

Bidding Document / RFP

For

**Outsourcing computer operator & computers
peripherals Services.**

Issued by:-

Managing Director

Bihar State Text Book Publishing Corporation Ltd
Pathya Pustak Bhawan, Budh Marg, Patna – 800 001
Phone: 2221975 Fax: 0612-2236388
Email: textbookmd@gmail.com

Pathya Pustak Bhawan, Budh Marg, Patna – 800 001

Phone: 2221975, 2214828, 2223533 Fax: 0612-2236388

Letter No: 3052

Date:26/08/2019

ई-निविदा आमंत्रण सूचना

Bihar State Text Book Publishing Corporation Ltd. invites online sealed tenders from reputed Organisation/Agency for **Outsourcing computer operator and Computers Peripherals Services for the office of Bihar State Text Book Publishing Corporation Ltd, Pathya Pustak Bhawan, Budh Marg, Patna-1.**

The critical date sheets and fact sheet are appended as hereunder:

1	Name of the work	Outsourcing computer operator and Computers Peripherals Services for the office of Bihar State Text Book Publishing Corporation Ltd, Pathya Pustak Bhawan, Budh Marg, Patna-1
2	Tender Notice No	BSTBPCL/Tender/Computer Operator/2019-20/07, Dtd.26/08/2019
3	Tender Fee/EMD	1) Tender Document Fee (Non Refundable) :1180/-(One Thousand One Hundred and Eighty Only) in Cash or DD 2) Tender Processing Fee(Non Refundable): Rs1180/-(One Thousand One Hundred and Eighty Only) to be paid online. 3) EMD (Refundable) : Rs10,000/-(Ten Thousand Only) in the form of Demand Draft payable at Bihar State Text Book Publishing Corporation Ltd., Payable at Patna.
4	Date of Issue of Tender	02/09/2019, 10:00 Hrs
5	Last Date and time for receipt of Tender	23/09/2019, 17:00 Hrs in online mode. Note: Original EMD in requisite form along with Tender Document fee receipt to be submitted in hard on 23/09/2019 by 14:00 Hrs failing which tender shall be rejected.
6	Time and date for opening of tender	24/09/2019, 12:00 Hrs
7	Place of Opening of Tender	Conference Hall, Bihar State Text Book Publishing Corporation Ltd, Pathya Pustak Bhawan, Budh Marg, Patna-1
8	Availability of Bid Document	May be downloaded from the Website www.bstbpc.gov.in . or may also be obtained from the office of Managing Director, BSTBPCL on any working day between 10:00 A.M. to 5:00 P.M. from 02/09/2019 to 23/09/2019.
9	Address for Communication	Managing Director, Bihar State Text Book Publishing Corporation Ltd, Pathya Pustak Bhawan, Budh Marg, Patna-1
10	Email ID	textbookmd@gmail.com
11	Contact Details	0612- 2221975, 2214828, 2223533 Fax: 0612-2236388
12	Mode of Tender	Online

Bidders are requested to refer the Bid Documents for more details.

(Sd/-)

Managing Director

Bihar State Text Book Publishing Corporation Ltd

SECTION-I

INSTRUCTION TO BIDDERS

1. Online tenders in conformity with detail tender call notice are invited from the service provider Agencies/Firms having valid Firm Registration Certificate, EPF Registration, ESI Registration, Labour License, GST Registration and PAN and having similar line of business for not less than 3 (three) years towards supplying manpower of high skilled categories in Govt Organization. The service providers should have local Offices at Patna to ensure satisfactory fulfillment of contractual obligations.
2. The tender document can be obtained from the office of Managing Director, Bihar State Text Book Publishing Corporation Ltd, Budha Marg, Patna on payment of Rs 1180/- (One Thousand One Hundred Eighty Only) in cash or downloaded from the website www.bstbpc.gov.in of Bihar State Text Book Publishing Corporation Ltd. Bidders are requested to refer the E-Tender notice for all important dates. Bidders shall have to deposit Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand only) as Bid security in the form of Demand Draft obtained from any Nationalized Bank, in favor of Bihar State Text Book Publishing Corporation Ltd, Payable at Patna and submitted along with the Technical BID.

3. BID QUALIFYING CRITERIA

The bidders shall be eligible for qualifying to financial section subject to the following:-

- i. The agency must be registered with Labour Department for exclusive manpower supply work. The bidders having experience of supplying manpower in private organization will not be considered.
- ii. The minimum average annual turnover of the agency/firm concluding with FY 2017-18 should not be less than 200 Lakhs. The bidders are required to submit the audited balance sheets along with P/L Account for the last three FYs i.e; 2015-16, 2016-17 & 2017-18.
- iii. The agency/firm must have experience of supplying high skilled manpower of different skills in State/Central Govt bodies/PSU/Banks in last three years.
- iv. The bidders must have executed work of
- v. manpower supply for not less than 50 Lakhs per annum in last three financial year concluding with 2018-19. All relevant Work Orders of past three years between April 2016 to March 2019 and its Work Completion Certificate are mandatorily to be submitted.
- vi. The agency/firm must have valid PAN Number, ESI Registration Number, EPF Registration Number, Labour License and GST Registration Number.

