

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	05-03-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	05-03-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Comptroller And Auditor General (cag) Of India
विभाग का नाम/Department Name	Indian Audit And Accounts Department
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Principal Accountant General Audit I Karnataka
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Admin , Manpower Outsourcing Services - Minimum wage - Skilled; Secondary School; Others
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	500 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

(a) ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

PAO IAD
 Accountant General (A&E), Karnataka
 (Pao Iad)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. 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. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. 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 as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [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. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The Bidder should have executed at least 3 No. projects with contract value not less than Rs 1 Cr for each contract of providing manpower services to Central/ State Government Departments/ Public Sect

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The Bidder should have executed at least 3 No. projects with supply of 30 no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last 3 financial year

Scope of work & Job description:[1770887049.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:[1770887131.pdf](#)

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Secondary School; Admin (58)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Semi-skilled
Educational Qualification	Secondary School
Type of Function	Admin
List of Profiles	Multi-tasking Staff
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA

विवरण/ Specification	मूल्य/ Values
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Karnataka
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	S Ramesh Kumar	560001,Office of the Principal Accountant General (Audit-I), Audit Bhavan, D Devraj Urs Road, Near MS Building,	58	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 893 • Bonus (INR per day) : 72 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 75 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

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

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Skilled
Educational Qualification	Secondary School

विवरण/ Specification	मूल्य/ Values
Type of Function	Others
List of Profiles	Driver - LMV
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Karnataka
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	S Ramesh Kumar	560001,Office of the Principal Accountant General (Audit-I), Audit Bhavan, D Devraj Urs Road, Near MS Building,	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 981 • Bonus (INR per day) : 72 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 75 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

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

1. Generic

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

2. 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

3. **Service & Support**

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

4. **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.

5. **Service & Support**

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

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

8. **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.

9. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

PAO IAD
payable at
Bengaluru

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

10. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

PAO IAD
payable at
Bengaluru

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

11. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS

1. The e-tenders are being invited Outsourcing of Manpower services through GeM for **the period from 01.04.2026 to 31.03.2028 i.e. for a period of two years.** All the instructions for GeM bidding are applicable. Tender must be submitted through GeM only. The bid received in physical mode shall not be considered at all. Detailed information regarding the items, application/tender forms, EMD details, specifications, terms, and conditions can be downloaded from gem.gov.in.
2. The interested bidders shall submit their tender (s) both Technical bid and financial bid online mode in www.gem.gov.in. The bidders shall upload all the documents as per the Eligibility criteria for Bidders.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms, and conditions in the tender document. Failure to furnish complete information as required concerning the tender document shall result in the rejection of the bid.

5. Manpower Service (Outsourced Personnel)- Number of persons

Name of the Post	Skill Category	Total No. of Persons	Total no of working days in a month
Multi-Tasking Staff	Semi-Skilled	58	26
Driver	Skilled	1	26

6. **Bidders must submit an EMD declaration (Bid security declaration) accepting that if they withdraw or modify their bids during the period of validity, they will be suspended for two years. Bids received without an EMD declaration (Bid security declaration) will not be considered and summarily rejected. (As per format provided in Annexure-I).**
7. Any attempt to negotiate directly or indirectly by or on behalf of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result in his tender being excluded from consideration.
8. Mere submission of any tender connected with this document shall not constitute any agreement

of contract. The tenderer shall have no cause of action or claim, against this office for rejection of this offer. This office shall always be at its liberty to reject or accept any offer or offers at its sole discretion, and any of such action will not be called into question and the tenderer shall have no claim in this regard against this office.

9. It requires that this office as well as the bidder must observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder eligible for the award of the contract has engaged in corrupt or fraudulent practices such as forgery of documents, etc. competing for the contract in question. Further, such agency will be banned for future business with the O/o AG (Audit-I), Karnataka for two years.
10. Bidders/Tenderers are requested that, before quoting their rates or filling tender, the tender form please be read out thoroughly (line by line), otherwise Competent Authority of this office will not be held responsible for any error/oversight of his own. Manpower Service Agencies intending to participate in the tender contract should first ensure that they fulfil all the eligibility criteria as prescribed under the terms and conditions mentioned herein before, otherwise, the tender will be summarily rejected. Bidder/Tenderer should quote only for the rate in Percentage (%) for administrative charges/service charges in the Financial Bid.

