

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-08-2026 18:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-08-2026 18:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Information And Broadcasting
विभाग का नाम/Department Name	Ministry Of Information And Broadcasting
संगठन का नाम/Organisation Name	Prasar Bharati Broadcasting Corporation Of India
कार्यालय का नाम/Office Name	O/o Adge(nez), Guwahati-24
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :ddg.ddmnez@prasarbharati.gov.in Buyer Email id: varul21@prasarbharati.gov.in
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Skilled; Graduate; Admin , Manpower Outsourcing Services - Minimum wage - Unskilled; High School; Admin
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	150 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
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
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

बिड विवरण/Bid Details	
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
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?	No
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	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/ Bid to RA enabled	No
बिड का प्रकार/ Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	9247858.78
मूल्यांकन पद्धति/ Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/ Arbitration Clause	No
सुलह खंड/ Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	184957

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
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ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	14

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

(b). 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.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Additional Director General (A & BO)(NEZ)

O/o Additional Director General (A & BO)(NEZ), Akashvani and Doordarshan, Guwahati. Doordarshan Kendra Complex., R.G. Baruah Road, Near AIDC Bus Stop, Guwahati, Kamrup (Metro)- 781024 (Assam).

(O/o Additional Director General, A And Bo, Nez, Akashvani And Doordarshan, Guwahati)

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/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider 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 having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer 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 seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. 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.

9. 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:EXECUTED ATLEAST 1 NO. OF SIMILAR PROJECT OF RS. 70 LAKHS.

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:EXECUTED ATLEAST 1 NO. OF SIMILAR PROJECT OF TOTAL 20 NOS. OF MANPOWER IN LAST 3 YEARS

In case, the buyer wants to retain some of the existing resources then buyer is needed to upload the list of resources along with the quantity of each type or resource to be continued by the successful bidder/service provider under the new contract as per the T&C of new contract concluded on the basis of this bid along with approval of Competent Authority.:[1785487976.pdf](#)

Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:[1785488200.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:[1785488219.pdf](#)

Scope of work & Job description:[1785488403.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
05-08-2026 15:00:00	O/o ADG (A & BO) (NEZ), Akashvani & Doordarshan,Guwahati. Doordarshan Kendra Complex, R. G. Baruah Road, Near AIDC Bus Stop, Guwahati, Kamrup (Metro)- 781024 (Assam)

Manpower Outsourcing Services - Minimum Wage - Skilled; Graduate; Admin (16)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Skilled
Educational Qualification	Graduate
Type of Function	Admin
List of Profiles	Data Entry Operator
Specialization	Commerce , Economics , Arts , Science , Social , Law , Management(Marketing/Ope rtions/Finance/ General , Engineering(Civil/Mech/Elec./IT /Comp Sc./Electronics/ E&E/Prod/Chem./Biotech)
Post Graduation	Optional
Specialization for PG	Not Applicable
Experience	0 to 3 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	Assam
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Designation	DATA ENTRY OPERATOR

विवरण/ Specification	मूल्य/ Values

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
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क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	SUGATA DEY	781024,O/o. Additional Director General All India Radio & Doordarshan Doordarshan Kendra Complex, R.G. Baruah Road, GUWAHATI - 781024	16	• Minimum daily wage (INR) exclusive of GST : 918 • Bonus (INR per day) : 0 • EDLI (INR per day) : 4.59 • EPF Admin Charge (INR per day) : 4.59 • 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) : 29.84 • Provident Fund (INR per day) : 110.16 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; High School; Admin (9)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Unskilled
Educational Qualification	High School

विवरण/ Specification	मूल्य/ Values
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
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	Assam
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Designation	MULTI-TASKING STAFF

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
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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	SUGATA DEY	781024,O/o. Additional Director General All India Radio & Doordarshan Doordarshan Kendra Complex, R.G. Baruah Road, GUWAHATI - 781024	9	• Minimum daily wage (INR) exclusive of GST : 693 • Bonus (INR per day) : 0 • EDLI (INR per day) : 3.47 • EPF Admin Charge (INR per day) : 3.47 • 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) : 22.52 • Provident Fund (INR per day) : 83.16 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

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

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **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.

3. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

4. **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.

5. **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.

6. **Service & Support**

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

7. **Service & Support**

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

8. **Service & Support**

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

9. **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.

10. **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.

11. **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.

12. **Forms of EMD and PBG**

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

O/O ADDITIONAL DIRECTOR GENERAL (A & BO) (NEZ), AKASHVANI AND DOORDARSHAN, GUWAHATI.
payable at
Guwahati

. 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.

13. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

O/O ADDITIONAL DIRECTOR GENERAL (A & BO) (NEZ), AKASHVANI AND DOORDARSHAN, GUWAHATI.
. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

14. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

O/O ADDITIONAL DIRECTOR GENERAL (A & BO) (NEZ), AKASHVANI AND DOORDARSHAN, GUWAHATI.
payable at
Guwahati

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

15. **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

O/O ADDITIONAL DIRECTOR GENERAL (A & BO) (NEZ), AKASHVANI AND DOORDARSHAN, GUWAHATI.
payable at
Guwahati

. 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.

16. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

BUYER ADDED SPECIFIC TERMS & CONDITIONS

1. FOR THE POST OF DATA ENTRY OPERATOR (DEO), IT IS MANDATORY FOR CANDIDATES TO POSSESS AN ADDITIONAL QUALIFICATION CERTIFICATE/DIPLOMA IN COMPUTER APPLICATIONS. THIS CERTIFICATION MUST BE OF A MINIMUM DURATION OF SIX (6) MONTHS AND OBTAINED FROM A RECOGNIZED INSTITUTION.
2. THE MAXIMUM NUMBER OF WORKING DAYS FOR THE POSTS OF DATA ENTRY OPERATOR (DEO) AND MULTI-TASKING STAFF (MTS) SHALL BE TWENTY-SIX (26) DAYS PER CALENDAR MONTH. PAYMENT SHALL BE CALCULATED AND DISBURSED STRICTLY ON A PRO-RATA BASIS, BASED ON THE ACTUAL NUMBER OF DAYS THE DEPLOYED PERSONNEL ATTEND DUTY IN THE SPECIFIC BILLING MONTH. FURTHERMORE, THE WAGE RA

TES PAYABLE SHALL STRICTLY COMPLY WITH THE MINIMUM WAGES ACT. IN THE EVENT OF ANY REVISION IN THE MINIMUM WAGES NOTIFIED BY THE COMPETENT STATUTORY AUTHORITY (CENTRAL GOVERNMENT) DURING THE CONTRACT PERIOD, THE BUYER SHALL PAY THE REVISED WAGES AND CORRESPONDING STATUTORY CONTRIBUTIONS FROM THE EFFECTIVE DATE OF SUCH NOTIFICATION.

