent from a recognized board or institution and shall be within age limit of 18 to 60 years.
2. Conversant with local language (Manipuri).
3. Capable of performing basic computer operations like logging-in, logging-out, taking print out and photocopying.

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

Signature of Tenderer with seal

4. Possess Aadhaar Card and Driving License for LMV and driving skill of Four Wheeler.

(ii) Safaiwala/Housekeeping

1. Shall be within age limit of 18 to 60 years.
2. Conversant with local language (Manipuri).
3. Capable of performing janitorial works like, cleaning of public area, removing garbage, and performing some minor repairs.
4. Possess Aadhaar Card.

(iii) Data Entry Operator

1. Senior Secondary (12th pass) or equivalent from a recognized board or institution and shall be within age limit of 18 to 60 years.
2. Conversant with local language (Manipuri).
3. Proficiency in MS Office, Email, e-Office procedures, Graphics & Designs and basic Networking with minimum typing speed of 35 w.p.m. in English (or 30 w.p.m in Hindi).
4. Possess Aadhaar Card.

(iv) Staff Car Driver

1. Matriculation or equivalent from a recognized board or institution and shall be within age limit of 18 to 60 years.
2. Conversant with local language (Manipuri).
3. Possess Aadhaar Card and Driving License for LMV and driving skill of Four Wheeler with basic knowledge of motor mechanism (he should be able to remove minor defects in vehicles).
4. Familiarized/comfortable with the use of navigation system including GPS.

III. FINANCIAL QUALIFYING CRITERIA

1. The Financial Bid will be of two components: (i) Statutory Component (Wage, GST, ESI and EPF) and (ii) Service Provider Share Component (Service Charge).
2. The rates applicable under Statutory Component will be filled up by the office in conformity with existing Government's Rules, Regulations and Instructions issued from time to time and will be subject to changes.
3. The bidder shall quote his/her tender for the Service Provider Share Component (Service Charge) which can be variable or fixed based on whether the tender is expressed in percentage basis or lump sum rate per month of service provided.
4. No extra payment, whatsoever on any account, other than the above two components will be payable to the Service Provider
5. The rate offered must be filled in the "Annexure-II: Financial Bid". Any correction/over writing/insertion should be initialed by the tenderer.

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

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6. The tender being a composite package, bidders are required to quote the rates for each and every category of services in Indian Rupees. Tender received for part of the category of services will be rejected at the Financial Bid stage.

IV. JOB PROFILE

(i) Multi-Tasking Staff:

1. Daily dusting of office furniture, fixtures, etc. and switching on/off all electrical points
2. Carrying of files and papers within the building/outside building.
3. Physical maintenance of records of the office.
4. Photocopying and other non-clerical work in the Section.
5. Assisting in routine office work like the diary, dispatch, etc. including on computer works.
6. Making arrangement for meeting including serving tea, coffee, water, etc. during the meeting.
7. Attending the calls of the officers viz. bringing and serving tea, water, etc.
8. Watch and ward duties.
9. Driving of vehicle in case of exigencies.
10. Such other duties and responsibilities as may be assigned to him/her from time to time.

(ii). Safaiwala/Housekeeping Services T&C

1. Working days will be from Monday to Saturday with Sunday as off duty.
2. Cleaning of office rooms including mopping of the floors should be done every morning (6:00 am to 8:00 am) on working days, except Saturday.
3. Cleaning of toilets should be done twice a day during (i) 6:00 am to 8:00 am and (ii) 12:30 pm to 1:00 pm)
4. Cleaning of sewers (nullah), office ceilings & walls, office compound and garden in front of the office building should be carried out on Saturday.
5. If any Janitor is assigned for working in AG Staff Colony, it shall be his/her duty to carry out cleaning of sewers (nullah); mowing of parks, gardens & roadsides; and pruning of trees inside the Colony compound.
6. Such other duties and responsibilities as may be assigned to him/her from time to time.

(iii). Data Entry Operator T&C

1. Perform all assignments requiring the use of MS Office like DTP works, PPT preparation, formatting, etc.
2. Scanning of documents and diarising in e-Office.
3. Carry out necessary update in e-Office application, online and offline updation of records, preparation of PPT, etc.
4. Handling existing data and editing current information.

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

Signature of Tenderer with seal

5. Proof reading new entries into a database, etc.
6. Such other duties and responsibilities as may be assigned to him/her from time to time.

(iv). Staff Car Drivers T&C

1. Driving the office vehicles on requirement basis irrespective of timing and date/day.
2. Proper cleanliness and maintenance of office vehicle.
3. Maintenance of Log book, records of petrol consumed/taken.
4. Remove minor defects in the vehicle which is within his/her expertise.
5. He/she is also responsible to get servicing/repair of office vehicle done under his/her direct supervision, wherever required.
6. Such other duties and responsibilities as may be assigned to him/her from time to time.

V. TERMS OF PAYMENT

1. The successful bidder (Service Provider) shall be responsible and liable for payment of salaries comparable with the statutory minimum wages to all the manpower provided for the four services in respect of any particular month within the first five (05) days of the following month.
2. The Service Provider shall prefer its bill (as per the prevailing wage, EPF, ESI, GST rate prescribed by the Govt. of India) for a particular month by the 20th of that month. Any excess payment for unauthorised absence of any of the manpower or otherwise shall be refunded by the Service Provider to the office by the 10th of the following month unless the office agreed to recovery by way of deduction from payment of the next bill.
3. The Service Provider shall submit the service wise attendance sheet of each month by 2nd of the following month. Annual leave granted to any manpower shall be intimated to the office within two working days of the sanction of the leave.
4. All payments of bills and necessary recovery will be regulated through the attendance sheet and sanctioned leave submitted to the office.

VI. PERFORMANCE BANK GUARANTEE (SECURITY DEPOSIT)

1. The successful bidder (Service Provider) within fifteen days of the letter of offer shall submit a Performance Bank Guarantee (Security Deposit) in the form of Demand Draft of any nationalized bank for a sum of **₹ 30,000/- (Thirty Thousand rupees)** in favour of Principal Accountant General (Audit), Manipur, Imphal. The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the Service Providers.

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

Signature of Tenderer with seal

2. The Performance Bank Guarantee can be forfeited by order of the competent authority of the Office of the Principal Accountant General (Audit), Manipur for any breach or negligence or non-observance of any terms/conditions of contract or for unsatisfactory performance.
3. On expiry of the contract, such portion of the said Performance Bank Guarantee as may be considered by the Office of the Principal Accountant General (Audit), Manipur sufficient to cover any incorrect or excess payments made on the bills of the Service Provider, shall be retained until the final settlement.
4. On due performance and completion of the contract in all respects, the Performance Bank Guarantee will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of any specifications, samples or other property belonging to the purchaser, which may have been issued to the contractor.

VII. GENERAL TERMS AND CONDITIONS

1. An agreement shall be executed between the office and the successful bidder (Service Provider) within 15 days of the offer of the work on a 100 rupees Non-Judicial Paper to be borne by the Service Provider.
2. Manpower provided by the Service Provider should not be less than 18 years and more than 60 years, mentally sound and free from addiction to alcohol and drugs.
3. The manpower provided shall observe discipline and decorum in the office and adhere to extant rules and regulations. He/she should carry out all assignment and instructions issued from time to time.
4. The Service Provider should provide manpower replacement in case of unauthorised absence or leave granted beyond the permissible limit or unacceptable conduct in respect of any of the manpower provided to the office.
5. The manpower provided shall not divulge or disclose to any persons/institute/organisation any details of office operation process technical know-how, security arrangements, administrative organisation, etc.
6. The manpower provided shall not be entitled for claim of any benefit/ compensation/ absorption/ regularization of service from / in the office under the provision of Industrial Disputes Act.1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the Service Provider to the office within fifteen days of the letter of offer.
7. The office can increase or decrease the number of Multi-Tasking Staff, Safaiwala/Housekeeping Staff, Data Entry Operator and Staff Car Driver on a short notice depending on its actual requirement. The Service Provider shall deploy additional manpower at the

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

Signature of Tenderer with seal

same rates and conditions if asked to do so due to an increase in workload subsequently during the currency of the agreement.

8. The Service Provider shall provide photo identity (ID) cards to the persons employed for carrying out the services which shall inter alia provide information regarding Full Name (as per Aadhaar Card), Father's/Spouse's Name, Date of Birth, Designation (of the service) and Present Addresses. These cards are to be constantly displayed & their loss reported immediately.

9. The Service Provider shall comply with all the labours laws in relation to its employees including payment of minimum wages as laid down by the Ministry of Labour & Employment, Government of India from time to time.

10. The Service Provider shall be available at all times for any communication through Phone or WhatsApp and e-mail. Failure to respond to call or message from the office within 24 hours will liable the Service Provider for payment of fine @ ₹ 500 per day.

11. The logistic support of the manpower provided shall be the responsibility of the Service Provider.

12. The agreement will not confer the right to continuation or extension of the contract in any account for an indefinite time, the agreement will be purely a short term temporary arrangement on an outsourcing basis.

13. The agreement can be terminated by either party by giving one month's notice in advance. If the Service Provider fails to give one month's notice in writing for termination of the agreement, then the Performance Bank Guarantee shall be forfeited.

