



**GOVERNMENT OF ODISHA  
DEPARTMENT OF WATER RESOURCES,  
OIIAWMIP, 5<sup>TH</sup> FLOOR, RAJIV BHAWAN, BHUBANESWAR-751001**

**ORISSA INTEGRATED IRRIGATED AGRICULTURE AND WATER MANAGEMENT  
INVESTMENT PROGRAMME**

**TENDER DOCUMENT TO PROVIDE SERVICES OF COMPUTER ASSISTANTS  
AND OFFICE ATTENDANTS BY MANPOWER AGENCIES/SERVICE PROVIDERS  
TO WORK IN PMU, CAD-PIM DIRECTORATE , 5<sup>TH</sup> FLOOR RAJIV BHAWAN  
DEPARTMENT OF WATER RESOURCES**

October 2016-10-22

Chief Engineer-Cum-Project Director  
Project Management Unit (PMU)

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## Section-I

### SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS

1. The CE-cum-PD, PMU in Department of Water Resources, Rajiv Bhawan, Bhubaneswar-751001 requires the services of reputed, well established and financially sound Manpower Service Provider to provide services of Computer Assistants, Office Attendants on contract basis for day to day official work.
2. The contract for providing the aforesaid manpower is likely to commence from 01.12.2016 and would continue till 30.11.2017. The period of the contract may be further extended beyond 30.11.2017 provided the requirement of the Department for manpower persists at that time or may be curtailed/ terminated before 30.11.2017 owing to deficiency in service or because of change in the Department's requirements. The authority, however, reserves right to terminate this initial contract at any time after giving one week's notice to the selected Service Provider.
3. This organisation has tentative requirement for 12 (twelve) Computer Assistants, 12 (twelve) Office Attendants. The requirements may increase/decrease in any /all the categories.
4. The estimated cost of the contract is Rs. 25,77,250/-.
5. The interested Manpower Service Provider may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs.26,000/- and other requisite documents by 15.11.2016 up to 3.00 PM to be received in sealed tender box at PMU, CAD-PIM Directorate, 5<sup>th</sup> Floor, Rajiv Bhawan, Bhubaneswar-751001.
6. The various crucial dates relating to "**Tender for Providing Manpower Services to the Project Management Unit, OIIAWMIP, Rajiv Bhawan, Bhubaneswar-751001**" are cited as under:

(a)	Period of issue of Tender Document	24.10.2016 to 15.11.2016 Upto 3.00 PM
(b)	Date and time for submission of Tender Document	15.11.2016 at 3.00 PM
(c)	Date and time for opening of	
	(i) Technical Bid	15.11.2016 at 3.30PM
	(ii) Financial Bids of eligible bidders and Selection	To be notified later with 03 day's notice
(d)	Likely date for commencement of Deployment Requirement manpower	01.12.2016

7. The tender has been invited under **two bid system i.e. Technical Bid and Financial Bid**. The interested agencies are advised to submit two separate sealed envelopes superscribing "**Technical Bid for Providing Manpower Services to PMU, OIIAWMIP, Department of Water Resources**" and "**Financial Bid for Providing Manpower Services to PMU, OIIAWMIP, Department of Water Resources**". Both sealed envelopes should be kept in a third envelope super scribing "**Tender for Providing Manpower Services to PMU, OIIAWMIP, Department of Water Resources**".

8. The Earnest Money Deposit (EMD) of Rs.26,000/- (Rupees twenty six thousand only), refundable (without interest), should be necessarily accompanied with the Technical Bid of the service provider in the form of Demand Draft / Pay Order drawn in favour of Deputy Director Dam Safety and Support Services, Secha Sadan, Bhubaneswar-1 **failing which the tender shall be rejected summarily.**
9. The successful tenderer will have to deposit a Performance Security Deposit of Rs.26,000/- (Rupees twenty six thousand only) in the form of Fixed Deposit Receipt (FDR) in the name of agency but duly pledged in favour of Deputy Director, Dam Safety and Support Services, Secha Sadan, Bhubaneswar-1 covering the period of contract. In case, the contract is further extended beyond the initial period, the F.D.R will have to be accordingly renewed by successful tenderer.
10. The tendering Manpower Service Providers are required to enclose photocopies of the following documents self attested along with the Technical Bid, **failing which their bids shall be summarily/out rightly rejected and will not be considered any further :**
  - (a) Registration certificate of the applicant organization;
  - (b) Copy of PAN / GIR card;
  - (c) Copy of the IT return filed for the last three financial years;
  - (d) Copies of EPF and ESI certificates;
  - (e) Copy of the Service Tax registration certificate;
  - (f) Certified extracts of the Bank Account containing transactions during last three years.
11. **The conditional bids shall not be considered and will be out rightly rejected in very first instance.**
12. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.
13. The Technical bids shall be opened on the scheduled date and time at 3.30PM on 15.11.2016 in the conference room of CE-cum-PD, PMU, 5<sup>th</sup> Floor, Rajiv Bhawan, Bhubaneswar in the presence of agency or the authorized representatives of the Manpower Services Providers, if any, who wish to be present on the spot at that time.
14. The Financial Bid of only those tenderers will be opened whose Technical bids are found in order. The Financial bids shall be opened in the conference room of CE-cum-PD, PMU, 5<sup>th</sup> Floor, Rajiv Bhawan, Bhubaneswar on the date to be notified later with 3days Notice in the presence of the Service Provider or authorized representatives of the Manpower Services Providers, if any, who wish to be present on the spot at that time.
15. The competent Authority of the Department of Water Resources reserves the right to annul any or all bids without assigning any reason.

