

Tender Document

For

**Hiring of Data Entry
Operators, House-keeping
Staff, MTS and Canteen Staff**



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

**Principal Accountant General (A&E)
Haryana**

Plot No. 4 & 5, Sector-33B, Chandigarh-160020

<https://cag.gov.in/ae/haryana/en>



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3024483
Dated/दिनांक : 25-01-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	15-02-2023 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	15-02-2023 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Indian Audit And Accounts Department
Organisation Name/संगठन का नाम	Office Of Accountant General A And E Ut Chandigarh
Office Name/कार्यालय का नाम	Pag Ae Haryana
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Semi-skilled; Admin; Multi-tasking Staff , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Sweeper , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Sweeper , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Attendant , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Cook , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Clerk , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Data Entry Operator , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Driver - LMV
Contract Period	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)	500 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover	No
Startup Exemption for Years of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover	No

Bid Details/बिड विवरण

Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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 to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
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
Estimated Bid Value/अनुमानित बिड मूल्य	17252301
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	350000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	18

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). 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 :

Sr. Accounts Officer
PAG A and E Haryana, Plot No 4 and 5 Sector 33 B Chandigarh 160020
(Avnish Kumar)

Splitting/विभाजन

Bid splitting not applied.

MII Compliance

MII Compliance	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. 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.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. 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.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

Additional Qualification/Data Required

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:minimum 05 projects with minimum contract value of 70 lacs within last 03 years i.e. 2020-21, 2021-22, 2022-23

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:minimum 05 projects with minimum contract person not less than 10 person within last 03 years i.e. 2020-21, 2021-22, 2022-23 for the supply of manpower for one complete year will be considered

Geographic Presence: Office registration certificate:as per tender terms and condition

Scope of work & Job description:[1674645364.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1674537976.pdf](#)

This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
EXPERIENCE/LICENCES/TURNOVER/SUPPLY	100	60	View file	Yes

Total Minimum Passing Technical Marks: 60

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Admin; Multi-tasking Staff (21)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Admin
List of Profiles	Multi-tasking Staff
Educational Qualification	High School
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)	
Additional Details	

Specification	Values
Designation	MULTI- TASKING-STAFF

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
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	21	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 615.36 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 19.99 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Sweeper (17)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Others

Specification	Values
List of Profiles	Sweeper
Educational Qualification	High School
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)	
Additional Details	
Designation	SWEEPER

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	17	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 615.36 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 19.99 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Sweeper (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	ASSISTANT HALWAI CUM COOK
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA

Specification	Values
District	NA
Addon(s)	
Additional Details	
Designation	ASSISTANT HALWAI CUM COOK

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
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 615.36 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 19.99 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Attendant (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Attendant
Educational Qualification	High School
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)	
Additional Details	
Designation	ATTENDANT

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	5	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 615.36 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 19.99 • Tenure/ Duration of Employment (in months) : 12

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

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Cook
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA

Specification	Values
Zipcode	NA
District	NA
Addon(s)	
Additional Details	
Designation	HALWAI-CUM-COOK

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
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 806 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 0 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Clerk (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Clerk
Educational Qualification	Secondary School
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)	
Additional Details	
Designation	CLERK

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 896.74 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 0 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Data Entry Operator (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	Graduate
Specialization	DATA ENTRY OPERATOR
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA

Specification	Values
Zipcode	NA
District	NA
Addon(s)	
Additional Details	
Designation	DATA ENTRY OPERATOR

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
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	6	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 896.74 • EDLI (INR per day) : 2.5 • Bonus (INR per day) : 0 • EPF Admin Charge (INR per day) : 2.5 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 0 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Driver - LMV (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Driver - LMV
Educational Qualification	Secondary School
Specialization	DATA ENTRY OPERATOR , Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)	
Additional Details	
Designation	DATA ENTRY OPERATOR

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement
1	Pawan Kumar	160020,PLOT NO. 4 & 5 SECTOR-33B CHANDIGARH	1	<ul style="list-style-type: none"> • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.5 • EPF Admin Charge (INR per day) : 2.5 • Minimum daily wage (INR) exclusive of GST : 806 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Number of working days in a month : 30 • Provident Fund (INR per day) : 60 • ESI (INR per day) : 0 • 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 Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address O/o THE PAG A AND E HARYANA LEKHA BHAWAN PLOT NO 4 AND 5 SECTOR 33 B CHANDIGARH - 160036.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of PAO O/o AG A AND E PUNJAB payable at CHANDIGARH.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of PAO O/o AG A AND E PUNJAB payable at CHANDIGARH.

