



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/4555295  
Dated/दिनांक : 30-01-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	10-02-2024 21:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	10-02-2024 21:30:00
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	N/a
Office Name/कार्यालय का नाम	Director General Of Audit Central Kolkata
Item Category/मद केटेगरी	Custom Bid for Services - Custom bid for Hiring of Outsourcing agency to provide 38 persons under Skilled Semi Skilled and UnSkilled personnel
Contract Period/अनुबंध अवधि	1 Year(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	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
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

<b>Bid Details/बिड विवरण</b>	
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	13000000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
-------------------	----

**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
-------------------	----

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
---	-----

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 document (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.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

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 similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1706627340.pdf](#)

**Instruction To Bidder:**[1706627349.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1706627354.pdf](#)

**Scope of Work:**[1706627359.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1706627370.pdf](#)

**Service Level Agreement (SLA):**[1706627378.pdf](#)

**Payment Terms:**[1706627383.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1706627426.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1706627435.pdf](#)

**GEM Availability Report ( GAR):**[1706629567.pdf](#)

**Custom Bid For Services - Custom Bid For Hiring Of Outsourcing Agency To Provide 38 Persons Under Skilled Semi Skilled And UnSkilled Personnel ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Custom bid for Hiring of Outsourcing agency to provide 38 persons under Skilled Semi Skilled and UnSkilled personnel
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES

Specification	Values
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Sourav Kumar Pal	700001,8,Kiran Sankar Roy Road	1	N/A

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

**1. Generic**

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

**2. 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.

**3. Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

**4. Service & Support**

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

**5. Service & Support**

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

## 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. 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.

## 8. Buyer Added Bid Specific ATC

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

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. 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 कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**



## INDIAN AUDIT & ACCOUNTS DEPARTMENT

Office of The Director General of Audit (Central), Kolkata



**8, Kiran Shankar Roy Road, Kolkata-700 001**

### **General Specifications for the bid called for Outsourcing of Multi Tasking Staff, Canteen Attendant, Canteen Safaiwala, Data Entry Operator, Asst. Manager cum storekeeper (Canteen), Asst. Halwai cum cook (Canteen)**

#### **I. The details of Bid are as summarized below:-**

**A) Name of Work:** Composite tender for Outsourcing of 24(twenty four) nos. of Multi Tasking Staff, 04 (four) Data Entry Operator, 07(seven) no. of Canteen Attendants, 01 (one) Asst. Manager for Departmental Canteen , 01 (one)Asstt. Halwai cum cook for Departmental Canteen and 01(one) Canteen Safaiwala at the O/o the Director General of Audit (Central), Kolkata.

**B) Pre-Qualification Requirement (PQR)** of bidders eligibility criteria for the issue of the Tender document are as under: -

1. Reputed Outsourcing vendors/agencies having experience in the area of deployment of personnel in the category of Canteen Safaiwala, Canteen Attendant, Multi Tasking Staff, Data Entry Operator, Asst. Manager(Canteen), Asstt. Halwai cum Cook on outsourcing basis in reputed Govt. offices are eligible to participate.
2. Should be Kolkata Based Office. This office address must be mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as the company don't have any registered office in KOLKATA.
3. The vendor must have at least 05 years continuous experience in the field of outsourcing services at Govt. Offices. The bidder must have served Govt. clients (i.e. Central Govt. Offices/State Govt. Offices/Govt. Undertakings) of repute while maintaining **only the Central Govt. Minimum Wages structure.**

#### **(Evidentiary documents is to be submitted)**

4. Copy of latest Income Tax certificate and copy of PAN card should be furnished.
5. Copy of EPF registration certificate should be furnished.
6. Copy of ESI registration certificate should be furnished.
7. Copy of Goods and Service Tax registration certificate should be furnished.
8. The bidder must be only Private Ltd. company. No Proprietorship business/bidder will be allowed.
9. The bidder must be registered under **West Bengal Shops & Establishment Rules 1969** and the copy of registration certificate is to be submitted.

10. The bidder must have Certificate of Enlistment **only from Kolkata Municipal Corporation (KMC)** as management service provider and the certificate is to be furnished.
11. Copy of **Labour License of Central Govt.** should be furnished.
12. The bidder must have **annual turnover** over 5 crore at least. Evidentiary documents are to be submitted.
13. **The bidder must be registered under the following ISO Specifications:-**
  - a) **ISO 9001: 2015 in Providing Facility Management Service.**
  - b) **ISO 14001: 2015 in Providing Facility Management Service.**
  - c) **SA 45001: 2018 in Providing Facility Management Service.****(Certificates of all ISO Specifications is to be submitted)**
14. Preference will be provided to the bidder having certified under **Ministry of Skill Development & Entrepreneurship (Govt. of India) for "Hospitality Sector Skill Development programme"**.
15. **Bidder must have at least one experience to handle a single order in one financial year amounting at least RS.1 crore or above. Evidentiary documents is to be submitted.**
16. **Non furnishing of the aforementioned documents will attract rejection of bid.**

**C)Service related Terms and Conditions:-**

1. Quotations are to be separately furnished for Canteen Attendant, Multi Tasking Staff, Canteen Safaiwala, Data Entry Operator, Asst. Manager(Canteen) and Asstt. Halwai cum Cook
2. **The service provider shall provide direct service and shall not employ Sub-Contractors.**
3. The Agency would be responsible to make adequate enquiries about the character and antecedents of the outsourced staff before their engagement for the purpose. A certificate to this effect along with **proof of identity like aadhar card, voter card, proof of residence and recent photograph** should be submitted to this office before his/her deployment.
4. **The service provider's personnel shall not claim any benefit/compensation/ regularization of services from this office.**
5. **Outsourced staffs shall not claim any benefit/compensation/ regularization of services from this office under the provision of Industrial Dispute Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other relevant Act(s). Undertaking from the persons to this effect shall be required to be submitted by the service provider to this office.**
6. All the outsourced staffs should be polite, cordial, positive and efficient while handling the assigned work and his action shall promote goodwill and enhance the image of the office. The service provider shall be responsible for any act of indiscipline on the part of the personnel deployed by him.
7. The service provider shall ensure proper conduct of the outsourced staff in office premises and enforce prohibition of consumption of any intoxicating materials within office premises and office schedule.



8. The transportation, food, medical and other statutory requirement in respect of the outsourced staffs should be either the concern of the outsourced worker or the service provider. This office will not be responsible to provide any of these amenities.
9. The outsourced staffs shall not divulge or disclose to any person or persons any details of office, administrative /organisational matters as well as all other matters/documents which are confidential/secret in nature.
10. The service provider and all the outsourced staff shall be contactable at all times by phone from this office.
11. The Service Provider shall strictly observe the instructions issued by the office implementing the Contract from time to time.
12. If this office suffers any loss or damage on account of negligence, defaults or theft on the part of the personnel of the agency, then the agency shall be liable to reimburse the pecuniary value of the loss, as decided by this office for the same. The agency shall keep this office fully indemnified against any such loss or damage.
13. The performance of all the outsourced staff shall be monitored on daily basis and in case of any deficiency of service; the contract shall be terminated forthwith without any future claims thereof.

**D) Payment related terms and conditions:-**

1. Quoted financial rates must follow the latest minimum wage rate and VDA published by the Govt. of India. Minimum Wages and VDA should be updated as and when Govt. of India notifies such changes in rates of Minimum Wages and VDA.
2. The vendor is bound to pay EPF, ESIC, Bonus above the Minimum Wages+ VDA. Quoted EPF, ESIC, Bonus Rates must comply with the present guidelines issued by the Govt. of India. Any other allowances or rates quoted as salary component must be mentioned separately.
3. The bidders/vendors must provide ESI & EPF for all the outsourced staff deployed in this office. The proof of the same has to be submitted to this office within two months from the date of allotment of contract.
4. The bill will be raised on monthly basis and shall be paid by the office of the Director General of Audit, Central, Kolkata within 15-20 working days of the same being presented.
5. **It is the duty of the service provider to pay the salary/wages and other dues on or before 10 th day of every month to the outsourced staff.**
6. Office of the Director General of Audit, Central, Kolkata shall make proportional deduction from the lump sum contracted amount, if the contracted number of outsourced staff are not provided on a daily basis by the vendors/bidders. The monthly payments shall be released only after the proportional deductions are made as per the absentee statement/ attendance register.

For example, if in a month performing 23 days of cleaning duties, this office will pay for the 23 days proportionate to 26 days.

7. Payments made to the outsourced staff by the agency should always be done by electronic payments or cheques only.
8. Further, Payment slip of all categories of outsourced staff should be furnished along with the bill to this Office which must conform to the actual receipt of the Staff. Non disbursement of any part of **Take home salary** of the staff may be treated as breach of conditions for which services of the respective vendor may be terminated.
9. The agency shall be wholly and exclusively responsible for payment of wages to all category of outsourced staff deployed by it in this office in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including payment of Minimum Wages, EPF, ESI, Bonus etc. and the office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation. The service provider shall be responsible for contributions towards EPF, ESIC and other statutory payments/liabilities etc. wherever applicable. Proof of remittances in this regard may be required to be submitted to this office from time to time.
10. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act, 1961 & GST ACT 2017, if applicable.
11. Corrections, if any, in the tender form must be attested by the tenderer.
12. Director General of Audit (Central), Kolkata reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
13. **The contract is liable to be terminated at any time with a notice of 15 days and without assigning any reason to the bidder.**

**Special Terms and Conditions in respect of Canteen Safaiwala , Canteen Attendant, Multi Tasking Staff, Asst. Manager(Canteen), Assistant Halwai-cum-Cook (Canteen) and Data Entry Operator are as follows:**

**Annexure-I: Special Terms and Conditions for outsourcing of 01 (one) no. of Safaiwalas for Departmental Canteen (Unskilled Category).**

**Annexure-II: Special Terms and Conditions for outsourcing of 07 (seven) Canteen Attendant (Unskilled Category).**

**Annexure-III: Special Terms and Conditions for outsourcing of 24(Twenty four) Multi Tasking Staff (Unskilled Category).**

**Annexure-IV: Special Terms and Conditions for outsourcing of 01(one) Asst. Manager for Departmental Canteen (Skilled Category).**

**Annexure-V: Special Terms and Conditions for outsourcing of 01 (one) Assistant Halwai-cum-Cook (Canteen) (Semi-skilled Category).**

**Annexure-VI: Special Terms and Conditions for outsourcing of 04 (Four) Data Entry Operator (Skilled Category).**

**Annexure-VII: Tender Format****Senior Audit Officer/Record****Annexure-I****General Terms and Conditions for outsourcing of 01 (one) Safaiwala for Departmental Canteen (Unskilled Category):-**

The work in respect of Canteen Saifaiwala will be carried out only on weekdays i.e Monday to Friday in a month. However, Saturday/Govt. Holidays may be also included as Special duty for the Canteen Safaiwala . However, vendors may keep in mind that the total no. of working days for **Canteen Safaiwala should not exceed 26 days in a month.**

1. 01(One) cleaning personnel are require to be deployed for cleaning of the canteen on a daily basis (a) Floors (b) Walls (c) Canteen Furniture including surfaces, insides stands etc. (d)Canteen spaces (e)(e) windows (doors , washing area (including sanitary fittings and fixtures) (f) cobweb on lights and fans (j) surface of storage racks/almirahs (k) carpets (l) approach to the office gate (m) general dusting of all canteen stationeries and equipment including computers, etc. (n) Switch Board(excluding main switch /Meter box) (o) insides of almirahs/racks at the Canteen premises of the O/o the Director General of Audit, Central.
2. The actual cleaning/work is to be carried out on week days from 09.00 AM to 05.30PM (Rest for 01 hour will be provided in between).
3. The persons to be engaged as Canteen Safaiwala shall not be below 18 years as on the date of award of contract.
4. The collected garbage should be carried by the safaiwala and drop it to the adjacent nearest vat to this office on daily basis.
5. Special cleaning of the premises may be carried out on Saturday between 10AM to 2PM.
6. This office will maintain an attendance register in respect of the outsourced canteen safaiwalas deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
7. **The Persons already deployed as “CANTEEN SAFAIWALA” in this office as outsourced by the existing agency could not be removed arbitrarily by the prospected new agency just after finalization of the contract. They should be replaced only after discussion with this office or through any written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.**
8. **The number of Canteen Safaiwalas may be increased or decreased in the contract period as per discretion of competent authority of this office. Further, the contract may be terminated if regular incumbents join this office in the vacancies of Safaiwala etc.**

**Senior Audit Officer/Record**

## Annexure-II

### **General Terms and Conditions for outsourcing of 07 no.s of Canteen Attendant (Unskilled Category):-**

The work in respect of Canteen Attendant will be carried out only on weekdays i.e Monday to Friday in a month. However, Saturday/Govt. Holidays may be also included as Special duty for the Canteen Attendants. However, vendors may keep in mind that the total no. of working days for **Canteen Attendant should not exceed 26 days in a month.**

1. The Canteen Attendant should perform the following duties:

**Daily: (i)** Cleaning of Kitchen utensils, furniture in canteen, dining table, dining tops (wall hanging), oven, kitchen top, raw material storage racks, glassware, pots, or pans, garbage cans etc. Sort and remove trash.

(ii) Help to Canteen Staff for cooking.

**Weekly:** Cleaning of refrigerators, micro ovens, fly catchers, Windows and doors, surface area of chimney, cobwebs, exhaust fans, ceiling fans, table fans etc.

2. The Canteen Attendant should have knowledge about departmental canteen illustrated as follows.

(i) Handling, upkeep and polishing of cutlery and crockery.

(ii) How to use service cloth, carrying of plates, cleaning of plates and cutlery.

(iii) Handling of safety hazards.

(iv) Care and maintenance of equipments, floor and wood surface in canteen and its cleaning procedure.

(v) Cleaning of wall, floor and tiles.

(vi) Knowledge of health and hygiene, energy conservation.

(vii) Disposal of waste materials (wet, dry, degradable and non-degradable).

3. The persons to be engaged as Canteen Attendant shall not be below 18 years as on the date of award of contract.

5. This office will maintain an attendance register in respect of the outsourced Canteen attendants deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.

6. **The Persons already deployed as “Canteen Attendant” in this office as outsourced by the existing agency should not be removed arbitrarily by the prospected new agency just after finalization of the contract. They could be replaced only after discussion with this office or through any written complaint/request from authorized person of this office of the Director General of Audit, Central, Kolkata.**

7. **The number of Canteen Attendants may be increased or decreased in the contract period as per discretion of competent authority of this office. Further, the contract may be terminated if regular incumbents join this office in the vacancies of Canteen Attendants, etc.**

**Senior Audit Officer/Record**

## Annexure-III

### **General Terms and Conditions for outsourcing of 24(twenty four) no.s of Multi Tasking Staff(MTS) (Unskilled Category):-**

The work in respect of Multi Tasking Staff (MTS) related duties will be carried out only on weekdays i.e Monday to Friday in a month. However, Saturday/Govt. Holidays may be also included as Special duty for the MTS. However, vendors may keep in mind that the total no. of working days for **MTS should not exceed 26 days in a month.**

#### **1. The duties of MTS will include:-**

- a. Physical Maintenance of records of the Section.
- b. General cleanliness & upkeep of the Sectional Unit.
- c. Carrying of files & other papers within the building.
- d. Photocopying, sending of FAX etc.
- e. Other non-clerical work in the Sectional Unit.
- f. Assisting in routine office work like diary, despatch etc.
- g. Delivering of DAK (outside the building).
- h. Opening & closing of rooms and cleaning of rooms.
- i. Dusting of furniture etc.
- j. Cleaning of building, fixtures etc
- k. Knowledge of works in the field of electricity and carpentry is preferable.
- l. Upkeep of parks, lawns, potted plants etc.
- m. Any other work assigned by the superior authority.

2. The persons to be engaged as MTS shall not be below 18 years as on the date of award of contract.

3. This office will maintain an attendance register in respect of the outsourced MTS deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.

4. **The Persons already deployed as “Multi Tasking Staff(MTS) ” in this office as outsourced by the existing agency should not be removed arbitrarily by the prospected new agency just after finalization of the contract. They could be replaced only after discussion with this office or through any written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.**

5. **The number of MTS may be increased or decreased in the contract period as per discretion of competent authority of this office. Further, the contract may be terminated if regular incumbents join this office in the vacancies of MTS, etc.**

**Senior Audit Officer/Record**

## Annexure-IV

### **General Terms and Conditions for outsourcing of 01(one) Asst. Manager cum Storekeeper for Departmental Canteen (Skilled Category):**

The work in respect of Asst. Manager cum Storekeeper will be carried out only on weekdays i.e Monday to Friday in a month. If necessity arises duties may be performed on holiday/Saturday. However, vendors may keep in mind that the total no. of working days for **Asst. Manager cum Storekeeper should not exceed 26 days in a month.**

#### **1. Asst. Manager cum Storekeeper of canteen should perform the following duties:**

- a. Procure and receive all raw materials;
  - b. Issue raw materials to the Assistant Halwai-cum-Cook/Halwai-cum-Cook or kitchen staff as and when required for preparation of eatables;
  - c. In-charge of store items and raw materials;
  - d. Maintain account of the stock items in a proper manner;
  - e. Responsible for keeping accurate holding of stocks as per ground balance of accounting records;
  - f. Responsible for loss/damage of store.
  - g. Any other additional duty allotted by the in-charge of the Canteen/Welfare Officer/Welfare Assistant.
2. The person engaged as Assistant Canteen Manager must be at least 8<sup>th</sup> class pass from a recognised Board and shall not be below 18 years as on the date of award of contract.
3. This office will maintain an attendance register in respect of the outsourced asst. canteen manager deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
4. **The Persons already deployed as “Assistant Manager cum Storekeeper for Departmental Canteen” in this office as outsourced by the existing agency should not be removed arbitrarily by the prospected new agency just after finalization of the contract. They could be replaced only after discussion with this office or through any written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.**
5. **The number of Assistant Manager cum Storekeeper may be increased or decreased in the contract period as per discretion of competent authority of this office. Further, the contract may be terminated if regular incumbents join this office in the vacancies of Staff Car Driver, etc.**

## **Annexure-V**

### **General Terms and Conditions for outsourcing of 01 (one) Assistant Halwai-Cum-Cook (Canteen) (Semi-skilled Category):**

The work in respect of **Assistant Halwai-Cum-Cook** will be carried out only on weekdays i.e Monday to Friday in a month. If necessity arises duties may be performed on Holiday/Saturday. However, vendors may keep in mind that the total no. of working days for **Asst. Manager cum Storekeeper should not exceed 26 days in a month.**

