

Contract | अनुबंध



Contract No | अनुबंध क्रमांक: GEMC-511687750887783

Contract Generated Date | अनुबंध तिथि: 29-Dec-2023

Bid/RA/PBP No. | बोली/आरए/पीबीपी संख्या: [GEM/2023/B/4188538](#)

Organisation Details संगठन विवरण	Buyer Details खरीदार विवरण
Type प्ररूप: Central Government	Designation पद: ACIT
Ministry मंत्रालय: Ministry of Finance	Contact No. संपर्क नंबर: 0183-2504815-143001
Department विभाग: Department of Revenue	Email ID ईमेल आईडी: buyer-ccitasr@gov.in
Organisation Name संगठन का नाम: Central Board of Direct Taxes (CBDT)	GSTIN जीएसटीआईएन: -
Office Zone कार्यालय क्षेत्र: Pr Cit1 Amritsar	Address पता: New C.R. Building, Maqbool Road, Amritsar, AMRITSAR, PUNJAB-143001, India

Financial Approval Detail वित्तीय स्वीकृति विवरण	Paying Authority Details भुगतान प्राधिकरण विवरण
IFD Concurrence आईएफडी सहमति: Yes	Role: DDO
Designation of Administrative Approval प्रशासनिक अनुमोदन का पदनाम: CCIT	Payment Mode भुगतान का तरीका: PFMS
Designation of Financial Approval वित्तीय अनुमोदन का पदनाम: CCIT	Designation पद: Admin Officer
	Email ID ईमेल आईडी: harpreet.kaur1@incometax.gov.in
	GSTIN जीएसटीआईएन: -
	Address पता: New C.R. Building, Maqbool Road, Amritsar, AMRITSAR CITY, PUNJAB-143001, India

Consignee Details परेषिती विवरण		
S.No क्र.सं.	Consignee Name & Address परेषिती नाम & पता	Service Description सेवा विवरण
1	Contact संपर्क: -9530704006- Email ID ईमेल आईडी: ddo1277.cbdtc.pb@gembuyer.in GSTIN जीएसटीआईएन: - Address पता: New C.R. Building, Maqbool Road, Amritsar, AMRITSAR, PUNJAB-143001, India	Manpower Outsourcing Services - Minimum wage - Semi-skilled; Admin; Mali/Gardener

Service Provider Details सेवा प्रदाता विवरण	
GeM Seller ID जेम विक्रेता आईडी: 5DF5190000934799	Company Name कंपनी का नाम: RUDRA SECURITY AND MAINTENANCE SERVICES
Contact No. संपर्क नंबर: 09814812277	Email ID ईमेल आईडी: RUDRASECURE2017@GMAIL.COM
Address पता: plot no 4,Guru nanak nagar,Amritsar,PO batala, Amritsar, PUNJAB-143501, -	MSME verified एमएसएमई सत्यापित: Yes
MSME Registration number एमएसएमई पंजीकरण संख्या: UDYAM-CH-01-0002276	MSE Social Category एमएसई सामाजिक श्रेणी: General
MSE Gender एमएसई लिंग श्रेणी: Male	GSTIN जीएसटीआईएन: 03AAXFR9073M1ZA

*GST / Tax invoice to be raised in the name of | जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा - Buyer

Service Details | सेवा विवरण

Service Start Date (latest by) | सेवा प्रारंभ दिनांक (नवीनतम): 01-Jan-2024 Service End Date | सेवा समाप्ति तिथि: 31-Dec-2024

Category Name | श्रेणी नाम: Manpower Outsourcing Services - Minimum wage

Billing Cycle | बिलिंग चक्र: monthly

Description विवरण	Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Semi-skilled	
Type of Function	Admin	
List of Profiles	Mali/Gardener	
Educational Qualification	Secondary School	
Specialization	Not Required	
Post Graduation	Not Required	
Specialization for PG	Not Applicable	
Experience	3 to 7 Years	
Zipcode	NA	
District	NA	
Minimum daily wage (INR) exclusive of GST	617	
	4	3.85

Bonus (INR per day)	0
EDLI (INR per day)	0
EPF Admin Charge (INR per day)	103.96
Optional Allowances 1 (INR per day)	0
Optional Allowances 2 (INR per day)	0
Optional Allowances 3 (INR per day)	0
ESI (INR per day)	20
Provident Fund (INR per day)	0
Number of working days in a month	26
Tenure/ Duration of Employment (in months)	12