3. THE BUYER RESERVES THE ABSOLUTE RIGHT TO INCREASE OR DECREASE THE NUMBER OF OUTSOURCED PERSONNEL (DEO AND MTS) TO ANY EXTENT DURING THE TENURE OF THE CONTRACT. SUCH VARIATIONS MAY BE IMPLEMENTED DUE TO UNFORESEEN ADMINISTRATIVE EXIGENCIES OR SUBJECT TO THE APPROVAL OF HIGHER AUTHORITIES. THE DECISION OF THIS OFFICE IN THIS REGARD SHALL BE FINAL, BINDING, AND AT ITS SOLE DISCRETION. THE SERVICE PROVIDER SHALL BE OBLIGATED TO SUPPLY OR WITHDRAW MANPOWER ACCORDINGLY AT THE SAME CONTRACTED RATES, TERMS, AND CONDITIONS.
4. THE REMUNERATION DISBURSED TO THE DEPLOYED CONTRACTUAL STAFF (DEO & MTS) MUST STRICTLY ADHERE TO THE CALCULATION SHEET AND THE PREVAILING MINIMUM WAGE RATES NOTIFIED BY THE OFFICE OF THE CHIEF LABOUR COMMISSIONER (CENTRAL), MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA. FURTHERMORE, IN THE EVENT OF ANY STATUTORY REVISION IN THE MINIMUM WAGES, THE PAYMENT RATES SHALL BE REVISED AND IMPLEMENTED ACCORDINGLY FROM THE EFFECTIVE DATE SPECIFIED IN THE OFFICIAL NOTIFICATION.
5. THE CONTRACT TENURE IS TWO YEARS (1+1) BASIS, WITH THE FIRST 12 MONTHS BEING THE PRIMARY TERM. RENEWAL FOR THE SECOND YEAR IS STRICTLY SUBJECT TO THE SERVICE PROVIDER'S SATISFACTORY PERFORMANCE, MUTUAL AGREEMENT, AND BUDGETARY/ ADMINISTRATIVE APPROVALS. WHILE THE EXTENSION WILL BE ON THE SAME TERMS AND CONDITIONS, THE WAGE RATES DURING THE EXTENDED PERIOD SHALL STRICTLY COMPLY WITH THE PREVAILING MINIMUM WAGE NOTIFICATIONS OF THE CHIEF LABOUR COMMISSIONER (CENTRAL).
6. THE ACTUAL COMMENCEMENT (START) AND EXPIRATION (END) DATES OF THE CONTRACT ARE INDICATIVE AND SUBJECT TO CHANGE. THE FINAL DETERMINATION AND MODIFICATION OF THE EFFECTIVE CONTRACT DATES SHALL REST ENTIRELY AT THE SOLE DISCRETION OF THIS OFFICE.
7. THE BIDDER MUST POSSESS VALID STATUTORY REGISTRATIONS, SPECIFICALLY EMPLOYEES' PROVIDENT FUND (EPF), GOODS AND SERVICES TAX (GST), AND A PERMANENT ACCOUNT NUMBER (PAN) REGISTERED WITH THE RESPECTIVE COMPETENT AUTHORITIES. LEGIBLE, SELF-ATTESTED COPIES OF THE EPF REGISTRATION CERTIFICATE, GST REGISTRATION CERTIFICATE, AND PAN CARD MUST BE UPLOADED/ ENCLOSED AS MANDATORY ENCLOSURES WITH THE TECHNICAL BID. FAILURE TO SUBMIT ANY OF THESE STATUTORY DOCUMENTS SHALL RENDER THE BID UNRESPONSIVE AND LIABLE FOR REJECTION.
8. TO ENSURE ADHERENCE TO QUALITY STANDARDS IN SERVICE DELIVERY, THE BIDDER MUST POSSESS A VALID AND ACTIVE ISO CERTIFICATION. THE SCOPE OF THE SUBMITTED ISO CERTIFICATE MUST EXPLICITLY COVER THE PROVISION OF MANPOWER SUPPLY, STAFFING, OR HUMAN RESOURCE OUTSOURCING SERVICES. A LEGIBLE, SELF-ATTESTED COPY OF THE VALID CERTIFICATE MUST BE UPLOADED/ ENCLOSED WITH THE TECHNICAL BID.
9. THE BIDDER IS MANDATORILY REQUIRED TO SUBMIT A SELF-DECLARATION (PREFERABLY ON THE COMPANY LETTERHEAD) AT THE TIME OF BID SUBMISSION, EXPLICITLY STATING THAT THE FIRM/AGENCY HAS NOT BEEN DEBARRED, BLACKLISTED, OR PENALIZED BY ANY CENTRAL GOVERNMENT DEPARTMENT, STATE GOVERNMENT DEPARTMENT, PUBLIC SECTOR UNDERTAKING (PSU), OR AUTONOMOUS BODY. IF, AT ANY STAGE OF THE BIDDING PROCESS OR DURING THE EXECUTION OF THE CONTRACT, THIS DECLARATION IS DISCOVERED TO BE FALSE, FORGED, OR MISLEADING, THE BUYER RESERVES THE ABSOLUTE RIGHT TO SUMMARILY REJECT THE BID OR TERMINATE THE CONTRACT. FURTHERMORE, THE BUYER MAY INITIATE APPROPRIATE ADMINISTRATIVE OR LEGAL ACTION, INCLUDING FORFEITURE OF THE EMD/ PBG, AS PER EXISTENT RULES.

