



**North Eastern Regional Agricultural Marketing Corporation
(NERAMAC LTD)**

E-TENDER

FOR

MANPOWER SERVICE (OUT SOURCE)

NIT No. P&A/193/2026/P-II/637

For Tender Document
Please visit www.neramac.com

Registered Office Address:
No. 9, Rajbari Path, G.S Road, Ganeshguri,
Kamrup (Metro), Guwahati, Assam-781005

NOTICE INVITING e-TENDER FOR MANPOWER (HOUSE KEEPING & SECURITY SERVICE)

NERAMAC LTD invites **online tenders in Two Bid system (Technical and Financial bid separately)** from reputed, experienced, technically and financially sound vendors/ agencies as per the following details:

Name of work	Tender for House Keeping and Security Service for its Head Office NERAMAC, Sixmile, Guwahati, Assam
Tender no.	P&A/193/2026/P-II/637
Earnest Money Deposit (EMD)	The Earnest Money Deposit (EMD) required is Rs 25,000 /- (Rupees Twenty Five Thousand only). The EMD must be paid using a Demand Draft issued by a Nationalized/Scheduled Bank in favor of NERAMAC. Please ensure to upload a scanned copy of the Demand Draft on the Government E-Market place portal.
Contract period	The initial period of contract will be for 01 (one) year, extendable for further period in intervals of 02(two) years subsequently, at the discretion of NERAMAC's Competent Authority subject to the satisfactory performance.
Date of Submission of tender	17 October 2024
Last Date for submission of tender	31 October 2024
Date of Pre Bid meeting	23 October 2024, 1100 hrs at NERAMAC Head Office , Guwahati
Opening date of tender	01 November 2024
Contact person (for any clarifications)	Mr. Lachit Kr Nath, AGM (P&A) Mbl no: 9655023040, Email: ao@neramac.com

- Online tenders under two bid systems are invited from experienced & reputed service providers of sound financial standing, meeting the qualifying requirement for providing Housekeeping and Security Services. The Bidders shall submit their bids online on Government E-Market place of Govt. of India
- The bid shall remain valid for 90 days from the date of opening of the technical bid. Any future clarification and/or corrigendum(s) shall be communicated on www.neramac.com

Notes:

- The price shall be filled up both in figures and in words. No overwriting or use of correction fluid shall be accepted. Any correction shall be eligible and signed by the authorized signatory.
- The NERAMAC reserves the right to modify any terms and conditions before submission of the bids.
- All tender related documents should be uploaded through Government E-Marketplace only. NERAMAC shall not accept any tender related documents except DD which in original must be sent by speed post/courier/courier/hand delivery.

Sd/-
AGM (P & A)
NERAMAC, GUWAHATI

Eligibility Criteria

1. The Bidder should have minimum **05 years of experience (Attach copy of relevant certificates, Registration details etc.)** of rendering Manpower in Security Guard / House Keeping services in any Govt. Department/Public Sector Undertaking or any Private Companies.
2. The Bidder should have minimum annual turnover of **Rs 50 Lakhs (Rs Fifty lakhs only)** in manpower service in any of the last three financial years (**2021-2022,2022-2023 & 2023 - 2024**).
3. The Bidder should give **self-declaration certificate for acceptance of all terms and conditions of tender documents**. A duly completed certificate to this effect is to be submitted as per the **Annexure-I**
4. The Bidder shall submit the **self-attested copies** of the following documents along with the tender documents:
 - a) **PF Registration with PF code number.**
 - b) **ESIC Registration**
 - c) **Valid License** issued in respect of previous employers by Jurisdiction all Labour Commissioner.
 - d) Details of works of **similar nature carried out** in Govt. Department /Public Sector Undertaking / any reputed educational Institute in **the last 3 years ending on 31 March 2024** as per the **Annexure - VII**
 - e) Copies of **balance sheet and Profit & Loss A/c of previous three financial year sending 31 March 2024 duly certified by CA.**
 - f) Last EPF, ESIC Contribution Challan.
 - g) **List of Arbitration cases (if any)**
 - h) Copies of certificates/allotment letter of **GST and PAN** Number.
 - i) Details of managerial, supervisory and other staff.
 - j) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at NERAMAC, Sixmile, Guwahati.
 - k) Copy of **Last income tax return.**
5. Approximate number of skilled/unskilled workers: Housekeeping – 6 (including 1 supervisor), Security – 5. The actual number may vary as per the requirement of NERAMAC, Guwahati.
6. **The bidder shall submit it with technical Bid duly signed one each page in lieu of agreeing to them.**
7. The bidder shall submit details as per **Annex-IV** along with Technical Bid.
8. The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
9. The bidder shall submit only **one Tender for the Highly Skilled/Skilled/ Semiskilled/ unskilled manpower outsourcing as prescribed**. The bidder who submits more than one tender will be treated as non-responsive & rejected. However, they can also quote for any of the four categories of manpower being bided for by us i.e. if they can provide only unskilled manpower, can also bid leaving other 3 categories.
10. The bidders must have a **registered branch/local office in the Guwahati (Proof should be submitted).**
11. The firm should not disclose any information gained by them or their representatives or agents, while interacting with the persons of NERAMAC. A duly completed certificate to this effect is to be submitted as per **Annexure - V**
12. There should be no case pending with the police against the proprietor/firm/partner or the company (Agency) and should also not have been black listed by any Govt. /Semi Govt. /PSUs. **The firm should give such an undertaking with their bid** as per the **Annexure – IV**
13. The firm shall abide by the provisions of **the Child Labour (Provision and Regulation) Act, 1986** and **No labour below the age of 14 years shall be employed on the work**. An undertaking to this effect is to be submitted as per **Annexure-VI**
14. The bidder shall pay Bid Security (EMD) of **Rs 25,000/- (Rs Twenty-Five Thousand only)** along with the technical bid in form of DD from a Nationalized / Scheduled Bank only in favour of NERAMAC.

