Chhattisgarh State Civil Supplies Corporation Limited, NavaRaipur, Atal Nagar Raipur (CG)

TENDER NOTICE

(THROUGH GeM PORTAL)

FOR ENGAGEMENT OF MANPOWER OUTSOURCING SERVICE

TENDER YEAR 2025-27

(S.N./Establishment/CGSCSC/2025-26/698-A Dated 21-8-25)

Chhattisgarh State Civil Supplies Corporation Limited

(GeM TENDER)

FOR ENGAGEMENT OF MANPOWER AGENCY FOR SUPPLY OF MANPOWER

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SECTION-1
(INVITATION FOR BID)

I.I. INVITATION FOR BID–

COMPETITIVE BIDDING:- FOR ENGAGEMENT OF MANPOWER AGENCY FOR OUTSOURCING OF PERSONNEL

SECTION1: INVITATION FOR BID

The Chhattisgarh State Civil Supplies Corporation Limited, invites online bids from eligible bidders for Supply of Manpower across the State for a period of 02 (Two) Year to be extendable further 06 Months. **The supply of resources as per the qualification criteria as mentioned in the document as per the requirement (Refer Section 4 - 4.2 Resource Qualification Criteria)**

1) The complete bidding process is defined in ensuing chapters.
2) Bidders are advised to read carefully the tender document and related Corrigendum, if any, (uploaded on the GeM portal) and check their eligibility before participating in the bid.

S. No.	Particular	Description
1	**Scope of Work**	Provide manpower Services in Office of Head Quater & District offices, Chhattisgarh State Civil Supplies Corporation Limited for Execution of the CGSCSC service in the various district of Chhattisgarh state headquarter & district offices as required by the corporation on time to time.
2	**Mode of Tender**	Online Submission via GeM Portal
3	**Tender Number**	**S.N./Establishment/CGSCSC/2025-26/**698A**------Dated** 21-8-25
4	**Date of issue of Tender Document**	**Date** 22-8-25
5	Pre Bid Meeting	Pre Bid meeting will be held on 02-09-25 at CGSCSC head office meeting hall 2:30 pm/am. All suggestions and queries should be reached at head office by email- nanheadoffice@gmail.com or by post or by hand at 11am on the same day.

6	**Last date, time of bid Submission**	Date 23-09-25 Time 5PM through GEM Portal
7	Date, Time and place of opening Tender (via GeM Portal)	Date, 23-9-25 Time 11 AM Chhattisgarh State Civil Supplies Corporation Limited Sector 24, Office Complex Block7A - 2nd Floor Atal Nagar, Nava Raipur
8	Address for communication	Chhattisgarh State Civil Supplies Corporation Limited Sector24, Office Complex Block 7A -2nd Floor Atal Nagar,Nava Raipur
9	Contact Person	AGM (Admin) Contact no:-0771-2288703 Email Address:- nanheadoffice@gmail.com
10	Earnest Money Deposits	**Rs.8,00,000/- (Rupees Eight Lakhs only) Through RTGS/ NEFT/Internet banking (Note - Refer:- Section 5-5.2.4)** **Name of Beneficiary** : - CG STATE CIVIL SUPPLIES CORPORATION LTD Account No.-10822706427 Name of Bank:-State Bank Of India Branch Name:-Commercial Branch, Pachpedi Naka, Raipur Bank Address:- Pachpedi Naka, Pujari Park Raipur (CG) IFSC CODE- SBIN0008536
11	Validity of Tender	The Bid Proposal will be valid for 180 days from the Bid Opening Day.

SECTION-2

- **DEFINITIONS**
- **ABBREVIATIONS**

2.1. DEFINITIONS:-

2.1.1 In this Contract, the following terms shall be interpreted as indicated:-

A. **"Bidder" Agency under Companies act/Limited Liability Partnership (LLP)/Firm/Sole Proprietorship/Partnership Agency Participating for Tender/Service Provider/ Manpower Supplier firm which is participating in the tender process. Joint venture/Consortium will be not applicable.**

B. **"TheContract"** means the **agreement** Chhattisgarh State Civil Supllies Corporation Limited, Government of Chhattisgarh, and the vendor, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices there to and all documents incorporated by reference there in.