10. THE BIDDER MUST SUBMIT A FORMAL SELF-DECLARATION AT THE TIME OF BID SUBMISSION CERTIFYING THAT NEITHER THE BIDDING AGENCY NOR ITS OWNERS, PROMOTERS, OR DIRECTORS HAVE EVER BEEN CONVICTED OR INDICTED FOR ANY CRIMINAL, FRAUDULENT, OR CORRUPT PRACTICES BY ANY COURT OF LAW OR INVESTIGATIVE AGENCY. A SIGNED AND STAMPED UNDERTAKING TO THIS EFFECT MUST BE MANDATORILY UPLOADED WITH THE TECHNICAL BID. FAILURE TO PROVIDE THIS DOCUMENT WILL RENDER THE BID TECHNICALLY NON-RESPONSIVE.
11. TO ENSURE PROMPT ADMINISTRATIVE SUPPORT, EFFECTIVE COORDINATION, AND THE SMOOTH EXECUTION OF SERVICES, THE BIDDER MUST HAVE AN ESTABLISHED OPERATIONAL OFFICE LOCATED WITHIN THE TERRITORIAL LIMITS OF THE GUWAHATI MUNICIPAL CORPORATION OR KAMRUP (METROPOLITAN) DISTRICT, ASSAM. THIS OFFICE MUST STRICTLY BE A COMMERCIAL ESTABLISHMENT; BIDS SUBMITTING RESIDENTIAL ADDRESSES AS OFFICE LOCATIONS SHALL BE SUMMARILY DISQUALIFIED. AS DOCUMENTARY PROOF, THE BIDDER MUST UPLOAD A VALID RENT AGREEMENT, LEASE DEED, OR PROPERTY TAX RECEIPT. THE EXECUTION DATE OF THE SUBMITTED DOCUMENT MUST STRICTLY PRE-DATE THE PUBLICATION OF THIS BID, AND THE AGREEMENT MUST REMAIN VALID THROUGHOUT THE ENTIRE PROPOSED TENURE OF THE CONTRACT.
12. IN THE INTEREST OF SMOOTH FUNCTIONING AND THE CONTINUITY OF ONGOING ADMINISTRATIVE OPERATIONS, THE BUYER INTENDS TO RETAIN THE SERVICES OF THE EXISTING MANPOWER (DEO AND MTS) CURRENTLY DEPLOYED ACROSS THE O/O ADG (A & BO) (NEZ), AKASHVANI AND DOORDARSHAN, GUWAHATI. TO ENSURE SEAMLESS PUBLIC SERVICE DELIVERY, THE CONTINUATION OF THE PRESENTLY DEPLOYED MANPOWER SHALL BE FACILITATED BY THE SUCCESSFUL SERVICE PROVIDER, SUBJECT TO DUE VERIFICATION OF THEIR ELIGIBILITY AND STATUTORY COMPLIANCES AND STATUTORY OBLIGATIONS.