Bids received without Earnest Money deposit (EMD) shall stand Rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalization of the contract.

15. **The EMD deposited by successful bidder will be adjusted towards the Performance Security deposit as specified in the tender document.** If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by NERAMAC.
16. **The bidder shall submit security deposit at the rate of five percent (5%) of contract value for entire contract period in the form of DD/Banker's Cheque drawn in favor of NERAMAC.** In the event of the contract being determined or rescinded under provision of any of the clause/condition of the agreement. The amount towards Performance Guarantee shall stand forfeited in full and shall be absolutely at the disposal of the corporation.
17. **The bid shall be valid and open for acceptance of the Competent Authority of NERAMAC for a period of 90 days** from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
18. **An agreement shall be signed with the successful bidder** before issuing the work order.
19. Counter Terms & conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.
20. Bidders are advised to study carefully the tender documents and the conditions before quoting their bid. **All the pages of the tender form should be signed by the bidder as a token of acceptance.**
21. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
22. **The Earnest Money is liable for forfeiture in the event of: (a) withdrawal of offer by bidder during the validity period of the offer (b) non-acceptance of orders by bidder when placed (c) non-confirmation of acceptance of orders by bidder within the stipulated time after placement of offer (d) Any unilateral vision made by the bidder during the validity period of the offer.**
23. **In case two or more bidders have quote the same price, then the bidder with the high average annual turnover will be considered.**
24. **The cost of the services will be governed by the minimum wages notified and amended by the Ministry of Labour & Employment, Government of Assam.** The bidder will notify the NERAMAC, Guwahati, increase/decrease in labour rates, as and when notified by **the Ministry of Labour & Employment, Government of Assam** without awaiting for any reminder from us.
25. The monthly statement of account of every employee reflecting credit of all deductions from his salary should be made available to the employee by 15th of every month, failing which, the Institute reserves the rights to take appropriate actions, as deemed fit, even amounting to stoppage of payment of monthly bill raised by the Agency. The Institute, as Principal Employer under all circumstances will protect the legitimate rights of the workers.

Declaration by the Bidder

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD No.....

2. **Terms & conditions (each page of the tender document must be signed and stamped with the seal)**
3. **Financial Bid.**

(Signature of Bidder with seal)

Name:

Seal:

Address:

Phone No:

Date

PAYMENT TERMS

- a. The Bidder will arrange to make payment to the employees on a monthly basis calculated to the **last date** of every month. The salary will be credited before 7th day of the next month to the individual bank accounts of the employees under intimation to the institute. The bidder will submit the invoice/claim to the NERAMAC Guwahati on a monthly basis duly supported by proof disbursement of salary to the staff, in triplicate for payment. They should provide the invoice/claim with complete breakup of the charges levied from the corporation amounting to the gross and net total.
- b. The payment to the bidder shall be released within **30 days from the date of receipt** of invoice provided the claim of the bidder is found to in order in all respects. The Tax deducted at source and such other taxes/levies as are required by law to be deducted from the bidder.
- c. **The proof of payment of statutory obligations such as ESI, EPF etc. and any other applicable taxes shall be attached with monthly bills by the Service provider indicating the names of the employees with ESI/EPF code and amount deposited in respect of each, failing which subsequent payment to the Agency/Contractor/Service provider shall be withheld and may evoke cancellation of contract.**
- d. **Whether the bill is passed by NERAMAC or not the Service provider will have to ensure that timely payment is made to the employed manpower category wise, without fail. Complaint regarding non-payment from any of the employees shall be viewed seriously.**
- e. **Service provider will have to make payment to the employees through digital mode of payment i.e. NEFT/RTGS and a copy of the statement on account of wages paid to the employees will be submitted to this office every month by the Service provider**

