

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	28-03-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	28-03-2026 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Defence
विभाग का नाम/Department Name	Department Of Defence
संगठन का नाम/Organisation Name	Dg Of Defence Estate
कार्यालय का नाम/Office Name	*****
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Admin
अनुबंध अवधि /Contract Period	1 Year(s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	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	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
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	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days

बिड विवरण/Bid Details

मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
-------------------	----

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
-------------------	----

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

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. 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.
2. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:[1774283141.pdf](#)

Scope of work & Job description:[1774283567.pdf](#)

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Secondary School; Admin (4)**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
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	
Title for Optional Allowances 1	0
Title for Optional Allowances 2	0
Title for Optional Allowances 3	0
Designation	0

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
--	----

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
1	*****	*****Sonitpur	4	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 632 • Bonus (INR per day) : 0 • EDLI (INR per day) : 3 • EPF Admin Charge (INR per day) : 3 • 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) : 21 • Provident Fund (INR per day) : 76 • Number of working days in a month : 22 • 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: 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

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. **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.

4. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Following documents must be submitted by service provider while participating in the said [bid:-](#)

1. Aadhar Card, PAN Card with self attested.
2. GST Certificate
3. Cancelled Cheque, Bank Mandate Form
4. An office of the service provider must be located in the state of consignee i.e. Assam. Regarding that correct and valid document evidence must have to submitted.
5. The contractor shall deposit, in advance, an amount equivalent to **one (01) month's cumulative wages/salary of the manpower proposed to be deployed under the contract** with the office of Defence Estates Office, Tezpur, prior to finalization/award of the contract.

•

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

Text Clause(s)

Scope of Work and Terms & Conditions for Engagement of Contractual Manpower: Office Boy/Attendant

Office:- O/o the Defence Estates Officer, Tezpur Circle.

Purpose:- For Engagement of Contractual Office Boy/attendant for day to day Office related work pertaining to Defence Estates Officer, Tezpur Circle

1. Preamble

In pursuance of the requirement for engagement of contractual manpower for rendering essential support services, this office proposes to procure such services through the Government e-Marketplace (GeM) platform. The engagement shall be strictly on an outsourcing basis through a duly selected service provider.

2. Scope of Services

The contractor shall provide requisite manpower for the following categories:

- Safai-Karmachari (Housekeeping & Sanitation)
- Night Guard (Watch & Ward Duties)
- Peon / MTS / Office Boy (General Office Assistance)

2.1 Functional Responsibilities

The deployed personnel shall, inter alia, perform the following duties:

- Day-to-day office assistance and routine administrative work
 - Cleaning, upkeep, and sanitation of office premises
 - Handling, movement, and dispatch of files and official correspondence
 - Watch and ward/security duties, as assigned
 - Any other work assigned by the controlling authority in the interest of official functioning
-

3. Deployment & Working Hours

- The normal duty shall be **05 (five) days per week**, with **08 (eight) hours per day**.
- **Notwithstanding the above**, in exigencies of service, the manpower may be required to work for **06 (six) days per week**, without any additional remuneration or financial implication to this office.
- The deployed personnel shall strictly adhere to office timings and instructions issued by the competent authority from time to time.

4. Leave & Attendance

- Only **01 (one) day of leave per month** shall be admissible.
 - Leave in excess of the permissible limit shall entail **proportionate deduction of wages**, commensurate with attendance and duty performed.
 - **Absence without prior approval** shall be treated as **unauthorized absence**, and shall be construed as an act of indiscipline warranting appropriate action.
-

5. Discipline & Conduct

- The manpower deployed shall maintain **absolute discipline, integrity, punctuality, and decorum** at all times.
 - Any act of misconduct, negligence, or indiscipline shall render the individual liable for immediate removal/replacement.
 - **Unauthorized absence, dereliction of duty, or insubordination** shall be viewed seriously and dealt with accordingly.
-

6. Service Level Requirements (SLR)

The contractor shall ensure the following minimum service standards:

- **Continuous and uninterrupted deployment** of manpower as per requirement
 - Provision of **suitable substitute within 24 hours** in case of absence/non-performance
 - Personnel shall be **properly identified and, where required, uniformed**
 - Maintenance of **efficiency, responsiveness, and service quality** at all times
-

7. Penalty & Liquidated Damages

Without prejudice to any other action available under the contract:

- **Non-deployment or absenteeism without suitable replacement** shall attract proportionate deduction of payment, along with penalty as deemed appropriate by the competent authority.
- **Failure to provide replacement within 24 hours** shall invite additional penalty.
- **Persistent non-compliance or deficiency in service** may lead to termination of contract.

8. Nature of Engagement

- The engagement shall be **purely contractual and co-terminus with the contract period**
 - **No right, whatsoever, for regularization or absorption** shall accrue to the deployed personnel
 - The contract may be terminated by this office in case of unsatisfactory performance by giving **10 (ten) days' notice**, without assigning any further reason.
-

9. Statutory Compliance

The contractor shall, **notwithstanding anything contained herein**, be solely responsible for:

- Compliance with all applicable **Labour Laws, Rules, and Regulations**, including those prescribed by the **Assam Labour Commission**
- Payment of **minimum wages**, EPF, ESI, and other statutory dues
- Maintenance of statutory records and registers

Any liability arising out of non-compliance shall be borne exclusively by the contractor.

10. Payment Mechanism

- Payment shall be made to the contractor strictly as per GeM terms and subject to satisfactory performance.
 - The contractor shall be exclusively responsible for **disbursement of wages** to the deployed manpower in a timely manner.
 - **This office shall bear no liability**, direct or indirect, with regard to wage payment or any statutory dues of the deployed personnel.
 - The contractor shall deposit, in advance, an amount equivalent to **one (01) month's cumulative wages/salary of the manpower proposed to be deployed under the contract** with the office of Defence Estates Office, Tezpur, prior to finalization/award of the contract.
 -
-

11. Evaluation of Bids

- Bids shall be evaluated as per **GeM norms**, ordinarily on **L1 basis**, subject to fulfillment of technical as well as financial criteria.
 - Non-compliance with any of the stipulated conditions shall render the bid liable for rejection.
-

12. Replacement of Personnel

- The contractor shall, upon direction of this office, **replace any deployed personnel forthwith**, without demur.
 - Replacement shall be ensured within **24 hours**, failing which penalty provisions shall be invoked.
-

13. Indemnity Clause

The contractor shall **indemnify and keep indemnified** this office against all claims, damages, losses, or legal liabilities arising out of:

- Non-compliance of statutory provisions
- Acts or omissions of the deployed personnel

14. Jurisdiction

All disputes arising out of or in connection with this contract shall be subject to the jurisdiction of the **competent court within the concerned State/UT**.

15. Residuary Provision

Any matter not specifically covered herein shall be governed by the applicable **Government rules, instructions, and GeM provisions** in force from time to time.

This Scope of Work shall form the basis for engaging the Contractual Manpower: Office Boy/attend ent and may be modified as per administrative requirements of the Office of the Defence Estates Officer, Tezpur Circle.

Place:- Tezpur

Date:- 20/03/2026

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 कार्यवाई 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---