13. THE SERVICE PROVIDER'S REMUNERATION SHALL BE STRICTLY LIMITED TO THE SERVICE CHARGE FINALIZED IN THIS CONTRACT. THE SERVICE PROVIDER IS STRICTLY PROHIBITED FROM DEMANDING ANY PLACEMENT FEES, COMMISSIONS OR MAKING ANY UNAUTHORIZED DEDUCTIONS FROM THE MONTHLY REMUNERATION PAYABLE TO THE DEPLOYED MANPOWER. **IN THE EVENT OF THE BUYER RECEIVING A WRITTEN COMPLAINT FROM ANY OF THE HIRED PERSONNEL REGARDING SUCH UNAUTHORIZED DEMANDS OR DEDUCTIONS;** IT WILL BE TREATED AS SEVERE BREACH OF CONTRACT. THE BUYER RESERVES THE RIGHT TO IMPOSE HEAVY FINANCIAL PENALTIES AND/OR INITIATE THE TERMINATION OF THE CONTRACT, INCLUDING DEBARMENT OF THE AGENCY.
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14. FOR ANY FUTURE DEPLOYMENT OF NEW PERSONNEL OR REPLACEMENT OF EXISTING STAFF DURING THE CONTRACT PERIOD, THE BUYER RESERVES THE RIGHT TO EVALUATE THE PROPOSED CANDIDATES. THIS INCLUDES THE RIGHT TO CONDUCT WRITTEN TESTS, SKILL ASSESSMENTS, AND/OR PERSONAL INTERVIEWS OF THE PROSPECTIVE DEOS/MTS BEFORE APPROVING THEIR DEPLOYMENT. THE SERVICE PROVIDER MUST SUBMIT A POOL OF RESUMES FOR ANY VACANCY AND SHALL ACCEPT THE BUYER'S DECISION REGARDING THE SELECTION OR REJECTION OF ANY CANDIDATE BASED ON THE OUTCOMES OF SUCH EVALUATIONS AS FINAL.
15. THE SERVICE PROVIDER MUST STRICTLY ENSURE THAT THE MONTHLY WAGES OF ALL DEPLOYED PERSONNEL ARE CREDITED DIRECTLY TO THEIR RESPECTIVE BANK ACCOUNTS ON OR BEFORE THE 5TH DAY OF THE SUBSEQUENT MONTH. DELAY IN THE PAYMENT OF WAGES MAY INVITE PENAL ACTION OR TERMINATION OF THE CONTRACT AS PER THE BUYER'S DISCRETION.
16. IN STRICT COMPLIANCE WITH STATUTORY LABOR WELFARE LAWS, THE SUCCESSFUL BIDDER/ SERVICE PROVIDER MUST GENERATE AND ISSUE ESI CARDS (E-PEHCHAN CARDS) TO ALL DEPLOYED PERSONNEL WITHIN ONE (1) MONTH FROM THE DATE OF THE AWARD OF THE CONTRACT.
17. ANY SUBMISSION OF FALSE, INCORRECT, FORGED, EXPIRED, OR INVALID DOCUMENTS BY THE BIDDER AT ANY STAGE OF THE BIDDING PROCESS WILL BE VIEWED AS A SEVERE BREACH OF TRUST AND AN ATTEMPT TO DEFRAUD THE GOVERNMENT. IN SUCH AN EVENT, THE BUYER RESERVES THE RIGHT TO IMMEDIATELY