SCOPE OF WORK:

- I. The bidder shall be responsible for the security of the entire premises of the North Eastern Regional Agricultural Marketing Corporation Ltd. Sixmile, Guwahati.
- II. The bidder shall be in position to provide manpower as per the requirement of hiring office for the different categories of manpower (Skilled/Semi-Skilled/Unskilled). The requirement may, however, vary from time to time as per the administrative approval accorded by the Competent Authority of the hiring department
- III. A log sheet, specifying daily reporting and relieving time of security guards/housekeeping staff shall be maintained for each guard/staff. The bidder should submit the duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis. The deployed guard/staff should not leave the duty unless and until the reliever comes for the next shift. The change of Supervisor, guards and housekeeping staff should be intimated time to time to AGM (P&A).
- IV. The Agency shall make payment of remuneration to the guards/housekeeping staff engaged within 10th day of the succeeding month irrespective of any delay. The Agency/service provider should submit the invoice to NERAMAC Guwahati on a monthly basis duly supported by disbursement of salary to the staff along with the complete breakup of the charges.
- V. Police verification is compulsory for the supervisor and the deployed guards/housekeeping staff. They should not have any criminal records. A certificate/declaration need to be submitted by the successful Bidder for the deployed staff before the Work Order is issued. On non-submission of such certificate/declaration within a stipulated time, the Work Order will be cancelled, and the Office will consider bidders in descending order.
- VI. The Guards/housekeeping staffs should wear neat and clean uniform, while on duty with the identity card displayed all the time.
- VII. The security Guards/housekeeping staff should be of minimum 18 years and maximum of 45 years of age.
- VIII. The agency will be held responsible for any kind of theft, illegal activities inside the campus or loss of any asset or material from the campus. The value of the items lost/damaged/stolen will be recovered from the Security Service Provider Agency.
- IX. In case NERAMAC desires to terminate the contract before completion of the period of contract a notice of 1(one) month from either side shall have to be issued
- X. The Agency/Service provider should confirm that deployed manpower was not joining any labour union or resort to strike or demonstrate or any other agitation of this nature.
- XI. The Agency/Service provider shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed in the NERAMAC premises.

A. ADDITIONAL SCOPE OF WORK FOR SECURITY PERSONNEL.

- i. The bidder would deploy un-armed security guards in the premise / building in three shifts at the main gate and specific point at the campus. The shift time will be first shift – 07.00 am to 02.00 pm, second shift – 02.00 pm to 09.00 pm and third shift time – 09.00 pm to 07.00 am.
- ii. Security Guards provided should be physically fit to perform the duties of Security Guard and should be able to read and write Assamese, Hindi and English and also able to communicate in Hindi and Assamese.
- iii. The deployed guards/staff should be well trained in their respective fields to perform their duties as per the requirements.
- iv. The deployed Guards should have undergone proper training with the related field, should be decent and well behaved with the office staff and visitors.
- v. The deployed guards should check that all the vehicles are parked in the specified parking place. Visitor’s vehicle cannot be parked in the place allotted for office staff and Managing Director.
- vi. Proper register entries are to be made while handling over keys to any staff of the Office and while taking over too.
- vii. The security person will maintain the visitors, vehicles, registers etc., which are kept at main gate and other points, and the same need to be produced on request any time by the Office and they should allow any outsider to enter the premises without proper entry in the register.
- viii. The security personnel should ensure that proper gate pass has been issued by the competent authority for the items taken out of the campus. In case of any doubts, they should immediately contact AGM (P&A).
- ix. The guards-on-duty should patrol the entire premises at night time after interval of time.
- x. The guard in duty should not be under the influence of any intoxicants, strict action leading to immediate termination of the security agreement may be initiated.
- xi. Manpower required for security service are as follows: -

Ser	Category	Nos.
1	Security Guard (Semi -skilled)	05

Penalties:

In case of security guard remaining absent from duty without prior information a substitute shall be provided by the bidder immediately failure to do so would impose penalty. Penalty may also be levied for late reporting / non-reporting of guards as stipulated below The penalty for some of the defaults is as under:-