ELIGIBILITY CRITERIA

Bidders complying with the following conditions and providing valid documentary evidence in support of the same shall be considered eligible for bid evaluation:

- a) The bidder shall have a Registered Office / Branch Office in Bangalore, Karnataka.
- b) The bidder shall have successfully executed at least three (03) distinct contracts, each having a minimum contract value of ₹1 Crore, for providing manpower services to Central Government / State Government Departments / Ministries / Autonomous Bodies / Public Sector Undertakings (PSUs) during the last three (03) financial years up to Financial Year 2024-25. At least one of the contracts shall have minimum duration of twelve (12) months.
- c) The bidder shall have successfully executed at least three (03) distinct contracts involving the supply of a minimum of 30 manpower in each contract for providing manpower services to Central Government / State Government Departments / Ministries / Autonomous Bodies / Public Sector Undertakings (PSUs) during the last three (03) financial years up to Financial Year 2024-25. At least one of the contracts shall have minimum duration of twelve (12) months.
- d) The bidder shall possess and submit valid statutory certificates, including ESI, EPF, GST, PAN, valid Labour Licence, and ISO:9001 Certification.
- e) The bidder shall have a minimum average annual turnover exceeding ₹ 5 Crores for previous three (03) financial years up to Financial Year 2024-25.

- f) The bidder shall duly fill in, sign, and submit Annexure I and Annexure II strictly in the prescribed formats as stipulated under the Additional Terms and Conditions.

BID EVALUATION

1. Preference shall be accorded during technical evaluation only to those bidders who strictly comply with all the following conditions and submit complete, valid, and verifiable documentary evidence as specified. Incomplete, ambiguous, or self-certified documents shall not be considered.

- a) Registered Office / Branch Office in Bangalore, Karnataka:** The bidder shall have a registered office or a duly established branch office located within Bangalore, Karnataka as on the date of tender publication. The bidder shall submit documentary proof issued by a statutory authority, such as:

- Udyam Registration Certificate
- Valid Registration Certificate / Incorporation Certificate
- GST Registration Certificate indicating Bangalore address
- Shop & Establishment Certificate etc.

Rent agreement, lease deed, or self-declarations shall not be accepted as valid proof under any circumstances.

- b) Experience of Similar Works:** The bidder shall have successfully executed at least three (03) distinct contracts, each having a minimum contract value of ₹ 1 Crore, for providing manpower services to Central Government / State Government Departments / Ministries / Autonomous Bodies / PSUs during the last three (03) financial years up to Financial Year 2024-25.

The following documents must be submitted for each qualifying contract:

- i. **Copy of the work order / agreement** issued by the competent authority, clearly indicating the scope of work, contract value, and contract period.
- ii. **Completion certificate** issued by the authorized officer of the client organization, explicitly certifying satisfactory completion of the contract.
- iii. For ongoing contracts, a **performance certificate** issued by the client organization, certifying satisfactory performance and confirming that the executed value is not less than ₹ 1 Crore.

Experience certificates issued by private entities, self-certified documents, or documents without verifiable contract value shall not be considered.

- c) Experience - Manpower Strength Criteria:** The bidder shall have successfully executed at least three (03) distinct contracts involving supply of a minimum of 30 manpower in each contract for providing manpower services to Central Government / State Government Departments / Ministries / Autonomous Bodies / Public Sector Undertakings (PSUs) during the last three (03) financial years up to Financial Year 2024-25.