- vii. The agency need to submit the EPF return for the last three months i.e; from May'19 to July'19 along with the technical bid.
- viii. The agency/firm has to submit the Bank Solvency Certificate for Rs 50 Lakhs.
- ix. The agency has to submit the affidavit in support of declaration towards non-blacklisting/Debarr in any Govt/Private/PSU/Bank etc.
- x. All bidders are sincerely requested to upload very clear and readable documents. Since this is e-tendering hence any missing document as per above list in the technical bid shall held the bid for rejection and no additional/supporting documents with respect to missing ones will be entertained in offline mode later during opening of bid or afterwards.
- xi. Bidder to sign and stamp on each and every documents and also on each pages of bid document before scanning and uploading on website failing which bid shall be rejected.

4. All bidders are requested to note these under mentioned points following very strictly and carefully:-

- i. That scanned copy of all documents as listed in SI No-3 above and Annexure-I to be uploaded in the technical bid through e-procurement portal.***
- ii. However only original EMD, Fee receipt of Tender Document, Online Tender processing fee and affidavit for non blacklisting to be submitted in hard copy in the office of Managing Director, Bihar State Text Book Publishing Corporation Ltd on 23.09.2019 by 14:00 Hrs.***
- iii. Bidders to note that non-submission/Late Submission of hard copies as mentioned in SI 4 (ii) above within stipulated time and date shall liable the bids for rejection and no queries in this regard shall be admissible in any circumstances.***
- iv. No other documents should be submitted in offline mode other than mentioned at SI 4 (ii) strictly in order to save paper and time for all concerned.***

5. BID REJECTION CRITERIA

- i. The tender shall be submitted online only
- ii. All documents as per SI No 3 above should be mandatorily uploaded. Failing to upload any document shall liable the bid for rejection.
- iii. Non Compliance of SI 4 above shall lead the bids for rejection.
- iv. The tender shall be consisting of two parts. The first part will be technical bid and second part will be financial bid.
- v. Incomplete and conditional tenders shall not be accepted.
- vi. If all pages of the technical bid is not properly signed by the bidder

6. The Tender Committee will assess the ability of the agencies to render the requisite services based on its past record, profile and on such other criteria as per attached annexure and only those found technically fit will be eligible for financial bid opening.
7. Submission of more than one tender paper by a bidder for a particular work will render the bid liable for rejection.
8. The bidders may assess about the nature and quantum of work before quoting their rate.
9. The rates for different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government of Bihar from time to time under Contract Labour (R&A) Act-1970 and the Minimum Wages Act 1948. Bidders quoting less than the threshold minimum wages shall be summarisely rejected.
10. The supervision charges, rate of wages, statutory dues and other allowances etc. under the labour law and other laws will be payable by the bidder and rate breakup shall be taken by BSTBPCL during evaluation of the financial bid.
11. The bidders are required to quote their rates both in words, figures, and put their signature; they should also sign on any overwriting or any correction made in the tendered rate. The rates quoted in words will prevail in case of any ambiguity between figure and word.
12. Conditional tenders will not be accepted under any circumstances by the authority. EMD deposit of unsuccessful bidders will be refunded within 90 days after finalization of Tender without interest.
13. The Bank Demand Draft produced in relation to this tender should be drawn on any Nationalized Bank in favour of the **BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD., PATNA**, payable at Patna. Other details can be seen in bidding document. The authority reserves the right to reject any or all the tenders without assigning any reason thereof.
 - A. This office reserves the right to:
 - a) Accept / Reject any of the tender in full or part thereof.
 - b) Revise the requirement at the time of placing the order.
 - c) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
 - d) Reject any or all the tenders in part or full without assigning any reason thereof.
 - e) Award contracts to one or more bidders for the items covered by the tender.
14. **Bid Evaluation Criteria**
 - a) The Hard copy of EMD, Tender Document fee, Tender Processing fee and affidavit in respect of not blacklisting shall be verified before opening of technical bid. Bidders successful in this stage shall be eligible for opening of their technical bid online.

