

Request for proposal

for

Outsourcing of manpower in the capacity of Aadhaar Enrolment Operators cum Supervisors for carrying out Aadhaar Enrollment/updates in the Permanent Aadhaar Enrolment Centres(PAECs) run by DM & Collectors in Tripura, located in different Sub Divisions throughout the state.

Ref No: RFP-1 / F.13(1)CE/RD/UID(OPR)/19-20 DATE : 01.10.19

Government of Tripura
Rural Development Department
Office of The Chief Engineer
R.D Department
Gurkhabasti, Agartala - 799 006
Ph-0381 2329358

IMPORTANT DATES AND INFORMATION

Request for proposal(RFP) is invited from reputed organizations involved in manpower supply for outsourcing of manpower in the capacity of Aadhaar Enrolment Operators cum Supervisors for carrying out Aadhaar Enrollment /updates in the Permanent Aadhaar Enrolment Centres(PAECs) run by DM & Collectors.

1.	RFP Inviting Authority Designation and Address	Executive Engineer-I O/O The Chief Engineer Rural Development Department Pandit Nehru complex, Gurkhabasti, Agartala P.O Kunjaban, Tripura-799006, Ph: 0381 232-9358 e-mail: cerd.agt-tr@gov.in
2.	a) Bidding type	Two bid (Technical & Financial Bid) system.
	b) RFP reference no.	Ref No: RFP-1 / F.13(1)CE/RD/UID(OPR)/19-20 DATE : 01.10.19
3.	a) e-bidding website	https://tripuratenders.gov.in
	b) RFP fee	Rs.1000.00 (Non-refundable) [to be paid online during submission of bid]
4.	Earnest Money Deposit (EMD)	Rs. 1,00,000.00 (Rupees one lakh) only [To be deposited online during submission of bid]
5.	Pre-Bid meet	On 15 -10-2019 at 11.00 AM in the office of the Chief Engineer, RD Department, Pandit Nehru Complex,Gurkhabasti , Agartala, Tripura-799006.
6.	Last date of e-bidding	21 .10.19 up to 3.00 PM. If last date of bidding is declared as holiday then the bidding date will be extended up to 3.00 PM of next working day.
7.	Date, Time of Opening of Technical bids	Technical bid will be opened on 21.10.19 at 3.30 PM.(If, possible)
8.	Date, Time and Place of Opening of Financial bids	To be intimated in due time.
9.	Total no. of written pages Including this page	20 (twenty) nos

Invitation for Request for proposal(RFP) for supply of manpower in the capacity of Aadhaar Enrolment Supervisors cum Operators for carrying out Aadhaar Enrollment /updates in the Permanent Aadhaar Enrolment Centres(PAECs) run by DM & Collectors.

1. **Back Ground:** In Tripura, Rural Development Department is the Registrar for carrying out the Aadhaar enrolment in the state. District Magistrate & Collectors are the 8 (eight) Enrolment Agencies under Registrar RD Department. Permanent Aadhaar Enrolment Centres (PAECs) have been established in all SDM offices, Agartala Municipal Corporation office and few other places under direct control of DM & Collectors for providing Aadhaar Services to the residents. To continue the services of the PAECs, R.D Department will outsource the required number of Aadhaar Enrolment Supervisor cum Operator through a registered legal entity.
2. **Scope of work:** The outsourced manpower will be assigned the duty of Aadhaar Enrolment Operator cum Supervisor in the Permanent Aadhaar Enrolment Centres (PAECs) presently situated in all SDM offices, Agartala Municipal Corporation office, Dukli, Chawmanu, Salema RD Block and 2 schools in Gomati & North Tripura District or any other PAEC established by the DM & Collectors during the period of contract. In addition, duty may be assigned in special Aadhaar Enrolment camps organized by the authorities as and when required.

The outsourced manpowers' duty will be-

- 2.1. Carrying out Aadhaar enrolment/ compulsory Biometric updates/ any other updates of the residents in accordance with the norms of Unique Identification Authority of India (UIDAI), as amended time to time and strictly following the guidelines issued by R.D Department (Registrar)/ respective District Magistrate & Collectors (Enrolment Agency) time to time.
- 2.2. Upload the enrolment/update packets to UIDAI server through SFTP regularly within the stipulated time as per UIDAI norms.
- 2.3. Maintain day & month wise record of enrolment/update done by them in the PAECs/Camps (if any) and submit the report to the authority within 5th of subsequent month.
- 2.4. They will use the Aadhaar enrolment kits available in each PAECs and shall be responsible for safe custody of the kits. The enrolment kits to be properly maintained and kept under proper care during enrolment to avoid any damage. Everyday after end of work all the kits to be kept in the PAEC or the place earmarked by the authority securely under lock & Key [to be provided by the authority]. The kits/any accessories can not be taken out of the centre for any purpose without the approval/order of the respective authority. In case of discontinuation of the service, the enrolment kits & accessories should be handed over/returned to the authority in proper way. Otherwise the concerned operator will be treated as defaulter and recovery will be made through the concern agency.
- 2.5. They will work under control of respective Sub Divisional Magistrates/ AMC authority and the Block Development Officers as the case may be under whose control the PAECs are running.
- 2.6. In normal course the PAECs will run in all working days as per State Government calendar from **10 AM to 5.30 PM**. In addition also may be run in any holiday, if required and decided by the authority.
- 2.7. In normal course, an operator should carry out minimum **35-40 enrolment/day** where ever queue is there.

2.8. Penalty for committing error by the operators during enrolment/updates will be applicable in accordance with UIDAI policy. Penalty amount will be deducted from the payment of the service provider agency with due prior intimation.

2.9 They will carry out their duties strictly in accordance with provision of Aadhaar Act, 2016 and Aadhaar (Enrolment & Update) Regulation, 2016 and on the basis of original Proof of Identity (PoI), Proof of Address (PoA), Date of Birth (DoB) documents as allowed by UIDAI and filled in format duly verified by the authorized official of the PAECs. Secrecy of Aadhaar data should be maintained. Violation of any provision of Aadhaar Act & Regulation by any outsourced manpower will be viewed seriously and department will take necessary action against the errant operator/supervisor as per provision of Aadhaar Act & Regulation.

2.10 They should be well aware of any updates made by UIDAI in enrolment process time to time.

2.11 Chair/table/power/internet connectivity/ consumables like printer toner, printing paper etc. will be provided to the operators in the PAECs by the authority.

2.12 The operators should manage the crowd in the PAECs patiently and politely behave with the enrollees and should not harass any resident. Any such report will liable to termination from the service.

2.13 The outsourced manpower will be registered and onboarded for Aadhaar Enrolment under the Enrolment Agency code of respective DM & Collectors.

3. **Period of contract:** The agency will be engaged initially for a period of 1(one) year which may further extendable by one more year subject to satisfactory performance, if mutually agreed.

4. Eligibility of the Agency:

4.1. The Outsourcing Agency (Service Provider) must be a registered legal entity like institution/company/consulting firm/Society in India and should be in the manpower outsourcing services **since last 5 (five) years. Documents in support of registered entity for proving the required service should be submitted along with the technical bid.**

4.2. The bidder should have minimum average annual turn over of Rs. 5.00 crores during the last three financial years. Last three Financial Year's CA audit report has to be submitted.

4.3 The bidder should have experience of supplying manpower to any State Government department / Central Govt. Departments/PSUs etc. Experience certificate/ Service execution certificate/performance certificate issued by the concerned authority has to be submitted along with the technical bid.

4.4 The bidder must be registered under the Provident Fund Act, ESI Act, Labour Act. All the manpower to be supplied by the agency should be brought under the provision of the Acts.

4.5 Bidder should have an establishment in Agartala or should have Legal Local representative with necessary power to act on behalf of the agency as and when required to resolve any issue. The representative will maintain liaison with the Department and the Agency regularly to resolve all issues.

5. Manpower requirement:

5.1	Name of post	District	Maximum requirement	Monthly pay
	Aadhaar enrolment Operator cum Supervisor	West Tripura	10 nos.	Rs. 10000.00 per person
		Sepahijala	8 nos.	
		Khowai	6 nos.	
		Gomati	8 nos.	
		South Tripura	8 nos.	
		Unakoti	6 nos.	
		North Tripura	8 nos.	
		Dhalai	10 nos	
		Total	64 nos	

5.2 The district wise indicated figures are maximum. The Agency will have to supply the manpower as per actual requirement not exceeding **64 nos.** Initially the tentative number may be 50 to 54. However department reserves the right to discontinue any centre with one months notice or may increase the number within the maximum limit of 64 nos. In case of any specific requirement department may require to deploy more than the maximum number of operators in a district subject to maximum deployment of 64 nos. all together.

5.3 The supplied manpower should be residing in Tripura.

5.4 The supplied manpower should be minimum Madhyamik passed and capable of speaking/understanding local languages (Bengali/ Kakborok).

5.5 Should have adequate skill in computer operations like online data entry / sftp data upload/MIS updates etc and should be well conversant with Aadhaar enrolment.

5.6 The supplied manpower should have possess necessary certification of Aadhaar enrolment operator & Supervisor. The Agency should give preference to those who have worked as Aadhaar enrolment operator/Supervisor under any Enrolment Agency/ Registrar atleast for 6 months since 2011. He/she should not be black listed by UIDAI for any error done during enrolment or for violation of UIDAI enrolment guidelines.

5.7 Controlling authority: District Magistrate and Collectors of respective Districts will deploy/assign the out sourced manpower as Aadhaar Enrolment Operator cum Supervisor in different Permanent Aadhaar Enrolment Centres running in the Districts. They will work under direct control of the SDM/BDO/AMC or any other authority under whom the PAECs are running. At District level they will be under control of DM & Collectors. As per requirement any of the authority can shift any operator either from one PAEC to another PAEC (intra or inter district) or in any Camp as per necessity.

5.8 Performance review: The manpower supplying agency will submit the performance report of the operators to the Chief Engineer, Rural Development Department, Gurkhabasti on monthly basis from the designated officials of the respective PAECs. Monthly performance of the operators/Supervisors will be reviewed by the Department. If the performance of any

operator is not found to be satisfactory and do not rectify even after warning, the service provider agency will be asked to replace that Operator/Supervisor within **3 days** failing of which penalty will be imposed on the Agency for non compliance of T & C.

6. Bidding procedure:

6.1 e-bidding : Interested bidders can participate in the RFP through e-bidding in <https://tripuratenders.gov.in> only. **There will not be any provision for submission of bid in hard copies in tender box.**

6.2.Action of bidder in e-bidding: RFP must be submitted online in two-bid system- **(a) for Technical bid, (b) for Financial bid.** Bidder should go through each and every page of the RFP patiently, fill up the relevant points of bidder sheet, check list and quote rate in rate quoting sheet(BOQ), provide other wanted information, digitally sign the documents and upload the same and also upload digitally signed self attested copies of the relevant documents with technical bid.

In addition, filled up declaration sheet must be ink signed with stamp of the bidder. Incomplete RFP in respect to RFP form or attachment may attract rejection.

6.3.Submission of RFP fee and earnest money: **RFP fee (Nonrefundable) and Earnest money** must be paid online through the tendering website (tripuratenders.gov.in) at the time of bidding. **Bid without deposit of RFP fee and EMD will not be accepted at any circumstances.**

6.4 Validity of offer: The offer will remain valid for a period of **90 days** from the date of opening of financial bid for award of contract.

6.5 Validity of rate: - Rate should remain valid up to **24 months from the date of signing of the contract** without any price variation. However the contract will be initially **for 1 (one) year** from the date of signing of contract and may be extended upto one year more depending on the performance of the Agency and mutual agreement.

6.6 Clarification/explanation, if any regarding the RFP should be sought from the undersigned during pre-bid discussion or through e-mail prior to the pre-bid discussion. The record note of pre bid discussion will be form part of the RFP document (RFP).

6.7 Clarification of RFP: After opening of the RFP lowest bidder may be asked to appear before the tendering authority for clarification, justification and analysis of the quoted rates along with all original documents (if required for verification) as wanted in the RFP and additional documents wanted subsequently, if any. If they fail to attend the meeting as per programme or fail to produce any original document related to tender, their bid may be liable for rejection forfeiting EMD and blacklisted as per the provision of the penalty clause.

6.8 Financial bid:- Bidder shall have to quote their rate in the Financial bid only in the excel format provided in the tender. **Financial bid in no other format will be accepted by the software. The fee/charge quoted by the agency shall be on percentage(%) of total remuneration inclusive of out of pocket expenses, all applicable taxes and any other allied charges /year/ manpower.**

6.9 Evaluation of bids: A Bid evaluation committee will be constituted for evaluation of the bid and decision/recommendation of the committee will be final for finalizing the agency. The technical proposals would first be opened and evaluated. The evaluation will be done on the basis of following criteria:

Determination of technical score:

S. No.	Evaluation criteria	Marks	Remarks
1	Past experience of firm	40 (Max)	
	a. Number of years of relevant experience of firm Above 10 years (15 points) 5-10 years (10 Points) 5 years (5 points)	15 (Max)	Bidder should have minimum 5(five) years experience on manpower outsourcing services [clause- 4.1].
	b. Number of similar works done/executed in past 3 years More that 5 works (15 points) 3-5 works (10 Points) 3 works (5 points)	15 (Max)	Bidder should have executed minimum 3 (three) similar works in last 3 years
	c. Experience with Government /PSU Experience in supplying manpower to Govt. Deptt./PSU :- (5 points) Experience in supplying Aadhaar operator/ supervisor to any Govt. department (10 points)	10 (Max)	Bidder should have experience of manpower supplying with Govt/PSU [clause- 4.3]
2	Presence/Experience in Tripura 3 years and above: 10 points Upto 2 years: 5 points No experience in Tripura: 0 point	10(Max)	
3	Financial strength: Average Annual Turn over in the last 3 years Above Rs. 10 crores (20 points) Rs. 6-10 crores (15points) Rs. 5 crore (10 points)	20 (Max)	Bidder should have average annual turn over of minimum Rs. 5.00 cr. during last three years.
4	Satisfactory certificates from clients From 1 clients= 10 marks, From more than 1 but less than 5 clients = 15 marks, From more than 5 clients = 20 marks	20 (Max)	Bidder should submit minimum one satisfactory certificate from client. [Clause 4.2]
5	ISO certificate If yes = 10 marks, no = 0	10 (Max)	
	Total	100	

The agency obtaining atleast 50 marks on the basis of technical evaluation will qualify for opening of financial bids. Financial bid will be evaluated on the basis of following points.

- i. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- ii. The bidder is required to quote the service charges (inclusive of all taxes etc) in percentage terms for the fixed salary mentioned in the RFP.
- iii. **The technically qualified bidder who quoted lowest percentage in the financial bid/Bill of Quantity (BoQ) will be treated as lowest(L1) bidder and may awarded the work order.**
- iv. If any bidder is quoting abnormally too low or too high percentage as financial quote, may have to justify the same to the Tendering Authority, if required.
- v. In case of tie in quoted rates of two or more bidder technical score will be considered and the Bid evaluation committees decision will be final regarding selection of the Agency.

7.Award of contract, signing of agreement and submission of Performance Bank Guarantee:

7.1 After approval of quoted rate by the competent authority a letter of Intent (LoI) or Work order will be issued to the selected agency.

7.2 The selected agency will have to accept the offer and sign an agreement with the tendering authority within 10 (ten) days from the date of issuance of the LoI/ work order.

7.3 The selected Agency shall furnish a Performance Bank Guarantee @ 10% of the total work award through a Nationalized/Scheduled bank in favour of the Chief Engineer, Rural Development Department, Government of Tripura for a period of 1(one) year from the date of deployment of the manpower. The validity of the PBG may have to be increased if the service is extended beyond one year, if mutually agreed.

7.4 Deployment of manpower: The agency should place the manpower as per the schedule to be mentioned in the work order within 15 (fifteen) days after signing of agreement. Detailed biodata with photographs/contact details/certification/experience of the deployed manpower to be submitted to the tendering authority prior to deployment for necessary approval of the department.

7.5 Conducting workshop: The Agency will arrange for an one day workshop for the outsourced operators/supervisors in consultation with the tendering authority prior to deployment. Tendering authority will conduct the workshop in support of UIDAI resource person.

8. Payment:-

8.1 Payment will be made to the agency on quarterly basis (in every three months).The agency shall raise the bill, in duplicate in the first week of the succeeding month of each quarter along with attendance sheet/performance certificate duly signed/issued by the designated officials of the respective PAECs.

8.2 R.D Department shall verify the actual payment of statutory payments periodically and if not satisfied shall withhold the payments, due to the service provider in addition to other legal action. The payment will be normally released by the third week of the following month of each quarter as per availability of fund.

8.3 Statutory deductions as per norms will be deducted at source.

8.4. No advance payment will be made. However initially, department will release one month's payment (not exceeding the value of PBG) to the agency in advance as mobilization charge

subject to submission of the performance bank guarantee (PBG). This amount will be adjusted with the 1st quarterly bill of the agency.

9. Conditional discount: - Bid with any condition beyond the scope of RFP document including conditional discount will not be entertained and may be rejected.

10. General Terms & Condition:

10.1 The service provider shall ensure that the persons supplied, fulfill the required qualification/skill as detailed in point 5 above and not defaulter in any other organization.

10.2 The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. **A certificate on to this effect to be submitted by the service provider agency to this Department .**

10.3 The service provider shall engage necessary persons as per requirement of the Department from time to time. The said persons engaged by the Service provider shall be the employees of the service provider and it shall be duty of the service provider to pay their salary every month.

10.4 The persons deployed by the Service provider shall not claim any benefit/compensation/absorption/regularization of services in this Department. **Undertaking from the persons to this effect shall be required to be submitted by the service provider to the Department, before their actual deployment in the Department.**

10.5 The persons deployed by the Service Provider shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, and administrative/ organizational matters as all these are of confidential/secret nature.

10.6 The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them.

10.7 The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the other regular or contract employees of this Department.

10.8 This Department may request the service provider to dismiss or remove/ replace any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel if they are unacceptable to this Department because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office. If no replacement is provided within **3(three) days** of the reporting a penalty **@ 200/-** on each day for each person shall be recovered from the bill of the contractor in addition to reduction of proportionate payment.

10.9 The service provider shall ensure proper conduct of his personnel in Office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work. A penalty of 200/- on each occasion for each person shall be recovered from the bill of the Service Provider for each case of default.

10.10 The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.

10.11 Working hours would be normally from 10.00 A.M to 5.30 P.M. during working days including lunch break in between. However, in exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra wages as per the rates approved, on pro rata basis, for working on such holidays.

10.12 The agency will be wholly and exclusively responsible for regular and prompt payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wage Act, Employees Provident Fund. ESI Act etc. and *the Department shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation.*

10.13 The process of payment to the outsourced employees deployed by the firm in this Department should be completed by the agency within 7th of the succeeding month strictly. Otherwise, it would be deemed to be a breach of terms of Contract, making Company/ Firm/ Agency liable for legal action besides termination of contact.

10.14 The firm shall open EPF & ESI accounts of all the employees deployed in this Department by them within **one month of the deployment** and furnish the details of the EPF & ESI of the employees to this Department immediately, thereafter the firm shall make the EPF and ESI payments as per statutory requirements.

10.15 **No wage/ remuneration will be paid to any staff for the days of absence from duty.** The staff will, as far as possible, seek prior permission for any absence and in case of any exigencies, keep the officer informed, with whom posted to work with. If residents suffers due to unauthorized absence of any operator from the PAEC the agency should take appropriate action against said operator(s) with intimation to the Chief Engineer, RD Department.

10.16 The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Department.

10.17 The service provider shall provide a substitute, in advance, if there is any probability of the person leaving the job due to his/her own personal reasons or require any long leave for any genuine ground. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

10.18 The service provider shall be contactable at all times and message sent by phone/ e-mail/ Fax/ Special Messenger from the Department to the service provider shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.

10.19 This Department shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

10.20 If the Department suffers any loss or damage on account of negligence, default or theft on the part of the of the agency, then the agency shall be liable to reimburse the loss to this in full.

10.21 Department will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the

10.22 The service provider shall not assign, transfer, pledge or sub contract the performance of services.

10.23 However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement any amount due to the agency from this Department including security deposit shall be forfeited and also this Department shall have the right of cancellation of contract without assigning any reason.

10.24 On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same. R.D Department will not take any liability for any operator under any circumstances if the service is withdrawn/terminated or after expiry of the contract period with the Agency.

10.25 **Penalty terms:** The Department shall levy appropriate penalty for deficiency in services or for violation of any terms of the contract.

SI	Particulars	Penalty
1	Withdraw bid after opening of technical bid	25% of the EMD will be forfeited.
2	Withdraws bid after opening/evaluation of financial bid	50% of the EMD will be forfeited and blacklisting for next 1 (one) year.
3	Surrender after approval of rate/Fails to sign agreement and/or submit performance bank guarantee/ express unwillingness to execute the service	100% of the EMD will be forfeited and the agency will be blacklisted to participate in any tender of the tendering authority for next 2(two) years.
4	After signing of agreement and submission of PBG, if the agency fails to deploy the required number of manpower within stipulated period	Penalty will be imposed @ Rs. 200/day/person subject to maximum 10 days beyond the stipulated time. Beyond 10 days, penalty clause 5 will be applicable.
5	If the agency severely fails to deploy manpower/ cater the service as per the requirement of the department leading to disruption of services in the PAECs.	Depending upon the severity upto 30% of the Security deposit (PBG) will be forfeited as per decision of the department.
6	In case of any damage/theft of machineries of PAECs if it is established that due to negligence of the outsourced manpower the damage/theft has taken place.	Recovery will be made from the bill /PBG of the Agency on the basis of the valuation of the damaged/theft item derived by the department.
7	For furnishing false information/statement, playing jugglery/suppression of fact at any state of the tender process.	Forfeiture of EMD/PBG, cancellation of agreement, blacklisting for at least 2(two) years.

9 **Dispute & litigation: -**

Initially the agency should approach to the tendering authority/ Chief Engineer, RD Department for resolving any issue, if arise. In case of any dispute arising out of the contract, the court at Agartala in Tripura will have Jurisdiction to deal with the same and decide any legal matter or dispute whatsoever arising out of the contract/purchase order or tender.

- 10 Any clause not included in the RFP but subsequently mutually accepted or incorporated through pre-bid meeting will be part and parcel of the terms and condition (RFP).
- 11 Bidder/ authorized representative, as per Law has to attend for clarification/collection of payment/any meeting/ collection of EMD/collection of security deposit/as and when asked by the tendering authority along with photo/address proof identity submitted with the tender.
- 12 Any bid not complying with the requirement/fulfill the terms and conditions may be declared as informal as per direction of the tendering authority.
- 13 If last date of bidding of bid happens to be a holiday or office work is affected due to any unforeseen circumstances, last date of bidding will automatically be extended up to next working day at respective time and accordingly opening date and time may also be deferred. Opening date and time will be displayed in the office notice board if changed.
- 14 **Right to Accept/Reject the Bid:**

Tendering authority reserves the right to accept or reject any Bid and to annul the entire process and reject all such bids at any time throughout the tendering process but prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.

List of running Aadhaar Enrolment centres as on date of floating of the RFP
(numbers are not fixed and may vary at the time of contract)

Sl	District	Name of the PAEC	No. of machines
1	West Tripura	Office of the SDM,Sadar Sub Division	3
2		Office of the SDM, Jirania Sub Division	1
3		Office of the SDM, Mohanpur Sub Division	1
4		Agartala Municipal Corporation office, Melarmath	2
5		Office of the BDO, Dukli R.D Block	1
6	Sepahijala	Office of the SDM, Bishalgarh Sub Division	3
7		Office of the SDM, Sonamura Sub Division	2
8		Office of the SDM, Jampiujala Sub Division	1
9		Charilam High School	1
10	Khowai	Office of the SDM, Teliamura Sub Division	3
11		Office of the SDM, Khowai Sub Division	2
12	Gomati	Office of the SDM, Udaipur Sub Division	3
13		Office of the SDM, Amarpur Sub Division	2
14		Office of the SDM, Karbook Sub Division	2
15		KBI School,Udaipur	1
16	South Tripura	Office of the SDM, Santirbazar Sub Division	2
17		Office of the SDM, Belonia Sub Division	2
18		Office of the SDM, Sabroom Sub Division	1
19	Unakoti	Office of the SDM, Kumarghat Sub Division	1
20		Office of the SDM, Kailasahar Sub Division	2
21	North Tripura	Office of the SDM, Dharmanagar Sub Division	2
22		Office of the SDM, Panisagar Sub Division	2
23		Office of the SDM, Kanchanpur Sub Division	3
24		BBI School, Dharmanagar	1
25	Dhalai	Office of the SDM, Ambassa Sub Division	2
26		Office of the SDM, Gandachhera Sub Division	2
27		Office of the SDM,Kamalpur Sub Division	2
28		Office of the SDM, L.T Valley Sub Division	2
29		Office of the BDO,Salema R.D Block	1
30		Office of the BDO,Chawmanu R.D Block	1
		Total:	54

Ref: RFP-1 / F.13(1)CE/RD/UID(OPR)/19-20 DATE : 01.10.19

DECLARATION

I do hereby declare that I have personally gone through the RFP and understood all the clauses, specifications of required service, instruction of the RFP and having been fully satisfied, I have quoted the rate of item. This is further to certify that I have suppressed no facts in the RFP which could debar me to participate into the tender. If it is revealed after opening of the RFP that any fact is suppressed by me, tendering authority shall have the right to reject my RFP along with other stern action against me as per term condition of the tender. I do affirm that all the term conditions of RFP are unconditionally accepted by me. I have no objection if any extra term condition, mutually accepted by me and tendering authority is incorporated into the agreement.

AND

I do hereby also declare that I am not blacklisted by any department / agency of central or state regarding quality compromise or any other reason in connection with similar work and there is no ongoing litigation with any department / agency of central / state Government as on closing date of tender. If subsequently it is revealed after opening of the RFP that my declaration is false, my RFP /concerned agreement will be cancelled, deposited earnest / security money will be forfeited and other penalty to be decided by the tendering authority will be imposed.

(Signature of bidder)
(Full name & Seal)

Full name and designation of person signing the sheet:-

***(Bidder should take a printout of this page and put full ink signature with stamp and upload scanned copy with technical bid after digital signing).**

Check List to be filled - up by the bidders during submission of bid

Sl. NO	Particulars	Comments of Bidder
1	All the pages of the bid document digitally signed by the bidder after going through and acknowledged, accepted & uploaded or not.	
2.	EMD and RFP fee paid online	
3.	Whether the bidder's sheet is filled up properly.	
4.	The name of the person to contact/ the person who signed the tender has been written clearly indicating detailed address, telephone No, Fax No. & Mobile No. and the detailed address of bidder etc. filled up or not	
5	Proof of experience in the relevant field attached or not	
6	GST Registration /Pan Card/balance sheet/ Trade license/ Address proof of firm/agency/ Valid labour /Manpower license attached or not	
7	Rate quoted in words & figure in the specific format with the tender form and details of rate given as per format.	
8	Whether payment term according to the tender is accepted.	
9	Whether all terms & conditions of the RFP is accepted	
10	Whether any extraneous terms beyond the RFP terms condition given during submission of bid.	
11	Whether the validity period of tender is accepted.	
12	Whether the bidder defaulter in the department or any other department in Tripura and any Court case pending with the department.	
13	Remarks if any	

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BIDDER'S SHEET

Bidders are requested to provide wanted information in this sheet. All the points are not required for all bidders. They should select their relevant points and fill up accordingly. Other points, not related may please be marked as Not Applicable.

Sl.	Details of information required	Bidder's column
1.	Name and detailed mailing address of the Bidder (Firm / agency) who has participated in the RFP along with phone, mobile no, fax number with STD code & email.	
2	PAN number of bidder:-	
3.	Name of bidder/authorized person who have signed the RFP paper:- Mobile, Phone, Fax No:- email address:-	
4.	Details of local office/Legal Local authorized representative of the bidder (Address/Name /contact no etc)	
5.	Details of Earnest money deposit and RFP fee (amount & transaction ID)	EMD: RFP fee:
6.	Whether registered under the Provident Fund Act, ESI Act, Labour Act. (relevant copies to be uploaded)	
7	Bank Account details:-	
	Name of Bank:	
	Account holder:	
	Branch:	
	Account No:	
	IFSC code:	
8	List of agencies/govt. organizations where manpower have been supplied	
9	Past experience of firm: a. Number of years of relevant experience of firm: b. Number of similar works executed in past 3 years: c. Experience with Government /PSU: (valid document to be uploaded)	
10	Presence/Experience in Tripura (no. of years (valid document to be uploaded)	
11	Annual Turn over (valid document to be uploaded)	
12	Whether the bidder is ISO certified (if yes, document to be submitted)	

Documents to be uploaded

- 1) Following valid and attested documents to be uploaded only in the specific folder of My document (language of all uploaded documents / certificates should be in English) –

Sl No of my documents list	Category name	Sub category name / Documents to be uploaded	Remark
A	License(s)	i. Document in support of eligibility certificate. ii. license from appropriate authority for providing such services. iii. Trade license of bidder. iv. Registration under ESI,EPF, Labour Act	Required documents to be uploaded in the specific folders of e-RFP portal only.
B	RFP Documents	i. Downloaded RFP after digital signature (not attested)	Required documents to be uploaded in the specific folders of e-RFP portal only.
C	Experience,	i. Proof of experience in the field/ performance certificate ii. Proof of experience in Tripura, if any iii. . Annual Turn Over	Required documents to be uploaded in the specific folders of e-RFP portal only.
G	Misc. document	i. Any Other required document,	Required documents to be uploaded in the specific folders of e-RFP portal only.
H	Tax related document(s)	i. GST registration certificate ii. Professional Tax clearance certificate (If this is in force in the state, the bidder belongs to) / challan copy tax. iii. PAN card.	Required documents to be uploaded in the specific folders of e-RFP portal only.