The following documents must be submitted for each qualifying contract:

- i. **Copy of Work Order / Agreement** clearly indicating number of manpower deployed
- ii. **Completion Certificate / Performance Certificate** from client confirming manpower deployment
- iii. **Certified deployment report / attendance records / wage sheets /**

EPF or ESI contribution records certified by client department showing deployment of required manpower

d) Statutory Registrations and Certifications: The bidder shall possess valid and active statutory registrations as on the date of tender submission, including:

- Employees' State Insurance (ESI) Registration
- Employees' Provident Fund (EPF) Registration
- Goods and Services Tax (GST) Registration
- Permanent Account Number (PAN)
- Valid Labour License issued by the competent authority
- ISO 9001:2015 Certification issued by an accredited certification body

Expired, provisional, or applied-for certificates shall not be accepted.

e) Financial Capacity: The bidder shall have a minimum average annual turnover exceeding ₹ 5 Crores during the last three (03) financial years up to Financial Year 2024-25. The bidder shall submit:

- Audited Balance Sheets, Profit & Loss Accounts, and
- Certificate from a Chartered Accountant indicating the average annual turnover

Unaudited statements or provisional financial data shall not be considered.

f) Submission of Annexures: The bidder shall duly fill in, sign, and submit Annexure I and Annexure II strictly in the prescribed formats as stipulated under the Additional Terms and Conditions. Any deviation, overwriting, or non-submission of annexures shall render the bid liable for rejection.

2. **Bid Security (Earnest Money Deposit):** In accordance with OM dated 12.11.2020 issued by Ministry of Finance, bidders should provide '**Bid Security Declaration**' instead of Bid Security (**Refer Annexure-I**).
3. Financial bids of technically qualified bidders will be considered for financial evaluation.
4. The Service provider agency should quote the service charges as a percentage of monthly wage bills exclusive of GST.
5. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder quotes the lowest rate, as per guidelines in GeM portal the buyer shall choose following option for placement of Contract: Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system.

ADDITIONAL TERMS AND CONDITIONS

A. For MTS and Staff Car Driver

1. **Payment of Salaries and Wages:** Service Provider is required to pay Salaries/wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer. Service Provider has to produce all statutory documents PF, ESIC etc. as well as the bank statement of

payment to staff along with the bill.

2. **ISO 9001: The bidder for services must have ISO 9001 certification.**
3. The successful bidder must submit a Performance Security of 3% of the contract value within two weeks of the award of work. Performance Security must remain valid for sixty days beyond the date of completion of all contractual obligations.
4. The bidder's offer is liable to be rejected if they don't upload the certificates/documents sought in the bid document, ATC and Corrigendum if any.
 - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the executed.
 - b. Execution certificate by the client with order value.
 - c. Any other document in support of order execution like Third Party Inspection release note etc.
5. **Buyer Added text-based ATC clauses.**
 - i. The Bidder must be registered with the statutory Central and State authorities viz., ESI, EPF, Income Tax, GST Registration etc., and valid Labour License / obtain valid Labour License for supply of manpower as mentioned in the tender document. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by this Office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
 - ii. **The minimum average annual turnover of the bidder must be 5 crores** in last three financial years. The copy of PAN, IT returns along the tax/turnover statement should be enclosed.
 - iii. The contract will be in force for a period of **two years** from the date of award of contract. This Office reserves the right to extend the contract further, subject to satisfactory performance of the service provider.
 - iv. The service provider agency should have at least a minimum of three years' experience in providing housekeeping services to Central/State Government offices. Copies of Agreement / Work Order from previous clients as documentary evidence shall be provided.
 - v. The service charges/rates quoted by the agency shall be fixed for the contract period and no request for any change / modification shall be entertained before expiry of contract period.
 - vi. The Service Provider shall pay its personnel, wages not less than higher of the minimum wages fixed by the Central Government, State Government, or any other Appropriate Authority, as applicable, under the Minimum Wages Act and allied labour laws.