**SECTION – II**

**TECHNICAL BID FOR OUTSOURCING OF COMPUTER ASSISTANTS AND OFFICE  
ATTENDANTS FROM MANPOWER AGENCIES/ SERVICE PROVIDERS TO  
WORK IN PMU, CAD DIRECTORATE, 5<sup>TH</sup> FLOOR RAJIV BHAWAN,  
DEPARTMENT OF WATER RESOURCES**

# Letter of Technical & Financial Bid

Date:

Invitation for Bid No. : Identification No.7 of 24.10.2016.

To.....

I/WE, the undersigned, declare that :

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda issued
- (b) We offer to execute in conformity with the Bidding Documents to provide services of Computer Assistant and Office Attendants by Manpower agencies / Service Providers to work in PMU, CAD-PIM Directorate, 5<sup>th</sup> Floor, Rajiv Bhawan, Department of Water Resources.
- (c) Our Bid consisting of the Technical Bid and the Price Bid shall be valid for a period.....days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Single stage – Two Envelope

- We are not a government owned entity / We are a government owned entity.
- If our bid is accepted, we commit to mobilize personnel in accordance with the requirement set forth (Employers requirements) and our technical proposal or as otherwise agreed with the employer.

Name.....

In the capacity of.....

Signed.....

Authorized to sign the tender for and on behalf of.....

Date.....

Signature of Service Provider /  
authorized representative

CE-cum-PD, PMU

**TECHNICAL REQUIREMENTS FOR THE TENDERING MANPOWER SERVICES  
PROVIDER**

1. The tendering manpower service provider should fulfill the following technical specifications:
  - (a) The registered office or one of the branch of the manpower service provider should be located within the jurisdiction of the user authority/Office. Besides, if the Department/Head of Department/Controlling Officer are procuring manpower for deployment in their Field Office(s), then the manpower service provider should provide the name, designation and contact number of the person to liaise with the said Field Office(s).
  - (b) They should be registered with the appropriate registration authority;
  - (c) They should have at least **three years**' experience in providing manpower to Government Departments, Public Sector Companies/banks, etc;
  - (d) They should have their own Bank Account;
  - (e) They should be registered with Income Tax and Service Tax departments;
  - (f) They should be registered with appropriate authority under Employees Provident Fund and Employees State Insurance Acts.
  - (g) They should have any other regulatory clearance that may be required for providing manpower services.
  - (h) Minimum turn-over requirement is Rs.360.00 Lakhs per year
  - (i) Execution of contracts of similar type during preceding 3 years of value not less than Rs.16.00 Lakhs

**TECHNICAL REQUIREMENTS FOR MANPOWER TO BE DEPLOYED  
BY THE SUCCESSFUL MANPOWER SERVICE PROVIDER IN THE  
DEPARTMENT OF WATER RESOURCES, RAJIV BHAWAN, BHUBANESWAR.**

**FOR COMPUTER ASSISTANT.**

1. She/he should be above 18 years of age and not exceeding 40 years.
2. The Minimum Education Qualification for Computer Assistant will be graduation in any discipline with PGDCA.
3. The Computer Assistant should have a speed of 40 words per minute in English and should be well conversant with computers and essentially well trained in MS Office, Internet and LAN function;

**FOR OFFICE ATTENDANT.**

1. She/he should be above 18 years of age and not exceeding 40 years.
2. The Minimum Education Qualification is 10<sup>th</sup> Pass.