Total Amount (Formula) | कुल राशि (सूत्र) :

((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)*1.18 + (Percentage of Service charge inclusive of GST*(Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day))*Number of working days in a month)/100) *Number of Resources to be hired*Tenure/ Duration of Employment (in months))

Total Value without Addons ऐडऑन के बिना कुल मूल्य (INR)	1126768.98
Total Addon Value कुल ऐडऑन मूल्य (INR)	0
Total Value Including Addons ऐडऑन सहित कुल मूल्य (INR)	1126768.98

Additional Details अतिरिक्त जानकारी
<ul style="list-style-type: none"> Title for Optional Allowances 1 : NA Title for Optional Allowances 2 : NA Title for Optional Allowances 3 : NA Designation : Semi Skilled Worker

Amount of Contract | अनुबंध की राशि

Total Contract Value Including All Duties and Taxes सभी शुल्क और करों सहित कुल अनुबंध मूल्य (INR)	1126768.98
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Price Break up offered | मूल्य विभाजन की पेशकश की : [Price Break up offered Document link](#) | [प्राइज़ ब्रेक अप ऑफ़र किए गए दस्तावेज़ लिंक](#)

SLA Details | एसएलए विवरण

Service Level Agreement

Manpower Outsourcing Services – Minimum Wage Based

1 Agreement Overview

This is a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Manpower Hiring Agency/Service Provider. The purpose of this Agreement is to facilitate implementation of Manpower Hiring Service at the Buyer's premises, or any other premises approved by the Buyer. This Agreement outlines the scope of work, Buyer's obligations, special terms and conditions related to service delivery and payment of services. The Agreement remains valid till completion of services or end of contractual duration (whichever is earlier) unless mutually extended by both the parties.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

- General terms and conditions for Services; ("GTC")
- Service Specific Standard Terms and Conditions ("STC") of the Services contracts shall include the service level agreement (SLA) for the service.
- BID/ Reverse Auction specific Additional Terms & Conditions (ATC) as specified by the buyer.

The above terms and conditions are in reverse order of precedence i.e., ATC shall supersede Service specific STC which shall supersede GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with the scope of work and SLA as enumerated in this document shall be construed to be part of the Contract/Agreement between the Buyer and Service Provider.

2 Objectives and Goals

The objective of this Agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and responsibilities of both parties
- Present a clear, concise, and measurable description of services offered to the Buyer
- Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified
- To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons

This Agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same.

3 Parties to the Agreement

The main stakeholders associated with this agreement are below-

- Buyer:** Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed
- Service Provider:** Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, permitted assignees, successors and nominees as described in the agreement

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ deductions in case of non-adherence to the defined terms and conditions.

4 Terms & Conditions:

4.1 Buyer's Obligations:

- The Buyer shall provide workspace (seating area, work desk, furniture etc.) for the manpower hired through Service Provider, the Buyer shall also arrange necessary gate/ entry pass to Buyer's premise/ designated premise for the manpower.
- Working shifts (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between Buyer and Service Provider and should follow all the labor laws.
- The Buyer shall directly or in consultation with the Service Provider provide the necessary training to the manpower for Buyer specific tools, applications, and machinery etc., if

required.'

- iv. The Buyer shall provide, free of charge unimpeded access to all the infrastructure which is required to perform the Services. It may include use of stationery, printer, electricity, internet, Buyer specific servers, data drives, tools, and software etc. However, use of such infrastructure shall be limited for official purpose only.
- v. The Buyer shall make necessary arrangements for use of basic facilities like water pots/ machines, cafeteria, washrooms etc. for manpower working at Buyer's premise/ designated premise.
- vi. TA/ DA shall be payable directly by the Buyer, in case of travel included in the scope of work, on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking such travel for the project/assignment.
- vii. In case of services hired on annual basis and 5 working days, the manpower will be entitled to 08 days of casual leaves per year on pro-rata basis and in case of 6 working days, the manpower will be entitled to 15 days casual leave per year on pro-rata basis. Beyond specified leaves as applicable, leave will be treated as leave without pay (LWP) for which necessary deduction will be made by the Buyer in the amount billed by the Service Provider, if no replacement of manpower is provided.
- viii. The Buyer shall have the right, within reason, to have any personnel removed who is undesirable with proper reasoning & justification.
- ix. The Buyer will have option to replace the proposed manpower in case of non-performance, non-delivery or in any other exceptional case, however replacement of the manpower will be in same category with same degree of skills, educational qualification, and number of years of experience, also prior approval for the same to be provided by the Buyer.
- x. In case if the Buyer has selected the option in the bid for retention of existing resource/resources of previous service provider, then service provider shall retain those resources. In such cases, the Buyer shall be responsible for ensuring the qualification eligibility of those resources as per the contract requirement. Any extra costs incurred by Service provider for onboarding those resources on their payroll shall be borne by Service Provider. Service Provider shall include any such costs in the service charges quoted by them during the bid participation.