Note:- All documents to be uploaded in the specific folders only, otherwise it will not be viewed. If any document is not uploaded in the folders earmarked in e-RFP portal of my document / my space for this specific RFP , then at the time of submission of other important document, against that document, “not available” will be reflected. So 1st of all bidder should upload all documents in the specific above cited folders of my document / space folder and make all documents “available”. If any document is not at all applicable for a particular bidder then bidder should upload a plain paper inscribing “Not applicable” along with signature and seal of bidder.

If bidders upload document in folders other than above cited specified folders, that documents will not be viewed and for which tendering authority will not be responsible.

2) Sensitive Document (during e-bidding) –

- (i) Annexure A (Declaration sheet)
- (ii) Annexure B (Check list).
- (iii) Annexure C (Bidder’s sheet).

3) Non sensitive Document / other important document (during e-bidding)

- (i) RFP
- (ii) Scan copies of attested photocopies of relevant valid documents as mentioned above.

4) Financial Bid (during e-bidding):-

- (i) Rate quoting sheet (BOQ)- name of bidder should be written along with rate.

Note:- After completion of bid submission, bidders are requested to take print out of acknowledgement sheet.

INSTRUCTION TO BIDDER

- 1) Interested eligible bidders should register in the website <https://tripuratenders.gov.in> for participation in the e-tender.
- 2) To participate in e-tender, the bidder shall have a valid Class 2 Digital Signature certificate (DSC).
- 3) **Bidder should take print out from the portal, details of all folders, where documents to be uploaded.**
- 4) Bidder shall download and carefully read all terms conditions and other contents of the RFP . **Downloaded RFP has to be uploaded back and digitally signed as a part of technical bid, as a proof of acceptance of all terms condition in the RFP .**
- 5) Valid and self attested copies of all relevant documents as mentioned above has to be digitally signed and uploaded in technical bid part.
- 6) Bidder should take the print out of **Declaration sheet (Annexure A** of technical bid), filled up, put ink signature with Stamp, and upload the scanned copy of the sheet in the technical bid, after digital signature.
- 7) Check list (Annexure-B of technical bid), Bidder's sheet (Annexure C of technical bid) must be downloaded, bidder's column to be filled up and uploaded in the technical bid, after digital signature.
- 8) Rate quoting sheet (BOQ) shall be downloaded, filled up properly and uploaded in the financial bid after digital signature. **Name of bidder must be written in the appropriate field of rate quoting sheet by each bidder.** Bidder shall have to quote rate for both items.
- 9) To view the details of the BOQ bidder should have to **Enable Macros / contents.**
- 10) To minimize the uploading time, bidder's shall use the '**My Document / space**' folder option in the e-procurement web-based-application, available after login, and may upload all his relevant non sensitive documents as mentioned above. '**My Document / space**' shall be populated prior to real time bidding and help the bidder to complete the bidding within the bidding session.
- 11) At any stage of RFP (scrutiny of tender, preparation of comparative statement/during signing of agreement etc) if required, bidders will have to produce original copy of the uploaded documents for verification.
- 12) **After opening of financial bid / issuance of supply order, successful bidder may be asked to submit all documents which was uploaded against relevant RFP .**
- 13) **Tendering authority reserves the right to cancel the uploaded RFP at any time before closing date of RFP and to re-upload the RFP document without assigning any reason. Bidders are instructed to take action with newly uploaded document if any.**
- 14) **Preparatory Works for the bidder for e-bidding:**

FINANCIAL BID (BOQ)

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(To be filled up in specific excel sheet of Financial bid)

Sub:- Expression of Interest for Outsourcing of manpower in the capacity of Aadhaar Enrolment Operators cum Supervisors for carrying out Aadhaar Enrollment /updates in the Permanent Aadhaar Enrolment Centres(PAECs) run by DM & Collectors in Tripura.

Name of post	District	Maximum requirement	Monthly pay/person	Per annum pay per person	Agency charges in Percentage (%) of column 5 inclusive of out of pocket expenses, all applicable taxes,EPF,ESI and any other allied charges
1	2	3	4	5	6
Aadhaar enrolment Operator cum Supervisor	West Tripura	10 nos.	Rs. 10000	Rs. 1,20,000	
	Sepahijala	8 nos.			
	Khowai	6 nos.			
	Gomati	8 nos.			
	South Tripura	8 nos.			
	Unakoti	6 nos.			
	North Tripura	8 nos.			
	Dhalai	10 nos			
	Total	64 nos			

(Rupees

) only

Signature of the Bidder with Seal