**SECTION-III**

**APPLICATION – TECHNICAL BID**

**For Providing Manpower Services in the Office of the Chief Engineer-cum-  
Project Director, PMU, OIIAWMIP, Department of Water Resources.**

1.	Name of Tendering Manpower Services Provider	:	
2.	Details of Earnest Money Deposit : DD/ Pay Order	:	No:
			Date :
			Amount (Rs.)
			Drawn on Bank:
3.	Name of Proprietor/ Partner/ Director		
4.	Full Address of Registered Office	:	Postal Address :
			Telephone No. :
			FAX No. :
			E-Mail Address :
5.	Full Address of Operating /Branch Office	:	Postal Address :
			Telephone No. :
			FAX No. :
			E-Mail Address :
6.	Name & Telephone no. of the authorized officer / person to liaise with Field Officer (s)		Name :
			Telephone No :

7.	Banker of the Manpower Service Provider (Attach certified copy of statement of A/c for last three years)	:	_____
		:	Telephone Number of Banker:
8.	PAN / GIR No. (Attach attested copy)	:	
9.	Service Tax Registration No. (Attach attested copy)	:	
10.	E.P.F. Registration No. (Attach attested copy)	:	
11.	E.S.I. Registration No. (Attach attested copy)	:	

12. Financial turnover of the tendering **Manpower Service Provider** for the last 3 Financial Years.

Financial Year	Amount (Rs. Lacs)	Remarks, if any
2013-14		
2014 – 15		
2015 - 16		

13. Additional information, if any:

(Attach separate sheet if space provided is insufficient).

14. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format.

(If the space provided is insufficient, a separate sheet may be attached):

Sl. No.	Name of the Client, address, telephone & fax No.	Manpower Services Provided		Amount of contract (Rs. Lacs)	Duration of contract	
		Types of Manpower Provided	No.		From	To

15. Additional information, if any  
(Attach separate sheet, if required)

Signature of authorized person  
Name:  
Seal:

Date:  
Place:

**DECLARATION**

I, \_\_\_\_\_ Son/ Daughter/  
Wife of Shri \_\_\_\_\_ Proprietor/ Director/ authorized  
signatory of the Service Provider, mentioned above, am competent to sign this  
declaration and execute this tender document;

That :

1. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
  
2. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person  
Full Name  
Seal

Date:  
Place:

## **TERMS & CONDITIONS**

### **GENERAL**

1. The agreement shall commence from 01.12.2016 and shall continue till 30.11.2017 unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc or change in requirements.
2. The agreement shall automatically expire on 30.11.2017 unless extended further by the mutual consent of the Manpower Service Provider and the Authority.
3. The agreement may be extended, on the same terms and conditions or with some additions/deletions/modification, for a further specific period mutually agreed upon by the Manpower Service Provider and the authority.
4. The Manpower Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the Authority.
5. The Department, at present, has tentative requirement of twelve Computer Assistants and twelve Office Attendants on urgent basis. The requirement of the Department may further increase or decrease marginally, during the period of initial contract also and the tenderer would have to provide additional manpower services, if required, on the same terms and conditions.
6. The Manpower Service Provider will be bound by the details furnished by it to the Authority while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.
7. The Authority reserves the right to terminate the Agreement during initial period also after giving 15 days notice to the Manpower Service Provider.
8. The persons deployed shall be required to report for work at 10 A.M. to the officer under whom they shall be asked to work and would leave at 6 P.M. and may also required to work beyond 6 P.M. for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
9. In case the person deployed is asked to work beyond 8 PM, he /she shall be entitled to late sitting-cum-refreshment compensation of Rs. 50/- (fifty) per day.
10. The person deployed may be called on weekly holidays to attend duty and shall be paid extra remuneration as per rates approved by this office on attending such duty.

11. The Manpower Service Provider shall nominate a Coordinator who shall be responsible for immediate interaction with the authority so that optimal services of the persons deployed could be availed without any disruption.
12. The entire financial liability in respect of manpower services deployed in the Department or Office concerned shall be that of the Manpower Service Provider and the Department or Office concerned will in no way be liable. It will be the responsibility of the Manpower Service Provider to pay to the person deployed a sum not less than the minimum rate quoted in the financial bid and adduce such evidence as may be required by the Department or Office concerned.
13. For intents and purposes, the Manpower Service Provider shall be the “Employer” within the meaning of different Rules and Acts in respect of manpower so deployed. The persons deployed by the manpower Service Provider shall not have any claim whatsoever like employer and employee relationship against the Department or Office concerned.
14. The Manpower Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Department shall, in no way, be responsible for settlement of such issues whatsoever. In case the grievances of the deployed person are not attended to by the Manpower Service Provider the deployed person can place their grievance before a Joint Committee consisting of a representative of the Department or Office concerned and an Authorized representative of the Manpower Service Provider.
15. The Department shall not be responsible for any financial loss or any injury to any person deployed by the Manpower Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
16. The person deployed by the Manpower Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.
17. In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Manpower Service Provider shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
18. The persons deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of Rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Manpower Service Provider.
19. The Manpower Service Provider must be registered with the concerned Govt. Authorities, i.e., Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation, etc., and a copy of the registration should be submitted. The Manpower Service Provider shall comply with all the legal requirements for obtaining license under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost if required under the act.