4.2 Service Provider's Obligations:

- i. The Service Provider would be required to provide sufficient and qualified manpower, capable of supporting the functioning of the project/department in a manner desired by the Buyer. Any mismatch in demand and supply of the manpower such as number of employees, educational qualification, sectoral/ desired work experience etc. may lead to deductions and/or replacement of the resource with the matching skillset based on the approval from buyer.
- ii. The service provider/contractor shall be responsible for paying wages to contract labour at rates not less than the minimum wages as notified by the Appropriate Government.
- iii. The service provider/contractor shall be responsible for paying bonus to contract labour in the manner prescribed by the Payment of Bonus Act, 1965 & shall get reimbursed from the buyer.
- iv. The service provider/contractor shall be responsible for paying proportionate gratuity to contract labour who have rendered continuous service as per the provisions of the Payment of Gratuity Act, 1972
- v. Service Provider shall adhere to the timeline given by Buyer for providing the required manpower on Buyer's premise/ designated premise.
- vi. The Service Provider shall not assign its rights or obligations under this Contract, in whole or in part, nor enter any subcontract to perform any portion of this Contract, without the written consent of the Buyer. The Service Provider shall be responsible and liable to deliver the services as per the contract.
- vii. The Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.
- viii. The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The biodata/ resume, qualification and experience of the said manpower should be verified/certified by the Service Provider. In case any of such document is found to be false at any stage, it would be deemed to be a breach of terms of contract making the Service Provider liable for legal action.
- ix. The Service Provider shall be responsible for police verification, character, and antecedents' verification of the manpower. The same may be verified by the Buyer at the time of joining of the manpower, if he/she so desires.
- x. The manpower provided by the Service Provider shall not be deemed employees of the Buyer department hence the compliance of the applicable acts/ laws will be the sole responsibility of the Service Provider.
- xi. The Service Provider shall furnish the following documents in respect of the manpower deployed by them to Buyer's premise/ designated premise in the given time limit:
 - a. List of persons deployed (monthly)
 - b. Biodata/ resume with antecedents' details (at the time of deployment)
 - c. Copy of Aadhaar Card of the candidates (at the time of deployment)
 - d. Identity Cards issued by Service Provider bearing photograph (within 8 days of joining)
 - e. Identity proof and residential proof (at the time of deployment)
 - f. Copy of police verification certificate (at the time of deployment)
 - g. Copy of birth certificate, if required (at the time of deployment - for domicile purpose)
 - h. Details of PF Account Number of resources
- xii. The Service Provider shall nominate a coordinator/ Single Point of Contact (SPOC) who shall be responsible for regular interaction with the Buyer Department so that optimal services of the persons deployed could be availed without any disruption.
- xiii. The attendance of the manpower shall be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises.
- xiv. All selected manpower shall wear Identity Card provided by the Service Provider every day during working hours.
- xv. The Service Provider shall issue the letter of deployment to every deployed manpower and a copy of same shall be submitted to Buyer.
- xvi. In an event of deployed manpower availing leave, and if required by Buyer, suitable substitute(s) shall be provided by Service Provider as per mutual understanding with Buyer. Service Provider shall communicate the same to buyer in advance.
- xvii. In case of any resource permanently leaving the organization or taking leave for a longer duration, service provider shall communicate the same to buyer at least 1 month prior to the last working day of a resources. Suitable substitute(s) shall be provided by Service Provider as per mutual understanding with buyer.
- xviii. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- xix. The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required for providing the services under this Agreement are valid during the entire period of the Agreement; failing which the Buyer can take appropriate action including imposition of deductions and termination of contract. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
- xx. In case of continuous work (24 hours or more than 26 days in a month), Service Provider shall be responsible to change the shifts and manpower in compliance with the labor laws.
- xxi. The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees during the currency or after expiry of the Agreement.
- xxii. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.
- xxiii. The persons deployed shall treat as confidential all data and information received from the Buyer and obtained in the execution of its responsibilities under this Contract/ Agreement, in strict confidence and will not reveal such information to any other party including the Service Provider without the prior written approval of the Buyer. In view of this, the persons deployed shall be required to sign a non-disclosure agreement and breach of the same shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract and termination of contract.
- xxiv. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer.
- xxv. No deployed manpower shall be allowed to stay in the Buyer's premise/ designated premise unnecessarily after working hours without Buyer's permission.
- xxvi. Any damages/ losses caused by deployed manpower shall be borne by the Service Provider. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider during their performing the functions/duties, or for payment towards any compensation.
- xxvii. The Service Provider shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. The Buyer shall, in no way be responsible for settlement of such issues whatsoever.
- xxviii. The Service Provider shall be responsible for timely payment of take-home remuneration to the manpower and deposit of EPF and ESI (both employee and employer share), failing which deductions shall be made by buyer.