- vii. During the currency of the contract, any revision in wages, Dearness Allowance (DA), or other statutory components, as notified by the Office of the Chief Labour Commissioner, Ministry of Labour & Employment, Government of India, or by the concerned State Government / Appropriate Authority from time to time, shall be strictly complied with by the Service Provider. Any breach of this condition shall render the contract liable to immediate termination, without prejudice to any other action permissible under law.
- viii. **Statutory Compliance Declaration:** The Service Provider shall submit a certificate declaring that it is fully compliant with all applicable Central and State labour laws, tax laws, and other statutory provisions in force from time to time, in respect of the personnel engaged for execution of the contract awarded. The Service Provider shall also furnish copies of all remittance challans/receipts evidencing payment of statutory levies, including EPF, ESI, GST, etc., for the preceding month, along with the claim/bill for the current month.
- ix. The service provider should ensure that wages are paid before 5th of every month and should submit report- personnel wise on the amount of wages paid by 10th of every month. No wages / remuneration will be paid to any outsourced staff employed for the days of absence from duty.
- x. All outsourced personnel engaged in this contract shall not be below the age of 18 years or above the age of 58 years and must be suitably trained from a registered institute under ministry of skill development and entrepreneurship.
- xi. The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider agency will be the sole responsibility of the service provider. This office will not offer any of the above to the outsourced personnel under any circumstance.
- xii. The character of antecedents of each personnel of the service provider agency will be got verified by the service provider before their deployment. The Police Verification Certificate of each individual to be engaged by the Service Provider along with their Profiles & photos should be submitted by the service provider. The service provider shall be responsible for any act of indiscipline on the part of persons deployed him.
- xiii. The Service provider agency shall be bound to ensure a) proper conduct of his persons in office premises, b) to enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering either individually or in groups while on duty and c) trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In-charge of this office upon any matter arising under this clause shall be final and binding on the agency.
- xiv. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential /secret nature.
- xv. The service provider's personnel should be polite, cordial, positive and efficient, while han

ding the assigned work and they shall not interfere with the duties of the employees of this office.

- xvi. The service provider (hereinafter referred to as the “*Indemnitor*”) shall indemnify and keep indemnified the Buyer/Department (hereinafter referred to as the “*Indemnitee*”), including its officers, officials, employees, and agents, against any and all claims, demands, actions, proceedings, losses, damages, liabilities, costs, and expenses (including reasonable legal fees) arising out of or in connection with:
- a) any breach of the terms and conditions of this Contract by the Indemnitor.
 - b) any act of negligence, omission, default, or wilful misconduct on the part of the Indemnitor or its personnel; or
 - c) any injury to persons (including death) or damage to property caused by the Indemnitor or its personnel in the course of performance of the Contract.
- I. The indemnity obligation shall be effective from the date of commencement of the Contract and shall survive its expiry or termination.
 - II. The Indemnitor shall, at its own cost, defend any claim upon receipt of written notice from the Indemnitee. No settlement shall be made without the prior written consent of the Indemnitee.
- xvii. All damages caused by the outsourced personnel to the property of this office shall be recovered from the service provider.
- xviii. There is no Master and Servant relationship between the outsourced employees and this office. Further the outsourced employees of the service provider agency shall not claim any absorption in this office or the Government of India stating this contract service.
- xix. The agency shall provide a substitute well in advance if there is 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 Agency. The service provider's person shall not claim any benefit/compensation/absorption/regularization of services from /in this office under the provisions of Industrial Disputes Act, 1947 or Contract-Labour (Regulation & Abolition) Act 1970. Undertaking from the persons to this effect shall be submitted by the Service provider to this Department.
- xx. The Agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages act, Employees Provident Fund Act, ESI Act, Payment of Bonus Act 1965 etc., and this office shall not incur any liability or any expenditure whatsoever on the persons employed by the agency on account of any obligation. The agency will be required to provide particulars of EPF and ESI of its employees engaged in this office. The Agency will comply with all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.
- xxi. In the Financial Bids, if the service charges per person quoted are less than 3.85% of the minimum wages, the quotation will be rejected summarily.**

- xxii. The Staff deployed will be assigned work for a maximum of 6 days per week, with the seventh day weekly off. Payment will be made based on the number of days actually worked for the month.
- xxiii. The staff deployed to the BUYER should have valid ESI cards, EPF Accounts and all other statutory requirements. Copies of all cards, savings bank account details, AADHAR, etc., of all the staff have to be furnished to BUYER in advance, under the SERVICE PROVIDER's stamp and signature.
- xxiv. The SERVICE PROVIDER shall:
1. furnish proof of having paid the GST to the Government, and other statutory deductions such as ESI, EPF, etc., every month.
 2. comply with all the provisions of Contract Labour Registration and Abolition Act, 1970, Employees Provident Funds Act, Employees State Insurance Act, Minimum Wages Act, 1948, Payment of Bonus Act, 1965 and any other Labour laws in force, and shall not contravene with the provisions of any law in force by State and Central Government, and the BUYER shall not, in any way, be liable for the acts of omissions and commissions of the SERVICE PROVIDER.
 3. take proper, adequate and reasonable precautions to avoid loss, destruction, waste or misuse of fixed and movable properties of BUYER.
 4. ensure that its staff shall not, at any time, divulge or make known any information regarding BUYER, except under written instruction from the BUYER.
 5. ensure that no unlawful act of omission or commission is done by the staff while on duty.
 6. also provide additional manpower as and when required by the BUYER to meet their contingent required on the mutually agreed rate, terms and conditions.
- xxv. The SERVICE PROVIDER will be responsible for any medical requirement of the personnel engaged for work.
- xxvi. The working hours will have to be observed by the SERVICE PROVIDER as per directions of BUYER from time to time.
- xxvii. The SERVICE PROVIDER will provide the required number of personnel throughout the month. If any person remains absent on any day, the SERVICE PROVIDER will provide a suitable substitute in his place. If no replacement is made, a deduction at the normal rate for the first three consecutive days will be made and after three days of absence, deduction at double rate will be made.
- xxviii. Force Majeure Clause. Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full parti

culars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other give a notice of termination.

B. Specifics for MTS

The MTS staff provided by the Service Provider should have passed secondary school. He should hold an experience of 0-3 years in his field.

C. Duties of MTS

The MTS deployed to BUYER shall perform the duties as detailed below.

- i. General cleanliness and upkeep of the Section/ Unit/ Rooms.
- ii. Opening & closing of rooms before and after office hours.
- iii. Dusting-off furniture etc.
- iv. Carrying of files & other papers within the building/ Office.
- v. Delivering of Dak (outside the building).
- vi. Physical maintenance of records of the Section.
- vii. Stitching and binding of records/files/ registers of the Section/ Unit.
- viii. Photocopying, sending of FAX etc.
- ix. Other non-clerical work in the Section/ Unit.
- x. Assisting in routine office work like diary, dispatch, etc. including on computer.
- xi. Maintenance of office equipment/fixtures and fittings and provide necessary assistance for running of such equipment.
- xii. Any other work assigned by the superior authority.

D. Specifics for Staff Car Driver

The staff car driver provided by the service provider will be a trained driver (LMV) who is holding valid license. He should hold an experience of driving a motor car for at least **three years (03)** for government organization/PSU/Autonomous bodies etc. and should have knowledge of navigation/GPS.

E. Duties of Staff Car Driver

The staff car driver deployed to BUYER shall perform the duties as detailed below.

- i. The driver so engaged shall regularly take proper care of the vehicle assigned to him which includes filling of fuel, checking tires and tire pressure, engine-oil level, radiator-coolant, brake-fluid etc.

- ii. Any defect found in the vehicle shall be reported to the concerned officer to whom the vehicle has been provided by the Principal Accountant General (Audit-I), Bengaluru.
- iii. The driver shall ensure cleanliness of the vehicle by getting it washed.
- iv. The driver is required to attend the duty on all working days and holidays as and when required.
- v. The driver shall inform the officer whom he is serving or his representative, of any breakdown to the vehicle for taking necessary action. The vehicle should not be left at the road unattended.
- vi. The driver shall not tamper with/pilfer any part/s of the vehicle.

F. The successful bidder must enter into written agreement with the buyer with following terms and conditions in addition to the above stated conditions.