SER	Nature of default	Penalty (in Rupees)
1	Late Reporting	Rs 100/- per day
2	Non reporting	Rs. 500/- per day
3	Refusal of duties	Rs. 500/- per instance
4	Non-observation of dress-code	100/- per instance
5	Change of security guards without prior permission	Rs500/- per instance

B. ADDITIONAL SCOPE OF WORK FOR HOUSEKEEPING STAFF.

1. Weekly application of Liquid disinfectant and other pest control measures for mosquito/ crock roost/ termite and as and when required.
2. Complete cleaning, sweeping and swabbing of offices rooms, cabins, work station, common areas, reception passage, and open areas.
3. General cleaning including cleaning of toilets with liquid disinfectant / Dettol round the clock and provide air freshener and naphthalene balls.
4. Dusting, cleaning and brushing of furniture, carpets, windows & doors normally.
5. Collection, carrying and dumping of sweeping garbage and kitchen wastes daily at a place decided by NERAMAC, Assam.
6. The under mentioned list of items to be provided by the Agency: - i. Soap case/Hand wash ii. Plastic water buckets and mugs in every bathroom iii. Waste paper baskets and dustbins in every office.
7. The under mentioned items to be provided by the Agency. The following items to be kept up to date for daily use: - (a) Liquid Disinfectant (b) Liquid Soap (c) Cleaning Powder (d) Detergent Powder (e) Toilet Tools (f) Toilet Cubes (g) Naphthalene Balls (h) Air Freshener (i) Toilet Cleaner (j) Glass Cleaner (k) Room Freshener (l) White Duster (m) Yellow Duster (n) Floor Duster (o) Steel Wool (p) Toilet Brush (q) Sink Opener (r) Carpet Brush (s) Hard Broom (t) Soft Broom (u) Cobweb Remover / Wall Cleaner
8. Manpower required for security service are as follows: -

SER	Category	Nos.
1	Supervisor (Skilled)	01
2	Housekeeping Staff (unskilled)	05

Penalties:

In case of Housekeeping Staff remained absent from duty without prior information a substitute shall be provided by the bidder immediately failure to do so would impose penalty. Penalty may also be levied for late reporting / non-reporting of staffs as stipulated below the penalty for some of the defaults is as under: -

SER	Nature of default	Penalty (in Rupees)
1	Late Reporting	Rs 100/- per day
2	Non reporting	Rs. 500/- per day
3	Refusal of duties	Rs. 500/- per instance
4	Non-observation of dress-code	100/- per instance
5	Change of security guards without prior permission	Rs500/- per instance

Technical Bid Check List
SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sr.no	Description of requirement	Yes/No	Page No.
1	The firm is registered with the jurisdictional Labour Commissioner under Provisions of contract labour Act and is validity date	Yes/No	
2	Copies of Balance Sheet and P&LA/ for the last 3 years duly certified by A	Yes/No	
3	Companies Registration certificate	Yes/No	
4	Registration certificate of jurisdictional Provident Fund Commissioner along With PF registration code uploaded.	Yes/No	
5	Copy of Registration certificate/allotment letter of GST	Yes/No	
6	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
7	Registration certificate of ESI	Yes/No	
8	Proforma containing details of the organization where such contracts were /are undertaken (attach supportive documents)	Yes/No	
9	DD of Rs 50,000	Yes/No	
10	Financial/Price bid	Yes/No	
11	List of Arbitration cases (if applicable). Do not leave it blank. If there are no Such cases, write "Not Applicable".	Yes/No/NA	
12	Acceptance of terms and conditions attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of Tender document.	Yes/No	
13	Copy of last Income Tax return	Yes/No	
14	Undertaking by the bidder to the effect that there is no police case pending against the bidder/ proprietor/ firm/ parties relating to previous service Contracts and that the bidder has not been blacklisted/Holiday listed by AnyGov. /SemiGovt./PSUs.	Yes/No	
15	Office address	Yes/No	
16	Branch/Local registered office	Yes/No	
17	At least concurrently valid contracts for similar work	Yes/No	

Declaration by the Tenderer/Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Enclose: 1. DD No.....
 2. Terms & conditions (each page must be signed and sealed)
 3. Financial Bid.
 (Signature of Tenderer/Bidder with seal) Name:
 Seal:
 Office Address:
 Date:
 Phone No(O):

NOTE: Submission of all the documents mentioned above along with declaration, is mandatory. Non submission of any of the information above may render the bid to be rejected

FINANCIAL BID

**Sub: ANNUAL CONTRACT FOR PROVIDING MANPOWER ON CONTRACT BASIS AT
NERAMAC HEAD OFFICE, SIXMILE, GUWAHATI, ASSAM**

Sr. no	Manpower	No. of person require	Wages per person per day (in Rs)	EPF	ESI		Agency/ Service charge)	Taxes, if any	Total wages per person per month (in Rs)
1	House Keeping Staff including supervisor								
2	Security guards								
4	Total								

Enclose copy of Central Govt. order (Assam Govt.) for rates of minimum wages, PF, ESI etc.as applicable.