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

6. **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.

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. Payment to all the out sourced staff will be made by the contractor by 7th of every month and contractor should submit a report – personnel wise on the amount of wages paid by 10th of every month. Bills will be reimbursed by this office on providing 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., if found in order.

2. For technical evaluation, requisite information in format A, B, C with supporting document should be furnished. Technical evaluation will only be made based on the information/ statics provided in these format.

8. **Buyer Added Bid Specific ATC**

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

9. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

10. **Service & Support**

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

11. **Service & Support**

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

12. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

13. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

14. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of PAO O/o AG A AND E PUNJAB payable at CHANDIGARH. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

15. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of PAO O/o AG A AND E PUNJAB CHANDIGARH A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

16. Service & Support

The Service Provider is required to have at least 40 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

17. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

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. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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.

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.

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---

Annexure - I

General Instructions to Tenders

The Principal Accountant General (A&E) Haryana Chandigarh requires the services of an Agency for Outsourced staff.

The following documents giving full details are enclosed.

- | | |
|--|--------------|
| 1. General Terms and Conditions | Annexure-I |
| 2. Special terms and conditions for Outsourced Staff | Annexure-II |
| 3. Pre-qualification requirements for award of Contract for Outsourced Staff | Annexure-III |
| 4. Technical Parameters and format | Annexure-IV |

In case you are interested you may inspect the premises and submit the above Annexure-I, II, III, and IV duly filled in and signed for having accepted the proposal, Special terms and conditions and Pre-qualification along with Financial Bid (earnest money)

It may please be noted that Agencies which do not fulfill the Pre-qualification requirement will not be considered (Annexure III). The Principal Accountant General reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.

General Conditions

1. The Contractors are required to submit the complete Rate only after satisfying each and every condition laid down in the Annexure enclosed.
2. While all efforts have been made to avoid errors in the drafting of the bid document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the bid documents shall be entertained.
3. The Bidder should download the Bid document (Scope of Work and Special condition of Contract) through GeM Portal and upload it again at the time of submission of the bid with signature and stamp is in token of the Bidder having acquainted himself/themselves and accepted the entire Bid document (Scope of Work and Special condition of Contract) including various conditions of contract.
4. The requirements of number of manpower as mentioned in the bid document is tentative and may increase or decrease at the sole discretion of the competent authority of the Client. Accordingly, the contract cost is also liable to increase / decrease
5. Turnover: The Bidder should have minimum gross turnover in the similar business of providing manpower as per the bid document
6. **The amount of earnest money will be Rs. 350000/- (Rupees three lakh fifty thousand only) in the shape of Bank Draft in favour of P.A.O. O/o Accountant General (A&E) Punjab, Chandigarh.** The EMD of unsuccessful bidder will be returned back within 30 days (without interest). The exemption for non submission of EMD will be as per government rules.

7. The Earnest Money Deposit (EMD) shall be forfeited, if
 - (a) A bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form
 - (b) Or in case of a successful Bidder, if the Bidder fails to sign the contract.
 - (c) Fails to furnish required performance security in accordance with the terms of bid document within the time frame specified by the Client.
 - (d) Fails or refuses to honor his own quoted prices for the services or part thereof.
 - (e) In such case, the bidder is also liable to be debarred from future tendering.
8. The successful contractor will furnish an agreement separately on judicial paper of Rs. 20/- within one month after getting work awarded which shall be binding for a period initially up to 31.03.2024. Non submission of the agreement will lead to stoppage of next payment.
9. In addition to above, outsourcing agency will furnish affidavit duly attested by notary specifically mentioning that no persons having criminal background have been deployed in this office.
10. The Contractors should satisfy themselves before submission of the Rates/Quotations to this office that they meet the qualifying criteria and capability as laid down in the Annexure.
11. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of agreement of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by this office.
12. The Contract will be awarded for one year i.e. upto 31.03.2024.
13. In case of any default by the Contractor and in any of the terms & conditions (whether General or Special), this office may, without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor. However, the competent authority reserves the right to continue the contract till further arrangement are made available.
14. Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
15. Covered protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any person deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Contractor.
16. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.