20. The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider. The Manpower Service Provider shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.
21. The persons deployed by the Manpower Service Provider should have good police records and no criminal case should be pending against them.
22. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Department or Office concerned. The Manpower Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

### **LEGAL**

23. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
24. The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to different types of worker in respect of the persons deployed by it in the Department or Office concerned. The Department or Office concerned shall have no liability in this regard.
25. The Manpower Service Provider shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered by it to the Department or office concerned to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the Department or office concerned.
26. The Manpower Service Provider shall maintain all statutory registers under the law and shall produce the same, on demand, to the authority of the Department or office concerned or any other authority under Law.
27. The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/Rules, as amended, from time to time and a certificate to this effect shall be provided by the Department or office concerned.
28. In case, the Manpower Service Provider fails to comply with any liability under appropriate law, and as a result thereof, the Department or the office concerned is put to any loss / obligation, monetary or otherwise, the Department or the office concerned will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Manpower Service Provider, to the extent of the loss or obligation in monetary terms.

29. The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed persons and non-payment of statutory dues. The Department or Office concerned will have no liability towards non-payment of remuneration to the persons employed by the Manpower Service Provider and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the Department or Office concerned by the persons deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

## **FINANCIAL**

30. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable without interest in the form of Demand Draft / Pay Order drawn in favour of Deputy Director, Dam Safety Support Services, Secha Sadan, Bhubaneswar **failing which the tender shall be rejected out rightly.**
31. The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. **In case of successful tenderer, if the agency fails to deploy the required manpower against the initial requirement within 30 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.**
32. The successful tenderer will have to deposit a performance security amount of Rs.26,000/- (Rupees twenty six thousand) in the form of Fixed Deposit Receipt (FDR) made in name of the agency but pledged to the Dam Safety Support Services, Secha Sadan Bhubaneswar-1, covering the period of contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful tenderer.
33. In case of breach of any terms and conditions attached to this agreement, the Performance Security Deposit of the Manpower Service Provider shall be liable to be forfeited besides annulment of the Agreement.
34. The Manpower Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or Office concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month.
35. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax, etc. Should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department or Office concerned.
36. The amount of penalty calculated @ Rs.100 per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Manpower Service Provider shall be deducted from its monthly bills in the succeeding month.
37. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.



38. In the event of any dispute arising in respect of the clauses of the agreement the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
39. All disputes shall be under the jurisdiction of the court at the place where the headquarters of the authority, who has executed the agreement, is located.
40. The successful bidder will enter into an agreement with this Department for supply of suitable and qualified manpower as per requirement of this Department on the above terms and conditions.

## DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID

1. Application – Technical Bid;
2. Attested copy of registration of agency;
3. Certified copy of the statement of bank account of agency for the last three years;
4. Attested copy of PAN / GIR Card;
5. Attested copy of the latest IT return filed by agency;
6. Attested copy of Service Tax registration certificate;
7. Attested copy of the P.F. registration letter / certificate;
8. Attested copy of the E.S.I. registration letter / certificate;
9. Certified documents in support of the Financial turnover of the agency;
10. Certified documents in support of entries in column 13 of Technical Bid application;
11. **Copy of the terms and conditions at pages 11 to 15 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.**

**DOCUMENTS TO BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF MANPOWER**

1. List of Manpower shortlisted by agency for deployment in W.R. Department, containing full details i.e., date of birth, marital status, address, educational qualification, etc.
2. Bio-data of all persons.
3. Any other document considered relevant.

**APPLICATION – FINANCIAL BID**  
**For providing Manpower Assistant to Chief Engineer-Cum-Project Director, PMU, OIIAWMIP,**  
**Department of Water Resources.**

Name of the tendering Manpower Service Provider.....

Rate per person per month (8 hours per day) inclusive of all statutory liabilities, taxes, levies, cess :

Sl.No	Manpower Type	Monthly Rate per person						
		*Take home remuneration	EPF	ESI	Other statutory dues, if any	Service charge	Service Tax	Total per person
1.	Computer Assistant							
2.	Office Attendant							

\*Minimum take home remuneration per person should not be less than the minimum wages fixed for Highly Skilled Category for Computer Assistant and Semiskilled Category for office e attendant as per the guidelines fixed by Govt. of Odisha in Labour and ESI Department.

Signature of authorized person

Date :

Full Name:

Place :

Seal :

Notes :

1. The total rates quoted by the tendering agency should be inclusive of all statutory / taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower.