GENERAL TERMS AND CONDITIONS

1. The Agency shall deploy suitably qualified and experienced Computer Data Entry Operator(s) having proficiency in MS Office applications and adequate computer skills to carry out the day-to-day official work of the Office of the Additional Director General (ADG), CPWD, Patna, located at Karpuri Thakur Sadan, Patna, and any other work assigned by the Officer-in-Charge. The services shall be provided on all working days as per the requirements of the office.
2. The Agency shall provide Office Boy services for attending to day-to-day office requirements and assisting in the smooth functioning of the Office of the ADG, CPWD, Patna, at Karpuri Thakur Sadan, Patna, and for performing any other duties assigned by the Officer-in-Charge. The services shall be available on all working days as required.
3. The Agency shall provide a suitable and experienced driver at its own cost. The driver shall be provided with proper uniform, badges and photo identity card in compliance with the applicable provisions of the Motor Transport Workers Act and other relevant statutory provisions. The driver shall possess a valid commercial driving licence and shall have a minimum of two years of driving experience. The vehicle shall always be kept ready for use as and when required by the Officer-in-Charge. Compliance with all applicable labour laws, the Motor Transport Workers Act and other relevant statutory provisions shall be the sole responsibility of the Agency.
4. The period of completion of the work shall be **six (06)** months from the date of commencement of the contract. The normal working hours shall be from 09:30 AM to 06:00 PM, including a half-hour lunch break. However, the working hours may be changed at short notice depending upon the exigencies of work and administrative requirements. The Agency shall ensure uninterrupted availability of services on all working days and shall immediately provide suitable substitutes in case of absence of any deployed personnel.
5. The personnel deployed by the Agency shall possess the requisite qualifications, skills and work experience necessary for performing the assigned duties. They shall maintain regularity, punctuality, discipline and sincerity while discharging their duties.
6. In case of any damage to Government property, equipment, furniture, records or any other loss caused due to the negligence or misconduct of the personnel deployed by the Agency, the Agency shall be held responsible, and the assessed value of such damage or loss shall be recoverable from the Agency's bills or security deposit, as applicable.
7. In case any personnel deployed by the Agency is found to be negligent, indisciplined, disloyal, discourteous or otherwise unsuitable for the assigned duties, the Agency shall immediately remove such personnel and provide a suitable replacement without any additional cost to the Department.
8. Income Tax, GST and any other applicable taxes or statutory deductions shall be dealt with in accordance with the prevailing Government rules and regulations. Applicable deductions shall be made from the bills of the Agency, wherever required.
9. The Agency shall deploy the required number and category of personnel strictly as per the instructions and actual requirements of the Engineer-in-Charge. The Agency shall ensure that adequate manpower is available for the satisfactory execution of the work.
10. The personnel deployed for the work shall remain employees of the Agency, and no employer-employee relationship shall exist between the Department and the deployed personnel. The Agency shall be solely responsible for payment of wages, salaries and other admissible service benefits to its employees regularly and in accordance with applicable Government rules and statutory provisions. No claim whatsoever in this regard shall be entertained by the Department.
11. The Agency shall comply with all applicable labour laws, rules and regulations enforced by the Central and State Governments from time to time, including the applicable provisions relating to minimum wages, payment of wages, social security and other statutory obligations. The Agency shall be solely responsible for any violation or non-compliance of such statutory provisions.

12. The applicable Employees' State Insurance (ESI) and Employees' Provident Fund (EPF) contributions shall be reimbursed to the Agency, subject to submission and verification of valid documentary proof/receipts evidencing payment of the respective contributions in respect of the personnel deployed for the work, in accordance with the applicable rules and contractual provisions.
13. The Department reserves the right to reject any or all bids or cancel the GeM contract, as applicable, without assigning any reason, subject to the applicable provisions of the tender and Government procurement rules.
14. The Agency shall ensure proper maintenance of attendance records of all contractual personnel deployed for the work. The attendance of the deployed personnel shall be verified and collected by the Agency from the concerned office/authorized official for submission along with the monthly bill, wherever required.
15. All personnel deployed by the Agency shall report to the Office of the Additional Director General (ADG), CPWD, Patna, at Karpuri Thakur Sadan, Patna. They shall perform their duties under the supervision and instructions of the designated officials.
16. Successful bidder have to submit 5% (Five percent) of tender value as P.G in favour of Executive Engineer, NIT Project Division, CPWD, Patna.

Schedule of Quantity

Rendering the services for day to day basis in the Office of ADG-Patna, CPWD Patna Karpuri Thakur Sadan, Patna.

Item No	Description of items	Unit	Qty.	Rate	Amount
1	Rendering the services for day to day basis in the Office of ADG-Patna, CPWD Patna Karpuri Thakur Sadan, Patna				
1.1	Clerical staff having efficiency in Computer operations	Per Month per person	6		
1.2	Vehicle Driver	Per month per person	6		
1.3	Misc. Job-like Office Boy	Per Month per person	6		
				Total	