1. **Assistant Halwai-Cum-Cook of canteen should perform the following duties:**
  - a. To assist the Halwai-cum-Cook in preparation of various snacks and beverages such as bonda, butter-toast, dosa, idli, vada, paneer pakora, samosa, matthi, vegetable cutlet, vegetable sandwich/pakora etc.
  - b. To assist Halwai-cum-Cook in preparation of lunch/meals i.e. chapatti, curd, dal, puri, raita, rice, sabzi, sambar, soup, sweat-dish, vegetable salad etc.
  - c. In absence of Halwai-cum-Cook preparation of snacks and meals.
  - d. Any other additional duty allotted by the in-charge of the Canteen.
2. The person engaged as Assistant Halwai-Cum-Cook must be at least 8<sup>th</sup> class pass from a recognised Board and shall not be below 18 years as on the date of award of contract.
3. This office will maintain an attendance register in respect of the outsourced Assistant Halwai cum Cook deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
4. **The Persons already deployed as “Assistant Halwai-Cum-Cook” in this office as outsourced by the existing agency should not be removed arbitrarily by the prospected new agency just after finalization of the contract. They could be replaced only after discussion with this office or through any written complaint/ request from authorized person of this office of the Director General of Audit, Central, Kolkata.**
5. **The number of Asst. Halwai cum Cook may be increased or decreased in the contract period as per discretion of competent authority of this office. The contract may be terminated if regular incumbent join this office in the vacancies of Asst. Halwai cum Cook.**

## Annexure-VI

### **General Terms and Conditions for outsourcing of 04(four) Data Entry Operator (Skilled Category):**

1. The work in respect of **Data Entry Operator (DEO)** will be carried out only on weekdays i.e Monday to Friday in a month. If necessity arises duties may be performed on holiday/Saturday/Sunday. However, vendors may keep in mind that the total no. of working days for **DEO should not exceed 26 days in a month.**
2. Each DEO **will be attached with one Assistant Audit Officer or one Senior Audit Office or Any Other Officer/Official** as desired by the Competent Authority. He/she is required to perform the following duties under the instruction of his/her reporting officer:
  - a. Data entry related work on various platforms such as MS Excel and MS Word
  - b. Maintenance of the Database.
  - c. Creating physical backup of documents by scanning.
  - d. Any other duties allotted by his/her reporting officer.
3. The person engaged as DEO must be at least 12th class pass from a recognised Board and shall not be below 18 years as on the date of award of contract. DEO should have proficiency in English/Hindi Typing.
4. This office will maintain an attendance register in respect of the outsourced DEO deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
5. **The Persons who will be deployed as “Data Entry Operator” in this office could not be removed arbitrarily by the agency. They could be replaced only after discussion with this office or through any written complaint/request from authorized person of this office of the Director General of Audit, Central, Kolkata.**
6. **The number of DEO may be increased or decreased in the contract period as per discretion of competent authority of this office. The contract may be terminated if regular incumbent joins this office against the vacancies of DEO cadre.**

**Senior Audit Officer/Record**



## Annexure-VII

### Tender Format

**To**  
**The Director General of Audit, Central, Kolkata**  
**Govt. of India Press Building (East Wing),**  
**8, Kiran Sankar Roy Road,**  
**Kolkata-700 001.**

Sir,

With reference to your tender Notice No. \_\_\_\_\_

dated \_\_\_\_\_ I am to submit my bid for deployment of 01 (one) no. of Canteen Safaiwala, 07(seven) no. of Canteen Attendants, 24(twenty four) no.s of Multi Tasking Staff, 04(four) Data Entry Operators , 01 (one) Asst. Manager for Departmental Canteen and 01 (one) Asstt. Halwai cum Cook for Departmental Canteen in your Office.

I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case, I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.

Enclosure:

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Working experience in reputed Govt. office.
4. Income Tax Certificate
5. Copy of PAN card
6. Copy of ESI registration certificate
7. Copy of EPF registration certificate
8. Copy of Goods and Service Tax Registration certificate
9. **All other documents as stated in pre-requisition contract.**

Signature-----

Name of Tenderer-----

M/s-----

**Dated:**