- xxix. The Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the Buyer Department or any other authority under Law.
- xxx. The Service Provider shall ensure regular payment to the deployed manpower to their entitlements like monthly salaries/ wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
- xxxii. The wages of every person deployed upon or in any establishment upon or in which less than one thousand persons are employed, shall be paid before expiry of the seventh day after the last day wage-period in respect of which the wages are payable. In any other establishment, wages of every person employed shall be paid before expiry of tenth day after last day wage-period. Payment of salary/ wages to the employees shall be made in their bank accounts only, no cash or kind payment shall be made.
- xxxiii. The Service Provider shall furnish statement of amount paid for the month to the manpower deployed along with Transaction Details and Bank account from which the payment has been made. Service Provider shall furnish copy of bank statement in support of amount paid as and when required by Buyer.
- xxxiiii. The Service Provider shall also deposit EPF and ESI of both employer and employee share within 15th day of the month of payment of wages.
- xxxv. The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly/ quarterly/ half yearly/ annual return if any before the EPF and ESI authorities.
- xxxvi. All applicable taxes and duties other than mentioned in the contract document, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same.
- xxxvii. The Service Provider, at all times, will ensure that the services being provided under this Contract/Agreement are performed strictly in accordance with all applicable laws, order, byelaws, regulations, notifications, guidelines, rules, standards, recommended practices etc. and no liability in this regard will be attached to the Buyer.

4.3 Special Terms & Conditions:

- i. As per the Contract Labour Regulation and Abolition Act, 1970, the service provider/contractor shall be responsible for ensuring that wages are paid to the contract labour on time. The principal employer/buyer shall ensure that the wages are paid on time to the contract labour by the service provider/contractor. In case the service provider/contractor fails to pay the wages on time or makes short-payment, the principal employer/buyer shall be liable to pay the wages to the contract labour directly and recover the amount from the service provider/contractor.
- ii. The Buyer will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the manpower or by the Service Provider. The manpower as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the Buyer will not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules etc. shall only rest with the Service Provider. An indicative list of central labor laws is provided under Annexure 1.
- iii. The cost of services quoted by the Service Provider shall cover all aspects of service delivery and include all the components of salary/ wages (minimum wage, insurance, PF, ESI etc.) and taxes, as applicable.
- iv. As per DoE OM No.F.6/1/2023-PPD dated 6th January 2023, the minimum service charges for Manpower Outsourcing Services has been fixed as 3.85%. The contracts concluded through this service shall be in compliance with the above mentioned OM.
- v. No advance payment shall be made to the Service Provider.
- vi. Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same.
- vii. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook, and service feedback.
- viii. Payment shall be made only after submission of invoices, attendance sheet, logbook, service feedback, documentary proofs for PF/ESI/EDLI etc. payments. Non-submission of the same may lead to delay/ deduction in payment.
- ix. All the deductions (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same.
- x. Payment to the manpower resources by the service provider shall be made through bank transfer only, in no circumstance cash payment shall be made.
- xi. In case of any changes in the minimum wages or any statutory wage component as per the Applicable Laws during the Contract period, the Buyer shall pay the Service Provider the differential amount in wage. It is clarified that such increase in the wages will not have any impact on the service charges. The total value of the service charge to be paid by the buyer to service provider shall remain same as per the original contract value.
- xii. Service provider will submit the invoice & upload the supporting documents such as attendance sheet, logbook etc. on GeM portal
- xiii. Buyer will review the documents provided by service provider & may either accept or reject based on actual performance. If required, buyer may impose any non-delivery deductions, SLA deductions, over & above the invoice submitted by service provider.

5 Deductions

Deductions can be imposed by the Buyer for the following:

S. No.	Description	Deductions		
		1st Instance	2nd Instance	3rd Instance
1	Non-deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 Days, 1 day wages of the resources which are not deployed, per day. Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value.		
2	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act	-	-
3	If the employee is found responsible for any theft, loss of material/ articles and damages	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the Buyer. Replacement of employee within 2 days.	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
4	If the employee is found responsible for disobedience/ misconduct	Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value

S. No.	Description	Deductions	Buyer failing	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 1 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Substitute within 2 days of intimation from buyer failing which, up to 15 days, 2 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Cancellation of the contract with cancellation charges @ 10% of the order value	3rd Instance
6	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.			Cancellation of the contract with cancellation charges @ 10% of the order value		
7	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs. 100 per day per resource, warning to Service Provider to deposit the said amount within 7 working days	Rs. 200 per day per resource, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to Buyer		Cancellation of the contract with cancellation charges @ 10% of the order value		

6 Payment Terms

- The Payment procedure as specified in the General Terms and Conditions (GTC) of GeM will be applicable.
- Payment schedule to be as per payment terms specified in bid document/ATC by the buyer.

7 Undertaking

The service provider/contractor shall not make any unauthorized deductions from the wages of the contract labour and provide below undertaking:

"The Service Provider hereby undertakes not to charge any money/fees/ deductions in whatever manner, name or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Service Provider further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."

8 Formula Used

8.1 Cumulative Cost (Daily): -

"d" = "bp" + "esi" + "pf" + "edli" + "bonus" + "admin" + "nm1" + "nm2" + "nm3"

Where,

"bp" = Basic dailywage (INR) exclusive of GST

"pf" = Provident Fund (INR Daily)

"edli" = EDLI (INR Daily)

"esi" = ESI (INR Daily)

"bonus" = Bonus (INR Daily)

"admin" = EPF Admin Charge (INR Daily)

"nm1" = Optional Allowance 1 (INR Daily)

"nm2" = Optional Allowance 2 (INR Daily)

"nm3" = Optional Allowance 3 (INR Daily)

"m" = Cumulative Cost (INR Daily)

8.2 Total: -

"tcv" = $(d * 1.18 + d * sc / 100) * nd * t * q$

Where

"tcv" = Total Contract Value

"d" = Cumulative Cost (Daily) as calculated in 10.1 above

"sc" = Service Charge in %age, as quoted by service provider

"nd" = No. of working days in a month

"t" = Tenure for which service is required (In no. of months)

"q" = Quantity (No. of resources required by buyer)

Annexure - 1

- The Minimum Wages Act, 1948
- The Payment of Wages Act, 1936
- The Payment of Bonus Act, 1965
- The Equal Remuneration Act, 1976
- The Trade Unions Act, 1926
- The Industrial Employment (Standing Orders) Act, 1946.
- The Industrial Disputes Act, 1947
- The Weekly Holidays Act, 1942
- The Factories Act, 1948
- The Plantation Labour Act, 1951
- The Mines Act, 1952
- The Building and Other Constructions Workers' (Regulation of Employment and Conditions of Service) Act, 1996
- The Motor Transport Workers Act, 1961
- The Beedi and Cigar Workers (Conditions of Employment) Act, 1966
- The Contract Labour (Regulation and Abolition) Act, 1970.
- The Bonded Labour System (Abolition) Act, 1976
- The Sales Promotion Employees (Conditions of Service) Act, 1976
- The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979

19. The Cine Workers and Cinema Theatre Workers (Regulation of Employment) Act, 1981
20. The Dock Workers (Safety, Health and Welfare) Act, 1986
21. The Child Labour (Prohibition and Regulation) Act, 1986
22. The Working Journalists and Other Newspapers Employees (Conditions of Service) and Miscellaneous Provisions Act, 1955
23. The Working Journalists (Fixation of rates of Wages) Act, 1958
24. The Employees' Compensation Act, 1923
25. The Employees' Provident Funds and Miscellaneous Provisions Act, 1952
26. The Employees' State Insurance Act, 1948
27. The Maternity Benefit Act, 1961
28. The Payment of Gratuity Act, 1972
29. The Unorganized Workers' Social Security Act, 2008
30. The Building and Other Construction Workers Cess Act, 1996
31. The Mica Mines Labour Welfare Fund Act, 1946
32. The Cine Workers Welfare (Cess) Act, 1981
33. The Cine Workers Welfare Fund Act, 1981
34. The Limestone and Dolomite Mines Labour Welfare Fund Act, 1972
35. The Iron Ore Mines, Manganese Ore Mines and Chrome Ore Mines Labour Welfare (Cess) Act, 1976
36. The Iron Ore Mines, Manganese Ore Mines and Chrome Ore Mines Labour Welfare Fund Act, 1976
37. The Beedi Workers Welfare Cess Act, 1976
38. The Beedi Workers Welfare Fund Act, 1976
39. The Labour Laws (Exemption from Furnishing Returns and Maintaining Registers by Certain Establishments) Act, 1988
40. The Employment Exchange (Compulsory Notification of Vacancies) Act, 1959

Additional Required Data/Document(s) : Buyer | अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार

1. The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years : The Annual Turnover of the service provider/contractor should not be less than Rs. Two crore for each of last three Financial Years 2020-21, 2021-22 and 2022-23
2. **Geographic Presence: Office registration certificate** : The service provider/contractor should have a registered office in Amritsar as on 1/4/2023.
3. **Scope of work & Job description** : [click here](#)
4. Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act : [click here](#)

Additional Data/Document(s) : Seller | अतिरिक्त डेटा/दस्तावेज़ : विक्रेता

1. Certificate (Requested in ATC) : [click here](#)
2. Statutory Auditor Certificate : [click here](#)
3. Project Experience And Certificates With Respect To Eligibility Criteria : [click here](#)
4. Copy Of Labour Licence/epf/esi Registration Letter/certificate : [click here](#)
5. Copy Of Certificate For Incorporation/registration Of Bidding Entity Under Appropriate Act/authority In India : [click here](#)
6. Auditor Certificate For Profit Making Entity In Last 3 Yrs : [click here](#)
7. Registration Certificate For Geographical Presence As Required By Buye : [click here](#)

ePBG Detail | ईपीबीजी विवरण

Advisory Bank सलाहकार बैंक :	NA
ePBG Percentage(%) ईपीबीजी प्रतिशत (%) :	NA

Terms and Conditions | नियम और शर्तें

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2. Buyer Added Bid Specific Terms and Conditions-

2.1 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

2.2 Buyer Added Bid Specific Scope Of Work(SOW):

Text Clause(s)

Additional Terms & Conditions (ATC)

—

A. General Conditions to be satisfied by the service provider/contractor

That the service provider/contractor will provide the services of

a) 4 persons for Semi-Skilled

- **3 Gardner/Mali**

- 1 Cook
- b) **8 persons for unskilled workers**
 - 1 Peon
 - 7 Sweeper

for the O/o CCIT Amritsar for a period of one year from **01.12.2023 to 30.11.2024**

- i) That the buyer party shall pay to service provider/contractor as is agreed in next para.
- ii) That the services and compensation of services referred to in clauses 1 and 2 above would be as follows-

S.No	Type	Rate per day (in Rs.)	Commission
1	Manpower Outsourcing Services - Minimum wage* Semi-Skilled and Unskilled Worker: Gardner, Peon, Sweeper and Cook	Rs. 617/- + ESIC+EPF (Excluding GST)	As per bid quote by the second party in his/her tender.

(*) Note: The minimum wages are fixed by the CCIT, Amritsar vide order bearing F. No. CIT/ASR/DEO/2022-23/249 dated 19.05.2022 as per Chandigarh UT DC rate. The copy of said order has been uploaded in the BID document.

- v) **The service provider/contractor should have a registered office in Amritsar as on 1/4/2023.**
- (v) It is the responsibility of the Service Provider to provide manpower as per Buyer's requirement. The person deployed should not be below the age of 18 years old.
- (vi) The service provider/contractor should have at least 3 years experience in providing of Manpower Outsourcing Services in any Central Government office and the experience certificate should be attached with technical bid.
- (vii) The Annual Turnover of the service provider/contractor should not be less than Rs. Two crore for each of last three Financial Years 2020-21, 2021-22 and 2022-23 and a certified copy of balance sheet and profit and loss account and Income Tax Returns for A.Y. 2021-22, AY 2022- 23 and AY 2023-24 must be enclosed as proof.
- (viii) The service provider/contractor should have sound financial capacity and **minimum capital of Rs. 20 Lacs** as on date of tender in bank account. A proof in the form of bank statement showing such balance must be attached along with technical bid.
- (ix) The workers would be paid at the fixed prevailing rate as decided by the CCIT, Amritsar by the service provider/contractor on or before 7th day of the following month.
- (x) The service provider/contractor should have valid service tax registration/ GST and PAN/TAN which is to be quoted in the sealed quotation and it should never be defaulted to make the above payment.
- (xi) The service provider/contractor should be registered with ESIC & EPF authorities and the attested copies of proof thereof should be provided along with the technical bid.
- (xii) Any financial bid containing zero percent commission rate will be rejected to avoid any fictitious Service provider.
- (xiii) It would be the responsibility of the contractor to make alternate arrangements if for some reason workers/staff is not available. In case the manpower is not available, no payment will be made for the day for that person, rather a penalty equivalent to cost per day of manpower will be levied and deducted from the monthly bill.
- (xiv) The requirement of this office may further increase or decrease during the period of contract and the contracting agency would have to provide additional manpower, if required on the same terms and conditions.

- (xv) If Buyer requires additional manpower during the contract period; Buyer shall inform about the same with specific requirements to the Service Provider 2 days prior to the employment start date.
- (xvi) The Buyer shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer in case of any emergencies.
- (xvii) The bills have to be submitted along with the acknowledgement/proof of payment. The contractor should also maintain all relevant registers, records and accounts & produce the same to this office as and when required.
- (xviii) The workers have to be paid for only the number of days they have worked.
- (xix) In case there are complaints against any Gardner, Peon, Sweeper and Cook, he/she should be reprimanded/ replaced immediately.
- (xx) This office could ask the contractor to increase or reduce workers depending on the need on same terms and conditions.
- (xxi) In case of non-compliance of the above terms and conditions of contract "a penalty may be levied on the basis of certificate signed by the Controlling Authority". The penalty for some of the defaults is as under:-

S.No	Nature of Default	Penalty of Rs.
1	Late Reporting	Rs. 100/- per day per worker
2	Non Reporting	Rs. 1,000/- per day per worker
3	Refusal of duties	Rs. 1,000/- per instance
4	Non-observance of dress-code, if any	Rs. 100/- per instance
5	Change of personnel without prior permission	Rs. 1,000/- per instance

B. Other conditions

- (i) The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Contracting Agency/Service Provider only. There will not be any employer-employee relationship between the persons deployed by the service provider/contractor and the Income-tax department. Department/office will not involve in any dispute between the service provider and workers of the service provider/contractor.
- (ii) The service provider/contractor shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any person or third party.
- (iii) All damages caused by the personnel to the property of the office shall be recovered from the service provider/contractor.
- (iv) This office reserves the right to extend the contract further, on the same terms and conditions subject to satisfactory performance of the service provider/contractor.
- (v) No other person except service provider/contractor's authorized representative shall be allowed to enter the offices.
- (vi) Aadhaar/PAN Numbers of each Gardner, Peon, Sweeper and Cook will be verified by the service provider/contractor and they will be allowed to work in this office only after proper police verification. Proper identification card shall be provided by the service provider/contractor to the person deployed as Gardner, Peon, Sweeper and Cook and it must be ensured that the same are worn to work & ID Cards are displayed on person.
- (vii) The service provider/contractor shall ensure that workers deployed by it maintain discipline of the highest order and that they restrict themselves to their assigned work only.
- (viii) Any incidence of inappropriate behavior by any of the Gardner, Peon, Sweeper and

Cook will lead to breach of agreement and will be sufficient cause for termination of a greement if such person is not removed immediately.

- (ix) Notwithstanding anything contained herein, this office reserves the right to terminate the services of the service provider/contractor at any time without giving any notice or reasons whatsoever.
- (x) The Service provider/contractor will have to issue wearable photo identity cards of its persons & will be required to display it all time while in office failing which the person may be asked to leave the premises & penalty of Rs. 100/- on each instance of failure will be levied.
- (xi) The bill shall be submitted by the service provider/contractor on or before 7th of the following month. At the time of submission of bill for payment, the contractor/service provider should submit the proof for the previous payment made towards statutory liabilities. The service provider/contractor shall make only statutory deduction from the wage paid to the personnel. Payments shall be made only to the contracting agency and on monthly basis as per actual services. The service provider/contractor has to raise invoices in the first week of the next month for the services rendered in this month. The department shall make payment according to the availability of the funds.

LEGAL

- i) The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Employees State insurance, Provident Fund and other labour laws etc. in respect of the persons deployed by it in this Office as this office has no privity of contract with the employees.
- ii) The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Office of the O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Maqbool Road, Amritsar to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- iii) The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law
- iv) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions Of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.
- v) In case, the tendering Agency fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the Office is put to any loss/obligation, monetary or otherwise, the Office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
- vi) All existing statutory regulations of Central Government shall be adhered to by the service provider/contractor and all records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.

C. General terms and conditions & nature of duties for Semi-Skilled and Unskilled workers.

1. Gardner

- a) Developing and upkeep of lawns/garden/flowers pots, et, in the premises of the Department i.e. CR Building, CR Colony, Guest House etc.
- b) Any other work assigned by the O/o CCIT Amritsar or Estate Incharge

2. Cook

- a) Cooking & related works in guest house etc.
- b) Any other work assigned by the O/o CCIT Amritsar or Estate Incharge

3. Peon

(Desired educational qualification-10th)

- a) Attending the bell of the officers.
- b) Ensuring that sitting arrangement in the officers' room is hygienic and clean be

fore the commencement of office hours.

- c) Ensuring the visitor's lounge/place is kept clean and in order before the commencement of office hours.
- d) Bringing and serving Water, beverages and lunch to the officers and also visitors if so desired by the officers.
- e) Carrying files and dak etc. to the officer/ official concerned in the office as well as in the officers/officials residence.
- f) Going on tour with the officers.
- g) Distribution of dak in different offices etc

4. Sweeper

- a) Cleaning office rooms/bathrooms, common area in the premises of the Department i.e. CR Building, CR Colony, Guest House etc. before commencement of office hours and during office hours.
- b) Any other work assigned by the O/o CCIT Amritsar or Estate Incharge

D. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regard. GST reimbursement will be as per actual or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

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.

E. FINANCIAL CONDITIONS

The service provider/ contractor will have to specify the amount to be charged by it towards Service charges/commission for providing the Semi-Skilled and Unskilled workers. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from wages of personnel, service providers bidding at 0% commission shall be disqualified.

In case multiple Service providers quoting same rates the competent authority will decide the allocation based upon their capital position and past contract experience with own and other government departments.

Schedule of Requirement- An affidavit (or the stamp paper of Rs. 100/-) is required to be submitted by the successful Service provider at the time of award of contract regarding the fact that the persons employed by the contractor shall be the employees of the Service provider for all intents and purposes and, in no case employer-employee relationship between the said persons and the O/o CCIT, Amritsar shall accrue implicitly or explicitly and the Service provider shall solely be responsible for providing all the statutory benefits (as per relevant laws) e.g. EPF, ESI to eligible Staff employed by it. The affidavit should also contain a declaration that Service provider shall make payment of compensation under the Workmen's Compensation Act 1923 or any other applicable Acts or Enactments in case of injury or death of any of its workers will be paid by the Service provider. The affidavit should also contain a declaration that the Service provider shall take care of all other statutory liabilities as well) in the most sincere manner and shall solely be responsible for the same.

F. IMPORTANT NOTE

Bidder should ensure that the following documents are part of the QUALIFYING-cum TECHNICAL BID:

- a) Copy of PAN CARD.
- b) Copy of Service Tax/GST Registration Certificate
- c) Copy of Registration Certificate with EPF
- d) Copy of Registration Certificate with ESI
- e) Any other proof required in the tender document.
- f) Certified copy of balance sheet, profit and loss account and Income Tax Returns for A.Y . 2021-22, AY 2022-23 and AY 2023-24.

Note: This is system generated file. No signature is required.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।