- b) The technical bid shall be examined based on the checklist provided vide Annexure-I. Bidders qualifying 100% with respect to the checklist shall only be eligible for opening of price bid.
 - c) Only the bidder quoted lowest price shall be awarded with the work.
 - d) The bidders who would have considered zero consideration towards agency's service charge shall be disqualified and their bid shall be rejected in line with CVC norms.
 - e) In case two bidders quote same price then the bidder having more average annual turnover in last three years shall be given preference and awarded with the work.
 - f) The agencies quoting less than minimum wages as per Gazette of Bihar shall be straightway rejected.
15. The Managing Director reserves the right to reject or cancel the tender or any part thereof without assigning any reasons thereof.
16. Corrigendum/addendum, if any, will be published on the departmental website www.bstbpc.gov.in and e-procurement, Bihar website www.eproc.bihar.gov.in

SECTION II

GENERAL & SPECIAL TERMS OF CONTRACT AND SCOPE OF WORK

1. SCOPE OF WORK:

- a) The agency shall have to provide Installation of computer sets with UPS, Laser Printer with cartridge.
- b) The Maintenance of computers sets and printers etc will be in the scope of the agency and no separate cost would be admissible.
- c) The agency has to obtain insurance for manpower and the supplied assets. In case of any accident, the damage caused to man and machine shall be the sole responsibility of agency and no compensation of any kind shall be paid by BSTBPCL.
- d) The successful agency shall provide qualified and experienced computer operators. Apart from the above, the CV of each computer as well as tally professionals to be submitted before deployment in the office.
- e) The agency has to submit the purchase invoice copy of the Computers and its accessories at the time of supply.
- f) All consumables shall be under the scope of the agency.
- g) The working hrs for the professionals shall be from 9:30 Hrs to 18:00 Hrs on all working days of BSTBPCL. The holidays of BSTBPCL shall be applicable for the operators.
- h) All leaves of the operators shall be sanctioned by the authorised person of BSTBPCL as communicated during course of contract.
- i) In case on non performance or any complaint of the competent authority, a penalty @10% of the operator cost per month shall be applicable.
- j) The agency has to submit the Monthly Tax invoice supported with wages sheet, EPF Challan and EPF return of previous month every month for processing of the bills. The bills has to be placed before MD, BSTBPCL latest by 15th of every month. The bill shall be released within 45 days from the date of submission.

2. Special Conditions:

- i. The initial period of contract would be one year.
- ii. However the contract is extendable by another one year on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority.
- iii. Merely satisfactory performance will not make the agency eligible for contract extension. The extension of contract would be on sole discretion of competent authority.

- iv. Agency Service charges/rates quoted by the agency would be fixed for a period of one year and any statutory increase in wages/DA etc. is to be absorbed by the agency.
- v. For every 5(Five) days of duty of personnel, two days off with payment will be given. The successful agency will have to bear cost of providing personnel for this weekly off. The total monthly rates quoted shall inclusive off all these, including profits, overheads, bonus, gratuity etc and taxes whatsoever payable.
- vi. Bihar State Text Book Publishing Corporation Ltd. will be follow the rule of Stores Purchase Preference Policy, 2002, Department of Industries, Govt. of Bihar, Patna.
- vii. In case of any dispute or ambiguity in the contract during or after the contract period, the Additional Chief Secretary/Principal Secretary/Secretary, Education Department, Govt. of Bihar shall be the sole Arbitrator in line with Arbitration act 1996.

TECHNICAL BID Annexure-I

<u>Sl.No</u>	<u>Particulars</u>	<u>To be filled in by the Bidder</u>	<u>Page No</u>
1	Name of the Agency		
2	Details of EMD		
	(i) Amount		
	(ii) Draft No.		
	(iii) Date		
	(iv) Issuing Bank		
3	Date of establishment of the Agency and Registration No with Labour Deptt.		
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the Authorised person		
5	Whether registered with State/Central Government Authorities (Yes/No) Please attach document		
6	PAN No. (Attach Copy of PAN Card)		
7	GST Registration No. (Attach Copy of GST Certificate)		
8	EPF Registration No. (Attach Copy of EPF Certificate along with the PF returns for the last three month i.e. May,2019 to July,2019)		
9	ESI Registration No. (Attach Copy of ESI Certificate)		
10	Whether the firm is blacklisted or Debarred by any Government Department or any criminal case is registered against the firm (if no. an affidavit to be attached to this effect.)		
11	Solvency certificate from Bank for Rs. 50.00 (fifty) lacs.		
12	Average Annual turn over minimum Rs. 2.00 crores of the last three financial years.		
13	Work Order Copy and Work Completion Certificates (Attach Copy) Yes/No		

Place:

Signature of the Bidder:

Date:

Office Seal:

FINANCIAL BID - PRICE BID(computers works)

SI No.	Particulars	Quantity	Cost in Rs. (per month)	
			In Figures	In Words
01	Monthly rent of Computer & ups with maintenances	06		
02	Rent Laser printer with cartridge and Maintenance	06		
03	A. One tally operator	01		
	B. Computer Operator	05		
	Total Rs.			

Amt in Rupees

Note :

1. We also agree and abide with the terms and conditions/scope of works stipulated in the bid document.
2. My offers/bids are in compliance of Minimum Wages Act and any other Labour laws.
3. The contract is for one year shall be extended as per concern para of the bid document.
4. The quantity shown above is tentative however the actual quantity will vary.
5. All rates are in Indian Rupees.

Place: _____

Date : _____

Signature of the Bidder
Office Seal