Note:

- Financial bid to be signed and stamped by the Bidder.
- Each and every page of the tender document should be signed by the bidder with official stamp.
- Non-submission of any document/ not in format as per tender document may result in bid

APPLICATION LETTER

To,
The Managing Director,
NERAMAC, Guwahati

Sub: Tender for Housekeeping and Security Service for NERAMAC, Guwahati

Dear Sir,

In response to your tender inviting notice for the above-mentioned contract, I/We, a Company/Partnership/Sole Proprietor submit the tender with following particulars:

Sl.No.	Description	Particulars
	(Full Name of the Firm)	
1	Constitution & Nature of Firm (State whether sole proprietor/partnership firm/limited company)	
2	Year of Establishment	
3	Registration Number under applicable act with a copy of registration certificate	
4	Registered Postal Address	
5	Telephone No./Mobile No.	
6	Address of Branches	
7	Name and address of Directors, in case of Company Name and address of Sole proprietor Name and address of partners; incase of partnership firm	
8	(a)Name of Bankers & Branch with full address (b)Style of Account& Number (c)Name(s)of person(s)operating the account (enclose banker's certificate)	
9	PF Code allotted by the Jurisdictional PF Commissioner with photocopy of certificate	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the North Eastern Regional Agricultural Marketing Corporation Ltd. I/We, the undersigned hereby offer for providing

qualified staff as indicated in the Tender Document to provide manpower strictly in accordance with the terms and conditions as indicated by you in the said documents.

We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the State Government. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum Wages Act. All other payment like payments under Workmen Compensation Act etc. shall be borne and payable by me/us. I/We will always keep NERAMAC indemnified of any claim/damages that NERAMAC have to pay with respect to the service and the deputation of any workers to NERAMAC.

I/We fully understand that NERAMAC reserves the right to reject any or all the quotations or to reject the lowest quotations without assigning any reasons and that NERAMAC further reserves the right to terminate the contract during its tenure at anytime without assigning any reasons

I/We further pay and have enclosed Earnest Money amounting to Rs...../- (Rs.....only) in the form of Demand Draft/Pay Order from a Nationalized / Scheduled Bank only drawn in favour of NERAMAC, along with the Technical Bid which will remain with NERAMAC upto final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be adjusted against the security deposit.

Thanking You

Yours faithfully,

Name &Signature signed as proprietor/partner/Director
that holds power of Attorney on behalf of firm

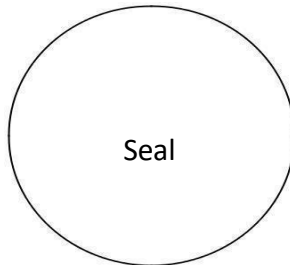
Name of the Firm with Address

(Copy of the Power of Attorney to be submitted which will be compared with the original incase the tender is awarded

CERTIFICATE
(On Notarized Stamp Paper)

I hereby certify that the above firm has not been ever blacklisted by any Central/ State Government / Public Undertaking / Institute and there is no any criminal case registered/pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in every respect and, at a later date, it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.



Date:

Authorized Signatory:

Place:

Name:

Designation:

Contact No:

CONFIDENTIALITY CERTIFICATE

It is certified that the Company or any representative of the Company or agents authorized by them will not disclose any information gained by them or their representatives or agents, while interacting with the persons of NERAMAC Ltd or any documents or any documents prepared in connection with the project or any documents received by them or any study carried out by them, directly or indirectly to any person or company or institution or press.

Company Seal

(Authorized signatory of company)

Date:

Place:

UNDERTAKING

I, the undersigned, on behalf of my firm undertake the responsibility that our firm shall abide by the provisions of the Child Labour (Provision and Regulation) Act, 1986 and No labour below the age of 14 years shall be employed on the work.

Place:

(Authorized Signatory of firm)

Date :

Details of other organizations where similar contracts undertaken during last three years (enclosed supporting documents)

ANNEXURE-VII

Ser.no.	Name & Address of the organization, contact no	No. of personnel supplied	Period of contract	Whether Govt./semi Govt./Autonomous bodies/PSUs/Industries etc. <u>(pls. specify)</u>	Amount of contract	Reason for termination (if currently Not valid)
1.						
2.						
3						