17. No other person except Contractor's authorized representative shall be allowed to enter this office.

18. Within the premises of this office the Contractor's personnel shall not do any private work other than their duties assigned to them.

19. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

20. Contractor shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

21. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds done by his staff.

22. All consumable and material used in the office work shall be provided by the office.

23. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.

24. The agency will provide I/Cards and uniforms for both seasons i.e. summer & winter including shoes to the workmen deployed Outsourcing Staff. Special uniform to be provided to Nine (09) security Staff.

25. The agency will provide a list of Outsourcing Staff along with their individual EPF/ESI no.etc. In case of leave or absent of any Outsourcing Staff, the contractor will provide substitute in place of that person or otherwise wages on pro rata basis will be deducted.

26. Housekeeping Staff shall complete Sweeping, cleaning dusting etc before 9.00 AM every day and other hired staff should report before 9.00 AM every day. The working of staff will be from 09.00 AM to 05.30 PM.

27. Contractor would ensure that all its personnel would behave courteously and decently with employees of this office and also ensure good manners.

28. The service provider shall fill in the required details as per annexure and formats provided (A, B, C) and enclose the supporting documents which does not

contain any ambiguity. Incomplete enclosure of documents shall be rejected and the tender shall be disqualified.

29. For technical evaluation, requisite information in format A, B, C with supporting document should be furnished. Technical evaluation will only be made based on the information/ statics provided in these format.

30. The Office of the Principal Accountant General (A&E) Haryana, Chandigarh may at its discretion at any point of time during the validity of the contract, require the service provider to dismiss or remove from 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 immediately

31. Payment to all the out sourced staff will be made by the contractor by 7th of every month and contractor should submit a report – personnel wise on the amount of wages paid by 10th of every month. Bills will be reimbursed by this office on providing 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., if found in order.

32. The contractor will have to pay wages before 7th of each month from his own account & this office will make payment to him after submitting the report of disbursement of wages.

33. In case of any complaint of non-fulfillment or any obligation under the contract, the Principal Accountant General (A&E) reserves the right to deduct the payment due from the contractor from monthly bill(s).

34. The Contractor shall depute one full time Supervisor in Client's office, who shall ensure that all the duties as may be assigned differently by the Client to various categories of manpower are performed by them in the desired manner of Client, failing which it shall invite penalties. The supervisor will be paid wages equal to housekeeper and no extra payment/wages will be made.

35. The employed outsourced staff should not have any relative working in this office.

36. Police verification of all the out-sourced staff is the responsibility of the contractor before deputing the staff in the office.

37. Preference will be given to the ladies staff while employing the staff in this office.

38. Preference will also be given to specialized staff such as Electrician/ Driver/Gardner/Carpenter/plumber while recruiting MTS staff.

39. The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the manpower services to the Client

Bid Technical Evaluation:

1. Bids, in respect of which EMD & EMD declaration has been furnished, will only be considered for technical evaluation.

Note: i) The service provider shall fill in the required details as per annexure and formats provided (A, B, C) and enclose the supporting document which does not contain any ambiguity. Incomplete enclosure of documents shall be rejected and the bidder shall be disqualified.

ii) For technical evaluation, requisite information in format A, B, C with supporting document should be furnished. Technical evaluation will only be made based on the information/ statics provided in these formats only.

iii) Technical marking will be carried out as per Annexure –IV with the data submitted in the prescribed format by the bidder.

Bid Financial Evaluation:

1. Financial bids of only technically qualified bidders will be evaluation.

2. 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 the buyer shall have two options for placement of Contract: a) Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system or (b) Placement of contract on any one of the L-1 bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.

