



लोकहितार्थ सत्यनिष्ठा

Dedicated to Truth in Public Interest

प्रधान कार्यालय महालेखाकार,
मिज़ोरम, आइजोल - ७९६ ००१

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL,
MIZORAM, AIZAWL - 796001**

फोन नो./Phone No. 0389-2335566 फैक्स नो./Fax No. 0389-233434

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सत्यमेव जयते

Truth Alone Triumphs

No.Rec/Ag-Miz/Outsourcing/2021-22/ 433

Dated: 13.04.2022

NOTICE INVITING TENDER

Sealed Tenders are invited under two bid system (Part- I: Technical Bid and Part -II: Financial Bid) from reputed, experienced and financially sound company, partnership firm/agency for providing manpower resources to the Office of the Pr. Accountant General, Mizoram for the period upto March, 2023.

Date of issue of Tender Document	
Earnest Money Deposit (EMD) (Non-interest Bearing)	₹ 10,000/- (Rupees ten thousand only), refundable (without interest), to be submitted along with the Technical Bid in the form of Demand Draft only, drawn in favour of PAO, O/o The Pr. Accountant General, Mizoram
Last date and time for submission of Tenders	27-04-2022
Date & Time of Tender Opening	28-04-2022 (11:00 AM)
Bids shall be addressed and sent to	The Sr. Dy. Accountant General (Admn & Accounts), Office of the Pr. Accountant General, Mizoram, New Capital Complex, Khatla, Aizawl - 796001

ELIGIBILITY CRITERIA

1. Bids can be placed either for all posts or for selected posts only.
2. The bidder may be a proprietary firm, partnership firm, limited company, corporate body legally constituted, who possesses the required valid licenses, registration document, etc. as per the law and should remain valid till completion of the period of contract.
3. Conditional bids shall not be considered and will be rejected outright.
4. The bidder should have their registered office or branch in Aizawl (Mizoram).
5. The agency must be registered with the ESI, EPF, GST authorities and must be in possession of Permanent Account Number (PAN). The documentary proof in these regard should be attached.
6. The agency must have recorded a minimum annual turnover of 5,00,000/- (Rupees Five Lakhs) in each of the last three years through execution of contractual services as a manpower supplier.
7. Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
8. All the pages of the tender should be numbered and signed by the owner of the firm or his authorized signatory. In case the tenders are signed by the authorized signatory, a copy of the power of attorney authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions.
9. All entries in the tender form should be legible and clearly filled. If the space for furnishing information is insufficient, a separate sheet duly signed in by the authorised 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 must be signed by the person authorized to sign the tender bids.
10. All the certificates, testimonials desired in the tender as per the eligibility criteria will be verified with the original documents to be presented by the firms/agencies on the date of opening of the Technical bids. Accordingly, all the bidders desirous in participating in the bidding process must attend the bid opening and come prepared with all the original documents of which copies have been submitted with the tender for verification.
11. Each bidder (each member in the case of Partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middlemen or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If this office subsequently finds to the contrary, it reserves the right to declare the bidder as non-compliant and declare any contract if already awarded to the bidder to be null and void.
12. The manpower requirement may be reduced/increased during the currency of the contract period subject instructions from the Headquarters office (CAG office).

I. Name and Vacancy of the Posts:

(i)	Data Entry Operator (DEO)	04
(ii)	Stenographer	01
(iii)	Driver	01
(iv)	Canteen Workers:-	
	Manager cum Accountant	01
	Clerk	01
	Halwai cum Cook	01
	Attendant	04
(v)	Safaiwala	07
(vi)	Security/MTS	11

II. Scope and Eligibility Requirement

1. DATA ENTRY OPERATORS (SKILLED- I): 04 (Four) POST

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum 10+2 passed from a recognized Board of school Education of a State Govt. / Institution
- (ii) Data entry speed of 8000 key depressions per hour on computer.
- (iii) Should have experience of minimum 3 (years) in Central/State Government office.

2. STENOGRAPHERS (SKILLED- II): 01(One) post

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum 10+2 passed from a recognized Board of school Education of a State Govt. / Institution and below 40 years of age;
- (ii) S/he should have stenographic speed of 80 words per minute in English;
- (iii) S/he should be conversant with the working of the computers and should necessarily have knowledge of MS Word and preferably of LAN functions, MS Excel and MS Power Point packages.
- (iv) S/he should have experience of Minimum 3 (year) in Central/State Government office.

3. STAFF CAR DRIVER (SKILLED- II): 01(One) post

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum 10 passed from a recognized Board of school Education of a State Govt. / Institution and below 40 years of age.
- (ii) Should have driving experience of minimum 1 (year) in Central/State Government office.
- (iii) Should have a valid Driving license issued by State Government Transport Authority.

4. MTS RELATED FUNCTIONS INCLUDING SECURITY GUARDS (SEMI-SKILLED) AND SECURITY SUPERVISOR (SKILLED- II): 11 (Eleven) POSTS

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Free from the habit of all intoxicants-alcohol etc.
- (ii) Should have experience of minimum 1 (year) in Central/State Government office.

5. SAFAIWALA (UNSKILLED): 07 (Seven) POSTS

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- i) Free from the habit of all intoxicants-alcohol etc.
- ii) Should have experience of minimum 1 (year) in Central/State Government office.

(a) The duties of Safaiwala include thorough cleaning of the following on a daily basis:

(i) Floors (ii) Walls (iii) Office furniture including surfaces, insides, stands etc. (iv) Staircase including railing (v) Windows (f) Doors (vi) Bathrooms, toilets, walls, sanitary fittings and fixtures (vii) Canteen floors and walls and all sanitary fittings and fixtures (viii) Cobweb on lights and fans ceilings (ix) Surface of storage racks/ almirahs (x) Approach to the office gate (xi) General dusting of all office stationeries and equipment's including computers, photo-copiers etc. (xii) Switch Board (excluding main switch/ Meter box) (xiii) Insides of almirahs/ racks with supervision of respective sections (xiv) Premises of the O/o the Pr. Accountant General, Mizoram along with the furniture and fixtures including all bathrooms and canteen located in the office premises.

(b) The premises and bathrooms, toilets shall always be maintained clean and stench free.

(c) Apart from the above, cleaning personnel will pour water into the planted tubs (both indoor and outdoor) of this office on daily basis.

(d) Special cleaning of the premises shall be carried out on Saturday between 10AM to 2PM. The cleaning work shall also be carried out on Government holidays.

6. CANTEEN WORKERS: 7 (Seven) POST

(a) Canteen Manager-cum-Accountant (SKILLED- I)-1 (One Post)

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum 10+2 passed or equivalent with Commerce from a recognized Board of school Education of a State Govt. / Institution.
- (ii) Minimum 3(three) years' experience in managing office canteen.

(b) Clerk (SKILLED- II) - 1 (One Post)

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) 10+2 passed or equivalent with Commerce from a recognized Board of school Education of a State Govt. / Institution and a typing speed of 35 words per minute in English.
- (ii) Minimum 3(three) years' experience in Central/State government office.

(c) Halwai-cum-Cook (SKILLED- II) - 1 (One Post)

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum qualification of 10th class or its equivalent from a recognized university.
- (ii) Minimum 3 years of experience in catering from any govt. office or public sector undertaking.
- (iii) Experience of cooking for 150 nos. of employees.

(d) Canteen Attendant (UNSKILLED)- 4 (Four Post)

Remuneration: Minimum pay fixed by Govt. of Mizoram as revised from time to time.

Eligibility:

- (i) Minimum 3 years of experience in catering from any govt. office or public sector undertaking.
- (ii) The Canteen Attendant should have knowledge of:
 - Handling, up keep and polishing of cutlery and crockery.
 - How to use service cloth, carrying of plates, cleaning of plates and cutlery.
 - Handling of safety hazards.
 - Care and maintenance of equipment's, floor and wood surface in canteen and its cleaning procedure.
 - Cleaning of wall, floor and tiles.
 - Knowledge of health and hygiene, energy conservation
 - Disposal of waste materials (wet, dry, degradable and non-degradable)

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 the Canteen Staff or cooking.

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

III. DISCIPLINE AND OTHER CONDITIONS OF WORK:

(a) The Service provider shall issue identity cards on its own name and trading style, to its personnel deputed for rendering the said services which would be subject to verification at any time. The office may refuse entry into its premises to any such employees who are not bearing such identity card.

(b) Persons deployed shall not leave the office premises without the permission of Competent Authority.

(c) The right to take disciplinary action against any outsourced staff shall rest with the Service Provider, while no right shall vest in any such employee to raise any dispute and/or claim whatsoever against the office. The office of the Pr. Accountant General, Mizoram shall under no circumstances be deemed or neither treated as the employer nor would be liable for any claim(s) whatsoever, of any such employees.

(d) The outsourced staff shall provide the requisite services on normal office working hours for five days in a week from Monday to Friday. However, in view of exigencies of work, they may be required to work beyond office hour and on Saturday also, for which no additional payment will be made. Such employees shall be stationed at Aizawl and shall report to designated coordinator of the office of the Pr. Accountant General, Mizoram for routine administrative matters during such working hours till the expiry of this agreement and shall perform their duties with full sincerity and dedication on the terms and conditions mentioned in this agreement.

(e) In case of Security Guard and Security Supervisor, the services are to be provided round the clock in three shifts for all the seven days of the week.

(f) Outsourced Staff who are paid as per Minimum Wages of the State of Mizoram are to provide their services throughout the week.

(g) The performance of personnel shall be monitored on daily basis by the officers of the office of the Pr. Accountant General, Mizoram with whom the personnel is attached with and in case of any deficiency in service, the contract shall be terminated forth with without any future claims thereof.

GENERAL TERMS AND CONDITIONS

1. Each bidder shall submit one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
2. Cost of bid: The bidders shall bear all costs associated with the preparation and submission of his bid and this office will in no case shall be responsible or liable for those cost.
3. The bidder is expected to examine all instructions, forms, terms and conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.
4. Preparation of bids:
 - 4.1 Language – Bids and all accompanying documents shall be in English.
 - 4.2 Documents comprising the bid tender document issued for the purposes of tendering as described and any amendment issued shall be deemed as incorporated in the bid.
 - 4.3 The bidder shall, on or before the date given in the NIT, submit his bid in sealed envelopes clearly marked with the name of the tender.
 - 4.4 One copy of the tender document and addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same.
5. Bid security of the successful bidder shall be adjusted against the Performance Security.
6. Bid security shall be forfeited if the bidder withdraws his bid during the period of tender validity.

7. Bid security shall be forfeited if the successful bidder refuses or neglects to execute the contract or fails to furnish the Performance Security within the timeframe specified by this office.
8. Form of bid: The form of bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the bidder. If the bidder comprises a partnership firm, consortium or a joint venture, the form of bid shall be signed by a duly authorised representative of each member of participant thereof. Signatures on the form of bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.
9. Currencies of bid and payment: The bidder shall submit his financial bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.
10. Duration of contract: The contract will be valid for the period up to 31-03-2023.
11. Format and signing of bid:
 - 11.1 The bidder shall submit one copy of the tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.
 - 11.2 The document comprising the bid shall be typed and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons who signed the bid.
 - 11.3 The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by this office or are necessary to correct errors made by the bidder, in which case such corrections shall be initialled or signed and dated by the person or persons signing the bid.
12. Submission of bids:
 - 12.1 The bidder shall submit their offer in three separate envelopes i.e. (1) EMD, (2) Technical Bid, and (3) Financial Bid. All these three envelopes must be sealed, stamped and put in bigger envelope duly sealed and super-scribed as ***“Tender for selection of agency for providing of personnel on outsourcing basis”*** and must be sent by post or hand delivered to the following address:

The Sr. Dy. Accountant General (Admn. & Accounts)
O/o The Pr. Accountant General, Mizoram
New Secretariat Complex, Khatla
Aizawl, Mizoram – 796001
 - 12.2 Validity of Tender: The tender must remain valid and open for acceptance for a period of 90 days from the date of opening of Technical Bid.
13. Late and delayed tenders:
 - 13.1 Bids must be received in the office of the Pr. Accountant General, Mizoram at the address specified above not later than the date and time stipulated in the NIT. The office of the Pr. Accountant General, Mizoram may, at its discretion, extend the dateline for submission of bids in which case all rights and obligations of this office and the Bidder will be the same.
 - 13.2 Any bid received after the dateline for submission of bids as stipulated above, shall not be considered and will be returned unopened to the bidder.

14. Bid opening and evaluation:

14.1 The authorized representatives of this office will open the prequalification/Technical Bids at the presence of the bidders or of their representatives who choose to attend at the appointed place and time. They must bring proper authorization from their firm/agency at the time of opening of the bids failing which they will not be allowed to participate in the opening process.

14.2 The bid of any bidder who has not complied with the conditions prescribed in the terms and conditions will be summarily rejected.

14.3 Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of the qualified bidders.

15. Right to accept any bid and to reject any or all bids:

15.1 The office of the Pr. Accountant General, Mizoram is not bound to accept the lowest bid or any specified bid. The O/o the Pr. Accountant General shall have the right to select manpower on the basis of technical eligibility/ qualification and may at any time by giving notice in writing to the bidders terminate the tendering process.

15.2 The office of the Pr. Accountant General, Mizoram may terminate the contract if it is found that the contractor is black listed on previous occasions by any of the Central/State Government, Ministry/Department/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

16. Award of contract:

16.1 The office of the Pr. Accountant General, Mizoram will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

16.2 The office of the Pr. Accountant General, Mizoram will communicate the successful bidder by e-mail letter that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Offer") shall prescribe the amount which the office of the Pr. Accountant General, Mizoram will pay to the contractor in consideration of the execution of works/services by the contractor as prescribed in the contract.

16.3 The successful bidder will be required to execute an agreement within a period of 10 days from the date of issue of Letter of Offer.

17. Performance Security:

17.1 The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of performance security shall also be extended by the contractor accordingly.

17.2 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

TERMS AND CONDITIONS OF THE CONTRACT

1. Service charge and other statutory duties/charges should be mentioned clearly in the Proforma for Financial Bid (Annexure-II).
2. If the service provider does not come forward to provide required persons, Pr. Accountant General shall have the right to get the services from other agencies.
3. The risk and cost of the service provider and the differential amount will be recovered from the service provider.

4. All services shall be performed by persons qualified and skilled in performing such services as mentioned in Scope of Work.
5. Persons deployed shall not claim any Master or Servant relationship against the office of the Pr. Accountant General, Mizoram.
6. The Service Provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of alcoholic drinks, smoking, etc.
7. Persons deputed shall not be below the age of 18 years.
8. In case the hired personnel do not attend the work at any time for whatever reason, the successful bidder shall make alternate arrangements so that the daily work of the office does not suffer.
9. The successful bidder shall ensure deployment of suitable persons from proper background after investigation/verification, collecting proofs of identity, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such intimation from the office of the Pr. Accountant General, Mizoram.
10. The successful bidder shall supply a copy of confirmation from the employees regarding acceptance of employment at agreed wages in advance. The ID Cards for the employees shall be arranged by the successful bidder.
11. The office of the Pr. Accountant General, Mizoram observes 5 days' week. Depending upon the urgency of work, the personnel may be required to work late (beyond office hours) or on holidays too.
12. The office of the Pr. Accountant General, Mizoram reserves the right to accept or reject any tender/ all the tenders in full or in part, without assigning any reason whatsoever.
13. The successful bidder will be required to execute the contract agreement on a non-judicial stamp paper of Rs.100 on acceptance of their quotation.
14. During the subsistence of the contract, the Pr. Accountant General shall not undertake any monetary liability other than the amount payable to the successful bidder for the services of personnel provided by them. Other liabilities if any shall solely rest on the successful bidder.
15. The successful bidder will not seek escalation in the rates quoted during the contract period.
16. If the successful bidder fails to provide satisfactory performance, the Pr. Accountant General shall be at liberty to terminate the contract and withhold the Security Deposit or the balance payment of the successful bidder.
17. The Pr. Accountant General reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional terms and conditions at any time during the currency of the contract.
18. The Pr. Accountant General would be free to terminate the contract at any time after giving advance notice of one month in writing.
19. The successful bidder has to indemnify the Pr. Accountant General office for all labour laws. Any issue arising out of this will have to be handled by the successful bidder.
20. The Pr. Accountant General at its sole discretion depending upon the workload may at any point of time extend or curtail the contract or make changes in the requirement of manpower giving 15 days' notice.
21. The Pr. Accountant General shall review the performance of the successful bidder from time to time, shortcomings noticed in the performance shall be submitted to the management for suitable action/penalty.

22. Failure by the successful bidder to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in the office of the Pr. Accountant General, Mizoram. The Security Deposit will also be forfeited.
23. Payment of bills:
- 23.1 **The successful bidder will be required to make payment of remuneration to employed personnel through non-cash mode i.e. online transfer (NEFT/RTGS etc.) without delay and submit invoice along with proof of payment including payment of EPF, ESIC, etc.**
- 23.2 The payment of bills submitted by service provider would be made only after certification of the attendance and satisfactory performance by the officers of the office of the Pr. Accountant General, Mizoram with whom the personnel is attached.
- 23.3 **The service provider/agency shall provide ESIC card to the outsourced personnel. Photocopies of ESIC cards duly acknowledged by concerned employees will be submitted by the service provider/agency within one month of issue of work order.**
- 23.4 The office of the Pr. Accountant General will check the status of work and accordingly make the payments.
- 24 The transportation, food, medical and other statutory requirement under various Acts/Government regulations in respect of each personnel of the Service Provider will be the sole responsibility of the Service Provider/Agency.
- 25 If the person deployed has to remain absent due to any reason, he should send the proper intimation to the concerned controlling officer either personally or telephonically with clearly mentioning the number of days required to re-join the duty.
- 26 Service Provider shall provide a substitute in case the absence exceeds 5 days. If the agency fails to provide substitute beyond five days, a liquidated damage @ Rs.1000 per day shall be charged.
- 27 The agency will withdraw all its personnel on expiry of the agreement and clear their accounts by paying all legal dues. In case of any dispute on account of the termination or non-employment by the personnel of the agency, it shall be the sole responsibility of the agency to pay and settle the same.
- 28 No leave is admissible.

Sd/-
Sr. Dy. Accountant General
(Admn)

TECHNICAL BID
(to be enclosed in a separate sealed cover)

Sl/ No.	Particulars	Reply	Page No of the document enclosed
1.	Name of the Agency / Firm /Company / society (Attach copy of certificate registration)		
2.	Name of the Proprietor/Director/Partner of Agency		
3.	Details of Earnest Money Deposits (EMD) & Tender Cost.		
	(i) Amount		
	(ii) Draft No.		
	(iii) Date		
	(iv) Issuing Bank		
4.	Date of establishment of the Agency		
5.	Detailed office address of the agency with office telephone number, Fax number, email and Mobile number and the name of the contact person(s)		
6.	Whether register with all concerned Government authorities (EPF/ESI Etc.) Copies of all certificate of registration to be enclosed)		
7.	PAN/TAN Number (Copy to be enclosed)		
8.	G.S.T Registration Number (Copy to be enclosed)		
9.	List of manpower/personnel offered (for outsourcing) to be submitted		
10.	List of other clients.		

Date:

Place:

Signature of the authorized signatory
Of the Tendering firm with seal

PROFORMA FOR FINANCIAL BID
(to be enclosed in a separate sealed cover)

1. Name of the company/agency/firm:

2. Consolidate rates per month per person (inclusive of all statutory liabilities, taxes payable, duties, levies, cess, etc.) of ₹. _____ are quoted.

3. Break up of consolidated payment per month quoted is as under:
(Note: All figures in each column must be rounded off to two decimal places)

Sl./No.	Component of monthly cost	Amount
A	Wages	
B	ESIC	
C	EPF	
D	Service Charges	
E	Total	

Date:

Place:

Signature of the authorized signatory
Of the Tendering firm with seal