14. On the expiry of the agreement, the Service Provider shall withdraw all its personnel and clear their account by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the Service Provider it shall be the entire responsibility of the Service Provider to pay and settle the same.

15. Any matter or issues or any dispute arising due to this tender and the subsequent contract agreement shall be subject to the exclusive jurisdiction of the courts situated at **Imphal West**.

Sr. Audit Officer (Admin)

O/o the Principal Accountant General (Audit),
Manipur, Imphal

Signature of Tenderer with seal

Annexure-I

PART-I TECHNICAL BID

(In separate sealed cover super scribed as 'Annexure-I: Technical Bid')

Name of work: Providing manpower services for (i) Multi-Tasking Staff; (ii) Safaiwala/Housekeeping Services; (iii) Data Entry Operator; and (iv) Staff Car Driver to the Principal Accountant General (Audit), Manipur during the financial year 2023-24

Registration Details:

- ❖ *Name of the Service Provider* :
 - ❖ Address :

 - ❖ Phone No. :
 - ❖ Email ID :
 - ❖ *Contact Person*
 - ❖ Mobile No. of contact person :
 - ❖ Email ID of contact person :
 - ❖ *Status of the registration* :
- (Eg. Proprietorship, Partnership, Company, etc.)

Details of documents enclosed:

(Pls. Tick ✓ or Cross X as applicable)

Sl. No.	Description	Tick ✓ or Cross X	Remarks/Comments (if any)
1	Duly filled & signed Tender Document		
2	Copy of Registration under the relevant acts and rules as may be required of the agencies in the conduct of their business in the State of Manipur.		
3	Copy of Work Order/ Agreement in respect of atleast two (02) organisations		
4	Copy of PAN card		
5	Copy of GST registration		
6	Copy of ESI & EPF registration with details of ESI & EPF Nos. of the manpower to be provided		
7	Copies of GST payment receipts for the last three years.		
8	Copy of Annual Leave Policy		
9	Undertaking that no case is pending with the police or any other against the Service Provider		

UNDERTAKING

1. I, the undersigned, after having gone through the tender document undertake that, I will comply with all the instructions and terms & conditions contained in the tender document throughout the duration of the Contract Agreement if the work is awarded in my favour.
2. The rates quoted in Part-II Financial Bid will be valid for the entire period of the Contract Agreement which will be binding upon me.
3. The Principal Accountant General (Audit), Manipur will have the right to adjust any fine, penalty, liabilities against me/the Service Provider which have connection with the Contract Agreement from the Security Deposit.
5. There is no case pending against me/the Service Provider in any court or tribunal.
6. I/the Service Provider have/has not been blacklisted by any Govt. Department and Semi Govt./Public/Private Undertakings/Institutions.
7. I/ the Service Provider poses all the required license/registration/certification to carry out the work.

Date:

Place:

Signature of the authorized person

Full Name:

Designation:

Seal of the tenderer:

Annexure-II

PART-II FINANCIAL BID

(In separate sealed cover super scribed as 'Annexure-II: Financial Bid')

Name of work: Providing manpower for (i) Multi-Tasking Staff; (ii) Safaiwala/Housekeeping Service; (iii) Data Entry Operator; and (iv) Staff Car Driving to the Principal Accountant General (Audit), Manipur during the financial year 2023-24

Sl. No.	Category of works/ services	Service/Agency Charge (Fill up only one column)	
		Percentage rate per month (in %)	Lumpsum rate per month (in Rs.)
1	2	3	4
1	Multi-Tasking Staff		
2	Safaiwala/Housekeeping Service		
3	Data Entry Operator		
4	Staff Car Driver		

Date:

Place:

Signature of the authorized person

Full Name:

Designation:

Seal of the tenderer:

Annexure-III

To:

The Sr. Audit Officer (Admn.)

O/o the Pr. Accountant General (Audit),
Babupara, Imphal-795001.

Subject: Providing manpower for (i) Multi-Tasking Staff; (ii) Safaiwala/Housekeeping Service; (iii) Data Entry Operator; and (iv) Staff Car Driver to the Principal Accountant General (Audit), Manipur during the financial year 2023-24

Sir,

With reference to your Tender No OM(Au)/Outsourcing-Agreement/2017-18/389 dated ___/02/2023, I am to submit my bids in the two enclosed envelopes marked as '*Annexure-I: Technical Bid*' and '*Annexure-II: Financial Bid*' for providing Multi-Tasking Staff (07 nos), Safaiwala/Housekeeping Services (06 nos), Data Entry Operator (02 nos) and Staff Car Driver (02 nos.) during the financial year 2023-24.

I have read and fully understood the tender document and agree to abide by all instructions and the terms and conditions laid therein.

Yours faithfully,

Date: ___/___/2023

Place: _____

Dated signature
(Name of authorised Signatory)
Designation