Annexure II
SPECIAL TERMS & CONDITIONS

1. This office reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.
2. The persons employed should work from Monday to Saturday. In any exigency of work, the outsourced personnel must be available to work on Sunday or closed holidays also. The payment to the staff will be made on actual work days basis (man days) except the case, if any staff attend the office for 26 days per month will be paid full month salary.
3. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of this office. The personnel will render services everyday except on SUNDAY and NATIONAL HOLIDAYS (i.e. 26th Jan, 15th Aug, 2nd Oct. and any other holidays/public holidays which are mandatory under labour laws). They will maintain cleanliness of toilets, lavatories, pantry, floors, etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment of this shall be made.
4. Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, cupboard, air conditioners, almirah, filling cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated locations.
5. Payment of ESI & ESIC subscription of all the eligible employees for the previous month is to be submitted with the proof along with monthly bills. If any lapses found in the contractor part, shall be recovered from the next bills.
6. The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund and submit the proof with monthly bills.
7. Man power required for execution of the entire work including transport shall be arranged by the contractor and the man power will stay on full day in the office. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place or otherwise wages will be deducted of the individual on pro rata bases.
8. The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to this office for duties assigned to them.
9. The contractor will submit the monthly bill for reimbursement in duplicate as provided by the office, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.

10. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under services contract by means of account payee cheque or credit the salaries to their respective bank accounts and furnish necessary proof whenever required.

11. Proof of payment towards compliance of other statutory provision like bonus for the previous month If any.

12. This office shall release due amount after making recoveries, if any, through crossed account payee cheque or other mode of payment in favour of contractor.

13. That no minor below the age of 18 year may be deployed by the outsourcing agency for which entire responsibility will be of said agency.

14 Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

15. The agency or firm on any emergency must depute their representative within three working days.

16. Detail of EPF, ESIC of individual staff is to be submitted to this office. (Proof required)

17. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.

18. No other person except Contractor's authorized representative shall be allowed to enter this office.

19. Within the premises of this office the Contractor's personnel shall not do any private work other than their normal duties assigned to them.

20. The venue of the arbitrator shall be O/o Principal Accountant General (A&E) Haryana, Sector 33B, Chandigarh and the decision of Principal Accountant General will be binding on both the parties. Any disputes will be in the jurisdiction at Chandigarh only.

21. **RIGHT OF ACCEPTANCE:**

21.1 The O/o Principal Accountant General (A&E) Haryana, Sector 33B, Chandigarh reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority in this regard shall be final and binding.

21.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.

21.3 The competent authority reserves the right to award any or part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.

21.4 In case of failure to comply with the provisions of the terms and conditions of the contract by the agency(ies) that has/have been awarded the contract, the competent authority of the Office reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

21.5 The O/o Principal Accountant General (A&E) Haryana, Sector 33B, Chandigarh may terminate the Contract if it is found that the Contractor is black listed/debarred on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

21.6 The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the manpower services to the Client.

22. CONFIDENTIALITY:

22.1 The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Client's business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of the Client. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Client's information.

22.2 If the Contractor receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Client immediately on receipt of such queries.

PENALTIES

Contractor will attract a penalty of Rs.1000/- (Rs. One thousand only) per day, per person, in case the person fails to carry out the outsourcing services due to his absence /report late / leaves early on more than two occasions. In the event of failure in maintaining the outsourcing services on any day up to the desired standard, in part or full, the contractor is liable to be penalties @ Rs 2,000/-(Rupees Two thousand only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of this office will be final and binding on the contractor and shall not be subject to dispute or arbitration.

Annexure - III

Pre-qualification requirement of firms for supply of

1. Name of the organization/Firm	
2.Name(s)of the Proprietors/Directors	
3. Name of Contact Person and Ph no.	
4.Registered Address	
5. Telephone No. Fax No.	
6. Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act. (Copy to be enclosed	
7.Service Tax No. of the firm (Copy to be enclosed) if any,	
8. Registration No. of the Firm (Copy to be enclosed)	
9. Permanent Account No. of the firm (PAN) (Copy to be enclosed)	
10. Provident fund number allotted by Regional Provident Fund Office	
11. ESI Registration No.	
12. Total staff/workers of the firm.	
13. Name (s) of central Govt offices to whom similar services have been provided by the firm during three years (Please attach the job order/service certificate from Govt. Office	

(Proof of all above provided details to be submitted)

(Signature with seal) .

