



Agartala Municipal Corporation
E-Governance Cell
City Centre, Paradise Chowmuhani, Agartala, Tripura (W)

Phone: 0381-2385507

No F 1(27)/ Manpower/e-Gov/ AMC/2015 /shadow / 355-59 Date 08 / 09 /2021

Press Notice Inviting Quotation

AMC invites e-Tender from reputed and experienced Company/ Firm /Agency/Contractor for followings.

Sr. No	Name of the job	Publishing Date	Bid submission start date	Last date of the submission	Technical Bid Opening time	Tender Value yearly	Application Fess	EMD	Details are available
	"SUPPLY OF MANPOWER TO OPERATE ONLINE COMPUTERSIED APPTLCATION & OTHER IT RELATED JOB UNDER AMC," DNIT No- 02/e-Gov/AMC / 2020-2021	<u>08</u> -09- 2021 At 15.00 Hrs	<u>09</u> -09- 2021 At 15.00 Hrs	<u>29</u> -09- 2021 At 15.00 Hrs	<u>29</u> -09- 2021 At 16.00 Hrs	Rs.25,00000/-	Rs. 5000/- (Five Thousand)only.	Rs.50,000/- (Fifty Thousand) only	https://tripuratenders.gov.in

Tender is to be submit online only through <https://tripuratenders.gov.in>


Municipal Commissioner
Agartala Municipal Corporation

Copy to:

1. The Administrator, AMC for kind information.
2. Dy. Municipal Commissioner, AMC for information.
3. The PRO, AMC for publication in local dailies'
4. E-governance Cell for publication in AMC website: www.agartalacity.tripura.gov.in
5. Notice Board, Agartala Municipal Corporation for information.


Municipal Commissioner
Agartala Municipal Corporation



TERMS OF REFERENCE

No F 1(27)/ Manpower/e-Gov/ AMC/2015 /shadow / 355-59

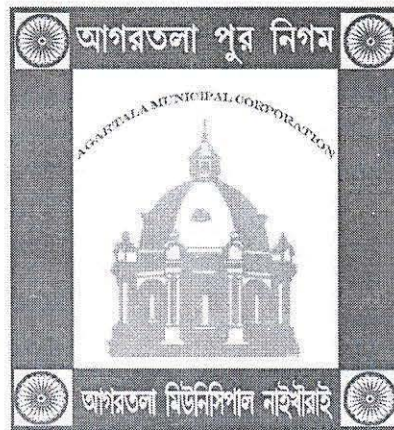
Date 08/ 09 /2021

e-TENDER

For

**ENGAGEMENT OF COMPANY/FIRM/AGENCY/CONTRCATOR FOR
SUPPLY OF MANPOWER TO OPERATE ONLINE COMPUTERSIED
APPLICATION & OTHER IT RELATED JOB UNDER AMC**

DNIT No- 02/e-Gov/AMC / 2020-2021



ESTD : 1871



Agartala Municipal Corporation
E-Governance Cell
City Centre, Paradise Chowmuhani, Agartala, Tripura (W)
Phone:0381-2325646

TERMS OF REFERENCE

A. BACKGROUND

Agartala Municipal Corporation intends to extend its e-suidha facility up to ward so that citizen can avail different services and this attempt will help citizen from frequent visiting at head office and Zonal Offices. There are number of software applications to provide citizen centric services for urban people' With a Vision to extend service at any where anytime AMC desires to open Single Window counter at ward level with available infrastructure equipped with necessary hardware. In order to maintain smooth operation of this single window counter AMC invites this tender.'

B. SCOPE OF THE WORK

The selected agency shall supply manpower as per requirement of AMC. Each manpower shall work in ward offices where facility is available to run online computerized applications. The number of manpower may increase/decrease from time to time as per requirement of AMC. The job of each manpower is same under all wards for following applications which are under different portal The Working period shall be the offices hours of respective wards/ office'

1. Property and water Tax collection.
2. Trade License Registration.
3. Birth & Death Registration.
4. Online Building Plan.
5. Cesspool Booking.
6. Solid Waste Management Complaint Registration'.
7. Grievance Cell.
8. SBM Scheme.
9. PMAY Scheme.
10. Other related computerized work assigned from time to time'

C. ELIGIBILITY CRITERIA

The firm company /Firm /Agency / contractor which meets the following criteria are only requested to put the proposal.

1. Contractor / Firm / Agency must be a registered legal entity, like a company, society, LLP (Limited Liability Partnership) etc.
2. The Manpower firm should have expertise in related activities with minimum 5 yrs experience handling similar job under GOI/State or Line organizations'
3. Manpower Company /Firm /Agency /contractor should have average turnover of 30 (Thirty) Lakh in last 3 years.
4. Manpower Company /Firm /Agency / Contractor should not have been blacklisted ever by any Government/Government Agency during its entire period of existence.
5. Other required criteria are mentioned in the clause E (Submission of Tender)



D. MANPOWER

Every personnel to be deputed by the agency must be a graduate with minimum 6 months computer diploma/certification course with internet / web knowledge from reputed institutions. He/she must have experience of handling online data entry work for minimum 6 months. The bidder shall have to submit proposed list of such personnel with qualification & experience along with a passport size photograph. All the personnel to be deputed must be an Indian citizen by-birth. Testimonial against these shall be asked in due course of time. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm/agency,/contractor liable for legal action besides termination of contract.

Criteria of Manpower:

Sl. No	Criteria	Required
i.	Category	Outsourced Manpower
ii.	Name of the post	Data Entry Operator
iii.	Job Description of each Post	Operating of Various Online Computer Application of AMC Tax Collection and Data Entry / DTP Works of various schemes etc.
iv	Nos. of the Manpower	23 – 25 (Nos may be increased depending on the
v	Education Qualification	Graduation in any stream
vi	Computer Qualification	Minimum 6 Month Diploma in Computer
vii	Age	18 to 30 years.
viii	Permanent address	Address proof
ix	Work Experience	2 year Similar work experience.

1. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category. The service provider shall ensure that the persons supplied fulfil the required educational and skill qualifications as details mentioned above..
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. The service provider will also ensure that the personnel deployed are medically fit and well keep in record a certificate of their medical fitness. The service provider shall withdraw such employees who are not found suitable for any reasons immediately on receipt of such a request from the Department. Documents pertaining to the selected personnel may be submitted as per table mentioned above.
3. The service provider shall engage or withdraw necessary persons as requested by the Department from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master and Servant relationship between the employees of the service provider and this Department and further that the said persons of the service provider shall not claim for any absorption in the Department in future.
4. The persons deployed by the service provider shall not claim any benefit / compensation / absorption / regularisation of services in ths Department under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regular and Abolition Act, 1970. Undertaking from the persons to this to this effect shall be required to be submitted by the service provider to the Department, before their actual deployment in the Department.
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



arrangement, and administrative / organizational matters as all these are of confidential / secret nature.

6. The service provider's personnel should be polite, positive and efficient while handling the assigned work and their actions shall promote good will and enhance the image of this Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
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.
8. This Department may require the service provider to dismiss or remove / replace from the site of work, 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. In case no replacement is provided within three days of the reporting a penalty @ Rs.200/- on each day for each person shall be recovered from the bill of the contractor in addition to reduction of proportionate payment.
9. This department will provide photo identity Card to the persons employed by the service provider for carrying out the work. These cards are to be constantly displayed & their loss reported immediately to the Department.
10. 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 Rs.200/- on each occasion for each person shall be recovered from the bill of the contractor for each case of default.
11. 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.
12. Working hours would be as per concerned office hour of the Department where the personnel deployed. 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 not be paid extra wages for such duties.
13. 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 statutory obligations under all related legislations as applicable to it from time to time including Minimum wages 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.
14. The agency should make timely and proper payments to the persons deployed as per the minimum wages at the rates finalized by the tender process. The payment of wages shall be made in the following manner:
 - a. The agency should open bank account (s) (if already not) of every worker who is to be deployed in this department (preferably in SBI).
 - b. Payment to the workers should be made by the service provider through A/C payee Cheque / draft (preferably through SBI).
 - c. Photocopy of the disbursed cheque / drafts, along with proof receipt thereof shall be provided to the Department.
 - d. Bank statement of the firm after clearance of the wages cheque given to the workers along with the monthly bill for its payment.
 - e. The process of payment to the outsourced employees deployed by the firm in this Department should be completed by the 10th 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 contract.
15. 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. All the payment of EPF and ESI for each deployed persons is the responsibility of the service provider. No any payment will be entertained for EPF and ESI by this

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Department. The bidder should submit the financial quotation calculating EPF, ESI and service Tax in the BOQ.

16. The agency shall raise the bill, in triplicate, along with attendance sheet in the first / second week of the succeeding month. 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 after deduction of taxes deductible at source under the laws in force.
17. There will be one Supervisor who will be the liaison officer between this Department and the agency. He /she will iron out any discrepancy / problems between the agency and the department. The said person should always be available to contact and must be present at office premises as and when demanded.
18. No wages / 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. In case of habitual absentees or absence without information, the department may sought replacement(s) and the service provider should be able to provide replacement(s) within time period stipulated para 8 above.
19. 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.
20. 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. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
21. 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 fulfilment of the contract from time to time.
22. 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.
23. The agency on its part and through its own, resources shall ensure that the goods, materials and equipments etc, supplied to the personnel for discharge of duties assigned to them are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this Department suffers any loss or damage on account of negligence, default or theft on the part of the employees / agents of the agency, then the agency shall be liable to reimburse the loss to this Department in full. The agency shall keep the Department, fully indemnified against any such loss or damage.
24. This 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 approved rates.
25. You shall furnish a Performance security deposit equivalent to Rs.2, 00,000/- (Rupees Two Lakh) only in form of an account payee demand draft drawn in the favour of the "Agartala Municipal Corporation, payable at Agartala, The Performance security deposit shall remain valid for agreement period. Performance security deposit of Rs.2, 00,000/- will be forfeited in case of non-compliance of the terms of agreement by the service provider or frequent absence from duty/ misconduct on the part of manpower supplied by the Agency. The Earnest Money Deposit given by the successful bidder will be refunded on receipt of the performance security deposit.
26. The service provider shall not assign, transfer pledge or sub contract the performance of services without the prior written consent of this office.
27. However, the agreement can be terminated by either party by giving one months notice in advance. If the agency fails to give one months notice in writing for termination of the Agreement any amount due to the agency from the Department including security deposit shall be forfeited and also this Department shall have the right of cancellation of contract without assigning any reason.



28. 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 the 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.
29. The Department shall levy appropriate penalty for deficiency in services or for violation of any terms of the contract. The amount of penalty may be upto 20% of the Security deposit.
30. For any dispute between the service provider and this Department, the legal jurisdiction will be Agartala, Tripura.
31. If the above mentioned conditions are acceptable to the firm / agency / contractor they should submit an acceptance letter within Ten (10) working days and the requisite manpower be furnished by 10th of the month.

E. SUBMISSION OF Tender

Tender shall have to be submitted online through <https://tripuratenders.gov.in> as per scheduled date consist of 2 bid "Technical proposal" &, Financial proposal,, along with EMD & Application fees (non-refundable) as mentioned in the press notice. Without both bids will be made informal. EMD and tender Fee should be submitted through online. Otherwise that bid will be treated as informal.

"Technical Proposal" shall consist following documents as per following order/,

1. Tender need to submit to the Municipal Commissioner, Agartala Municipal Corporation through online <https://tripuratenders.gov.in>
2. Eol Application Fees - Rs. 5000/- (Non refundable) need to be submit through online only in favour of Agartala Municipal Corporation.
3. Eol EMD - Rs. 50000/- need to be submit through online only in favour of Agartala Municipal Corporation.
4. Scan documents of successful payment of EMD and Tender Fees.
5. Contractor / Firm / Agency must be a registered legal entity, like a company, society, LLP (Limited Liability Partnership) etc.
6. Company Profile (Management, Manpower, Specialization, Services etc)
7. Valid Document of existence in Tripura.
8. Trade License.
9. Registration of Service Tax / GST.
10. PAN Number.
11. Turnover Certificate from CA Firms in average for the last three financial years. (2018-2019, 2019-2020 and 2020-2021).
12. Experience of Similar Job detailing in a table format with completion/ongoing certification from the competent authority under which work is completed and ongoing.
13. Manpower Company /Firm /Agency / Contractor should not have been blacklisted ever by any Government/Government Agency during its entire period of existence
14. List of the proposed personnel (Minimum 35 Nos.) with detailing as required in clause B.
As per following format:

Sl. No	Name	Address	Date of Birth	Mobile No.	Education Qualification	Tenure of Computer Diploma	Remarks (Experience of Similar Job with tenure)
1							
2							
3							



"Financial Proposal" shall consist following documents in proper order!":

1. Financial proposal shall have to be submitted as per BOQ.

F. OPENING OF EOI

Tender will be opened as per scheduled date if possible otherwise next working day. Technical Proposal will be opened on the same date. Evaluation of the technical proposal will be done as per Annexure-I and financial proposal will be opened for technically qualified firms.'

F. (i) TECHNICAL EVALUATION

Technical evaluation will be done as per **Annexure-I**

G FINANCIAL EVALUATION

Financial evaluation will be done as lowest bidder will be selected for award of contract. In case of same rate for more than one contractor / firm / agency then the Agency will be selected depends on whose average annual turnover and experience is higher.

H. AWARDING THE WORK

The selected bidder will be given an LOI (Letter of Intent) and on acceptance of this and an Agreement will be formulated between selected bidder & AMC with in 7 days from the date of the issue of Lol. On the basis of the agreement a work order will be issued to commence the work

I. PERIOD OF CONTRACT

The period of contract shall be one year from the date of award of contract. The Manpower Company /Firm /Agency / Contractor shall deploy its resources immediately / after the contract is signed. Contract period may be increase for more one year (At a time 6 month or one year) if authority desire on the satisfaction of performance of the service.

J. GENERAL TERMS & CONDITION

- I. The contract is to commence from the date of signing the contract agreement with the Manpower Company/Firm/Agency/Contractor. AMC may curtail or terminate the contract owing to efficiency of service, substandard quality of manpower deployed' breach of contract any time during the contract period without any notice or compensation thereof.
- II. AMC reserves the right to award the contract in full or part to any bidder without assigning any reasons.
- III. The Contract shall further be extended by AMC considering service, quality of the manpower deployed, efficiency of the firm/manpower etc on the same terms and conditions or with some addition/deletion/modification and on satisfactory performance, for a further period of one year or any such duration decided by AMC'
- IV. The contracting Manpower Company/Firm/Agency/Contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Manpower Company/Firm/Agency/Contractor without the prior written consent of AMC.