Y REJECT THE BID OR TERMINATE THE AWARDED CONTRACT WITHOUT ANY PRIOR NOTICE. FURTHERMORE, THE MATTER SHALL BE OFFICIALLY ESCALATED TO THE GEM ADMINISTRATION FOR INCIDENT MANAGEMENT, SEEKING STRICT PENAL ACTIONS INCLUDING THE SUSPENSION AND BLACKLISTING OF THE FIRM'S PROFILE.

18. TO SIGNIFY ABSOLUTE AND UNCONDITIONAL ACCEPTANCE OF ALL TENDER CONDITIONS, THE BIDDER MUST UPLOAD A COMPLETE COPY OF THE BID DOCUMENT, DULY SIGNED AND STAMPED ON EVERY PAGE BY THE AUTHORIZED SIGNATORY. FURTHERMORE, THE BIDDER IS REQUIRED TO UPLOAD A FORMAL "LETTER OF ACCEPTANCE/ UNDERTAKING" ON THE COMPANY'S OFFICIAL LETTERHEAD, EXPLICITLY AGREEING TO ALL ADDITIONAL TERMS AND CONDITIONS (ATC) AND BUYER ADDED SPECIFIC TERMS & CONDITIONS MENTIONED IN THE BID.
19. TO FACILITATE A SMOOTH AND EFFICIENT TECHNICAL EVALUATION, BIDDERS ARE STRICTLY INSTRUCTED TO UPLOAD ONLY THE RELEVANT DOCUMENTS EXPLICITLY REQUESTED IN THE BID TERMS AND CONDITIONS. THE SUBMISSION MUST BE ORGANIZED IN A CLEAR, LOGICAL, AND SEQUENTIAL ORDER. FURTHERMORE, EVERY SINGLE DOCUMENT UPLOADED MUST BE LEGIBLE AND DULY SIGNED AND STAMPED BY THE FIRM'S AUTHORIZED SIGNATORY. THE UPLOADING OF IRRELEVANT, UNORGANIZED, OR BULK UNREQUESTED DOCUMENTS IS STRICTLY DISCOURAGED AND MAY RESULT IN THE REJECTION OF THE BID DUE TO AMBIGUITY.
20. BIDDERS SEEKING EXEMPTIONS UNDER STIPULATED GOVERNMENT POLICIES (SUCH AS MSE, OR STARTUP BENEFITS FOR EMD, TURNOVER, OR EXPERIENCE CRITERIA) MUST UPLOAD VALID, RELEVANT, AND CURRENTLY ACTIVE DOCUMENTARY EVIDENCE TO SUBSTANTIATE THEIR CLAIMS. THE MERE SUBMISSION OF THESE DOCUMENTS DOES NOT AUTOMATICALLY GUARANTEE THE GRANT OF AN EXEMPTION. THE TECHNICAL EVALUATION COMMITTEE (TEC) WILL THOROUGHLY SCRUTINIZE THE VALIDITY AND APPLICABILITY OF THE SUBMITTED PROOFS. THE FINAL DECISION REGARDING THE ACCEPTANCE OR REJECTION OF ANY EXEMPTION CLAIM RESTS SOLELY WITH THE TEC AND SHALL BE ABSOLUTE, FINAL, AND BINDING ON THE PARTICIPATING BIDDERS.
21. TO ENSURE STRICT COMPLIANCE WITH GOODS AND SERVICES TAX (GST) REGULATIONS AND FACILITATE SEAMLESS PAYMENT PROCESSING, THE SUCCESSFUL BIDDER MUST EXPLICITLY MENTION THE BUYER'S OFFICIAL GSTIN (**18AAAJPO288R3ZC**) ON ALL SUBMITTED TAX INVOICES. ANY BILL OR TAX INVOICE GENERATED WITHOUT DISPLAYING THIS EXACT GSTIN WILL BE DEEMED INVALID AND NON-COMPLIANT. CONSEQUENTLY, SUCH INVOICES WILL BE SUMMARILY REJECTED AND RETURNED UNPAID, AND THE BUYER SHALL BEAR NO RESPONSIBILITY FOR ANY RESULTING DELAYS IN PAYMENT.
22. ANY NON-COMPLIANCE WITH THE TERMS, CONDITIONS, OR OBLIGATIONS OUTLINED IN THIS BID DOCUMENT SHALL CONSTITUTE A MATERIAL BREACH OF CONTRACT. IN SUCH AN EVENT, THE BUYER RESERVES THE ABSOLUTE RIGHT TO TERMINATE THE CONTRACT AT ANY TIME BY SERVING A WRITTEN NOTICE OF ONE MONTH, OR A SHORTER PERIOD IF DEEMED ADMINISTRATIVELY NECESSARY, WITHOUT ASSIGNING ANY REASON THEREOF. THE DECISION OF THE BUYER REGARDING THE DETERMINATION OF A BREACH AND THE SUBSEQUENT TERMINATION OF THE CONTRACT SHALL BE FINAL, CONCLUSIVE, AND LEGALLY BINDING UPON THE SERVICE PROVIDER.

17. **Buyer Added Bid Specific ATC**

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

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

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

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. 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 catalogues 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. 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 General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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---