Annexure - IV
Technical Parameters and their weightage

S.No.	Particulars	Criteria	Points Awarded	Points Awarded
1	Experience in providing manpower in Govt. sector in past 03 complete years (mention only those projects where staff strength provided is ≥ 10 and supplied for one complete year). Fill detail in Format A .	>20 Projects	20	20
		>15 Projects	15	
		>10 Projects	10	
		>5 and ≤ 10 Projects	6	
		≤ 5 Project	4	
2.	Experience in providing manpower in other than Govt. sector in past 03 years (mention only those projects where staff strength provided is ≥ 10 and supplied for one complete year). Fill detail in Format A .	>20 Projects	20	20
		>15 Projects	15	
		> 10 Projects	10	
		> 5 and ≤ 10 Projects	6	
		≤ 5 Project	4	
3.	Average size of the staff over last three financial years on roll viz. 2019-20, 2020-21 and 2021-22. Fill detail in Format B .	>300 members	20	20
		>100 and ≤ 300 members	14	
		>25 and ≤ 100 members	6	
4.	Average Turnover of the company for last 03 years. Fill detail in Format C .	>30 Crore	20	20
		>20 crore	15	
		> 10 crore	10	
		≥ 5 crore and ≤ 10 crore	6	
5.	Labour license for men in current financial year i.e. 2022-23	> 100 members	15	15
		>50 and ≤ 100 members	10	
		> 25 and ≤ 50 members	6	
6.	Firm Audit certificate	Carried out in last 3 years	5	5
		Carried out in last 1 year	3	
		Not carried	0	
TOTAL POINTS				100

Note:- Minimum marks required to qualify is 60 i.e. 60% marks.

Format A

Experience in providing manpower in Govt. and non Govt. Sector
(mention only those projects where staff has been provided for the complete year)

Experience in providing manpower in Govt. Sector for F.Y. 2019-20

Sr. no.	Name of Govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Experience in providing manpower in non Govt. Sector for F.Y. 2019-20

Sr. no.	Name of non-govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Experience in providing manpower in Govt. Sector for F.Y. 2020-21

Sr. no.	Name of Govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Experience in providing manpower in non Govt. Sector for F.Y. 2020-21

Sr. no.	Name of non-govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Experience in providing manpower in Govt. sector for F.Y. 2021-22

Sr. no.	Name of Govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Experience in providing manpower in non Govt. Sector for F.Y. 2021-22

Sr. no.	Name of non-govt office where manpower supplied	No. of Manpower supplied	Type of work (DEO/ Housekeeping / Multitasking /canteen staff). Enter detail separately for each particular	Certificate attached (work Award letter, Completion certificate, Satisfactory report) (yes/no)

Note: Experience providing of staff during technical evaluation will only be considered if the information with supporting documents will be provided in this format, otherwise no marks will be awarded.

Format B

Average size of the staff over last three financial years on roll
(include only those project where staff has been provided for the complete year)

F.Y.	Total staff provided in Govt offices	Total staff provided in other than Govt offices	Supporting Document Attached (yes/No)
2019-20			
2020-21			
2021-22			

Note: Average size of staff during technical evaluation will only be considered if the information with supporting documents will be provided in this format, otherwise no marks will be awarded.

Format C

(Average Turnover of the company for last 03 years, duly certified by CA)

F.Y.	Turnover of the company (in Rs.)	Supporting Document Attached (yes/No)
2019-20		
2020-21		
2021-22		

Note: If no supporting document attached and not certified by CA, in both cases turnover will not be considered.

The Schedule of Work

1. Data Entry Operators:

1. Data entry and data handling work.
2. Typing and record maintaining work.
3. Data compilation work.
4. Data to be filled in prescribed forms of this office.
5. Working in Microsoft Word, Excel, power point etc.
6. Working in different online portal of this office.
7. Should be able to write or record the work provided to him.
8. Should maintain the integrity of data of this office.
9. Should be punctual and decent in nature
10. Any other Misc. work assigned by the concerned DAG / Sr. Accounts Officer /Asstt. Accounts Officer.

2. For Cleaning staff (Housekeeping staff):

The schedule of work entrusted to the selected agency as per terms & conditions of outsourcing award and the agency will be supposed to perform the following work:

1. Sweeping of hard floors with special attention to space behind and under furniture.
2. Damp moping of all office floors with disinfectant cleaners.
3. Dusting of all furniture with damp & dry duster.
4. Scrubbing of all WC's with toilet bowls cleaners.
5. Dusting and cleaning of skirting.
6. Dusting and cleaning of all door frames & glasses with wet & dry dusters including removal of bungs on all doors.
7. Dusting and cleaning of all doormats (if existing)
8. Disinfecting and scrubbing of toilets and washrooms.
9. Washing of toilets and washroom twice a day at regular interval and keeping cleaning and dry at all given times.
10. Sweeping of back/serviceable area (if existing).
11. Window cleaning including removal of bungs and cleaning of pans.
12. Scrubbing of all glazed tiles & slabs.
13. Dusting of light fixture.
14. Removing dust from floors, windows, doors, books, journals, furniture, fixtures,

Telephone, cupboard, air conditioners, almirah, filing cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated location

16. Any other Misc. work assigned by the Sr.DAG (Admn) / Welfare Officer / Sr. AO

3. For MTS related duties:

1. General cleanliness and upkeep of the section.
2. Cleaning of rooms.
3. Dusting of all furniture with damp & dry duster.
4. Watch and ward duties.
5. Opening and closing of rooms.
6. Up-keeping of parks, lawns, potted plants etc.
7. Carrying of files and other papers within the building office.
8. Delivering of Dak (outside the building).
9. Physical maintenance of records of the section.
10. Stitching and binding of records/files/registers of the section.
11. Photocopying sending of fax etc.
12. Other non-clerical work in the sections.
13. Assisting in routine office work like diary, dispatch etc including on computer.
14. Maintenance of office equipments /fixtures and fittings and provide necessary assistance for running of such equipments.
15. Driving of vehicles, if in possession of valid driving license.
16. Any other Misc. work assigned by the Sr.DAG (Admn) / Welfare Officer / Sr. AO.

4. For Canteen Staff:

1. The **Halwai-cum-cook and Asstt. Halwai** will prepare Lunch /Snacks and any type of sweets for providing to the staff and officers.
2. The **Canteen attendant** will assist the Halwai in preparing Lunch/ Snacks and any type of sweets and to do other types of Misc. works like cleaning/washing of utensils and to maintain proper hygiene in the kitchen.
3. **Canteen clerk** will assist:
 - a. in managing the record of the canteen like accounts, billing etc.
 - b. any work assigned by the higher officers/canteen manager.

5. FOR DRIVERS

1. The drivers will be in proper uniform.
2. The drivers will be neat and clean with proper turnout.
3. They will report for duty at the specified time given by the officer.
4. The Agency must also ensure that all the necessary documents (like driving license) are available with the driver deployed for duty.

5. Drivers will keep the vehicle neat and clean before the commencement of the duty and carry out daily inspection of the same.
6. The drivers shall have a mobile phone with two way conversation facility available. But they will not use the phone while driving and in the presence of the officer unless they are instructed to do so.
7. They will open/close the door of the car when officer is getting in/out of the car.
8. The drivers shall be well versed with routes and locations in Tri-city and they will maintain daily log book of the vehicles.
9. They will maintain repair/defect register for the car.
10. They will take permission from the officer to take the car to workshop, if required.
11. The drivers will not leave the vehicles unattended in public place.
12. He will not remain absent from duty without prior permission of the officer.
13. He shall strictly follow all the traffic rules and regulation and never over speed, besides the car will be parked in the area earmarked for the same.

List of Outsource Persons

Sr. No.	Name of Post	No. of post	Education Qualification
01	House-keeping	17	Unskilled
02	Multi-tasking Staff (MTS)	21	High School and above
03	Driver	01	High School and above
04	Data Entry Operator (DEO)	06	Graduate
05	Clerk	01	Graduate
06	Halwai-cum-Cook	01	Skilled
07	Asstt. Halwai-cum-cook	01	Semi Skilled
08	Canteen Attendant	05	High School and above
	Total	53 persons	

1. For DEO – Preference will be given to B.Tech/B.Sc. (computer science)

The requirement of the manpower will vary as per sanction by the Headquarters' office.