1. The agreement can be terminated by either side upon giving one month's notice in advance in writing, except in the event of failure of providing satisfactory services on the part of the SERVICE PROVIDER, in which event the agreement can be terminated without giving any notice whatsoever, and BUYER shall not be responsible for any payment thereafter. The decision of the BUYER as to what constitutes failure of providing satisfactory services shall be final and binding on the SERVICE PROVIDER. On such termination, no compensation shall be payable to the SERVICE PROVIDER.
2. That the SERVICE PROVIDER shall be registered with Labour Provident Fund Commissioner and Employees State Insurance and having its own PAN and GST number.
3. The salary slips, clearly indicating the wages due for the month, contributions for EPF, ESI etc., shall be given by the Service Provider to the MTS deployed every month, and copy of the same with payment details to the Bank to be furnished to BUYER.
4. That adequate supervision shall be provided by the SERVICE PROVIDER as well as BUYER and Senior Audit Officer (OMS), O/o The AG(Au-I), Bengaluru to ensure effective performance in accordance with the prevailing assignment and instructions agreed upon between the two parties.
5. That the BUYER shall pay separately, for any additional services required over and above what is contained in this agreement.
6. That the BUYER shall have the right to recommend with reasons, removal of any deployed personnel. In that event, SERVICE PROVIDER will ensure that such personnel are replaced at the earliest, failing which BUYER shall be free to cancel the contract/ agreement.
7. That the SERVICE PROVIDER will liaise with the local police as and when required.
8. That the BUYER can renew the agreement on the same terms and conditions after expiry of the present period, for a further period of up to 1 years, subject to satisfactory performance of the SERVICE PROVIDER and on mutual consent of both the parties.

9. That any dispute or difference arising out of, or relating to, this agreement, shall be referred to Arbitrator to be appointed by the Head of Department of BUYER, as per the Arbitration and Conciliation Act, 1995.
10. That both the parties agree that in case of any dispute not being resolved through Arbitration, the local Courts at Bengaluru shall have jurisdiction.
11. Identification proof of all the personals will be supplied to the BUYER.
12. Any loss or damage caused to the BUYER due to negligence on the part of SERVICE PROVIDER will be the responsibility and liability of the SERVICE PROVIDER.
13. That no deductions other than EPF, ESI and any amount in the shape of security will be made from the salary of the employee by the SERVICE PROVIDER.
14. Price quoted should be inclusive of all central / state government taxes.

ANNEXURE - I

FORMAT OF DECLARATION IN LIEU OF EMD/BID SECURITY

(To be submitted on the Bidder's Letter Head)

I/We(Insert Name and Address of Bidder) am/are submitting this declaration in lieu of Bid Security/Earnest Money Deposit for the Tender for(Insert Title of the Tender) (Tender No.....) , thereby fully accepting that I/We will be suspended and shall not be eligible to participate in the Tenders invited by Office of the Accountant General (Audit I), Karnataka, Bengaluru for a period of Two years from the date of such Suspension Orders, under the following circumstances: -

I / We withdraw / modify our bid during the period of bid validity

OR

I/We commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of EMD

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract

OR

I / We fail to / refuse to submit a performance security before the deadline defined in the request for bids document

der with seal

Signature of the Bid

ANNEXURE - II

(To be submitted with technical bid)

DECLARATION FOR ACCEPTING ALL TERMS AND CONDITIONS

- 1) I/We hereby are eligible/ not eligible from exemption of EMD as we are a MSME registered organization and submitting necessary documents for the exemption .
- 2) I/We have registered with all Government authorities for statutory requirements - ESI, EPF, GST, PAN, TAN, Incorporation certificate, Valid labour licence.
- 3) I/We have a registered corporate office or branch office in Karnataka, Bengaluru.
- 4) I/We will not withdraw or modify the bid during the period of validity of contract.
- 5) I/We have not been blacklisted by any Government or private office in past ten years.
- 6) I/We will submit performance security for 3% of contract value before the deadline defined in the terms of contract if we are selected for the contract.
- 7) I/We have read instructions to Bidders for Submission of Bids, Eligibility criteria and additional terms and conditions and will abide with all the terms and conditions as per GeM and as per additional documents called for by the principal employer Office of the Accountant General (Audit I), Karnataka, Bengaluru.

8) I/We hereby declare that the firm/company is not under liquidation, court receivership, insolvency, bankruptcy, or similar proceedings under any law for the time being in force, and no such proceedings have been initiated or are pending against the firm/company as on the date of submission of this bid.

I/We accept to all the conditions mentioned above failing which our contract will be terminated by the Office of the Accountant General (Audit I), Karnataka, Bengaluru and will be suspended for a period of two years from being eligible to submit Bids/Proposals for contracts with this Office.

Signature of the Tenderer or Authorized signatory of the Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

12. **Buyer Added Bid Specific ATC**

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

अस्वीकरण/Disclaimer

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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

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. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
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.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), 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 सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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।/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.

---धन्यवाद/Thank You---