- V. The contracting Manpower Company/Firm/Agency/Contractor shall ensure that the manpower deployed in AMC conforms to the age, qualification, medical fitness, language skills, conduct, and antecedents.
- VI. The manpower deployed by the Manpower Company/Firm/Agency/Contractor shall require to work normally as per the AMC's working days, i.e. from Monday to Sat day. However, in exigencies of work, they may be required to attend work of the AMC on Saturday, and other holidays, if required.
- VII. The Department should always retain the right to change the staff provided by outsourcing Agency if such staff does not meet the requirement or is not performing duties properly.
- VIII. The contracting Manpower Company/Firm/Agency/Contractor shall engage necessary Manpower as required by this AMC from time to time. The said person employed by the Company/Firm/Agency/Contractor shall be the employee of the Company/Firm/Agency/Contractor and it shall be the duty of the Company/Firm/Agency/Contractor to pay their salary/wages in time i.e. before 7th day of every month. It is obligatory on the contracting Manpower Company /Firm /Agency /Contractor to ensure that wages paid should not be less than the minimum wages fixed by the Government from time to time and all relevant statutory requirements must be incorporated in the amount to be paid to each employee. The contracting Manpower Company/Firm/Agency/Contractor shall be liable for due observation and implementation for the Statutory Conditions / requirements of labour laws as applicable to his workman, during the contract period.
- IX. That on the expiry of the agreement as mentioned above, the contracting Manpower Company/Firm/Agency/Contractor will withdraw the entire contract worker and clear their accounts by paying them all their legal dues. In case of any dispute on account of termination of employees or non employment by the workers of the contracting Manpower Company/Firm/Agency/Contractor it shall be the entire responsibility of the contracting Manpower company/Firm/Agency/Contractor to pay and settle the same.
- X. AMC may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished. Before award of contract, all original documents will be checked by the AMC and at that time attested photo copies are required to be furnished.
- XI. AMC reserves the right to terminate or cancel the Tender without assigning any reason at any stage.
- XII. If any dispute arises AMC is the final authority to settle the dispute.
- XIII. Bidder will be finalized after evaluation of financial proposal from the Technical qualified bidder(s).

K. PAYMENT TERMS

Payment will be made monthly before 10th day of a month on submission of bill as per the format which must support following documents:

List of engaged Employee:

For the Month of

Sr. No	Total Number of Personnel Deputed (Name of Deputed Employees)	Office where he working	Rate : Per manpower/ month	Amount of Approved agency's service charge	Total Amount
1					
2					



- i. Along with Working Certificate from the Concerned Officer or by competent official of respective office of AMC.
- ii. Bank statement with respect to payment against each personnel / Manpower.

L. COMMERCIAL TERMS & CONDITION

- Submission of Earnest Money Deposit (EMD) of Rs. 50,000/- (Rs. Fifty Thousand only) through online with the submission of tender in favour of Agartala Municipal corporation. It is one of the compulsory condition for the qualification of Technical Bid without which bid will be made informal. The said amount will be refunded without any interest to the unsuccessful bidder"
- Bidder will be finalized after evaluation of financial proposal. An award of contract will be issued to the successful bidder to sign agreement with this office. And before signing of agreement the successful bidder should submit a cheque / demand draft amounting Rs. 2, 00000/- (Rupees two lakh). as Security Deposit in the name of 'Agartala Municipal Corporation' payable at Agartala. The EMD of the successful bidder will be released through online after uploading of final work order to the e-tender portal.
- The AMC reserves the right to deduct appropriate amount from the security deposited in lieu of any unpaid statutory dues, In case of pendency of any dispute related to non-payment /less payment of salary/,non compliance of statutory obligations by' the manpower' Company /Firm /Agency / Contractor which may results into financial liabilities for the institute, in such cases the AMC reserves its right to withhold such security deposit for the period of agreement. After completion of the service period the security deposit amount will be refunded without any interest'

(The service charges quoted on per employee/per month basis by the contractor shall be Fixed for a period of one year and no request for any change/modification shall be entertained before expiry of one year.)

[Handwritten signature]
07/05/21

Municipal Commissioner
Agartala Municipal Corporation



Annexure-I

Technical Proposal Evaluation Sheet:

Evaluation Criteria	Firm F1		Firm F2		Firm F3	
	Document submitted	Remarks	Document submitted	Remarks	Document submitted	Remarks
Tender Fee						
EMD						
Contractor / Firm / Agency must be a registered legal entity, like a company, society, LLP (Limited Liability Partnership) etc						
Company Profile (Management, Manpower, Specialization, Services etc)						
Trade License.						
Registration of Service Tax / GST						
PAN Number.						
Turnover Certificate from CA Firms in average for the last three financial years. (2018-2019, 2019-2020 and 2020-2021)						
Valid Document of existence in Tripura. Along with company profile and contact number						
Manpower Company /Firm /Agency / Contractor should not have been blacklisted ever by any Government/Government Agency during its entire period of existence						

Municipal Commissioner
Agartala Municipal Corporation