C. **"Tendering Authority"** means Managing Director, Chhattisgarh State Civil Supplies Corporation Limited.

D. **"Agency"** means any agency who is a successful bidder and to whom the contract has been awarded.

E. **"The Contract Price"** means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations.

F. **"Services"** The services which are required to run the project successfully under the Contract/ Project.

G. **"Day"** means a working day as per the Chhattisgarh Government.

H. **"The Competent Authority"** means the Chhattisgarh State Civil Supplies Corporation Limited.

I. **"Contract** Period" means a period of **02 year** from the date of Agreement which will be extendable further 06 months.

J. **"Vendor/ServiceProvider"** means the successful Bidder to whom the work/contract has been awarded.

2.2. ABBREVIATIONS:-

- **CGSCSC-** Chhattisgarh State Civil Supplies Corporation Limited
- **EPF/PF-** Employee Provident Fund.
- **ESIC -** Employees' State Insurance Corporation.
- **PAN -** Permanent Account Number.
- **TAN -** Tax Deduction and Collection Account Number
- **GST -** Goods and Services Tax.
- **SPR -** Satisfaction Performance Report.
- **FY -** Financial Year.
- **EMD-** Earnest Money Deposit.
- **MSME-** Micro Small and Medium Enterprises.
- **UDIN-** Unique Document Identification Number.
- **GOI -** Government of India.
- **QCBS-** Quality and Cost based Selection.
- **UAN-** Universal Account Number.
- **CA -** Chartered Accountant
- **RTGS -** Real Time Gross Settlement
- **FDR-** Fixed Deposit Receipt

SECTION-3
(PROJECT PROFILE)

- **INTRODUCTION**
- **OBLIGATION** OF THE AGENCY/PERSONNEL ENAGED BY THE AGENCY/CGSCSC

3.1. INTRODUCTION:-

Chhattisgarh State Civil Supplies Corporation Limited was constituted under Companies Act, 1956 Dated on 13.03.2001. The main object of the company pursue on its corporation of to undertake the bussiness of purchasing, storing warehousing, distributing, stocking and movement of foodgrains, other foods stuffs, edible commodities such as wheat, rice, sugar, maize, paddy, pulses all kinds including all kinds of grains in the state of Chhattisgarh and elsewhere (whole of India and abroad).

The main function of corporation is to provide concessional rate food grains to Chhattisgarh publics located in remote tribal hilly area at Governments stipulated time through 155 base depot of state 33 districts. Also we are procuring rice from Markfed through millers under specifications of Government of India.

3.2 OBLIGATION OF THE AGENCY-

1. To Agreement for same in **Non-Judicial Stamp Paper** within **10 days** of receiving the Selection Letter Followed by Tender Procedure. All Communication regarding Tender will be in the designated email of the Agency as intimated as part of the Tender. The CGSCSC may prescribe a format for the details to be submitted.
2. To response the Work Order within **10 working** days of receiving the work order from CGSCSC.
3. To direct all personnel to be engaged by the agency in the CGSCSC under the contract to report in the Establishment Section of the CGSCSC at least before 03 days of effective starting date of the contract as may be intimated in the Work Order. They must produce the original Offer of Engagement issued to them by the agency for verification by the CGSCSC.

4. To promptly provide manpower as and when required by the CGSCSC by following due procedure wherever prescribed under the contract.

5. To provide Employee Identity Card in the standard format of the agency to personnel to be engaged by the agency in the CGSCSC under the contract within a week of their respective engagement.

6. To maintain the records/documents of all personnel to be engaged by the agency in the CGSCSC.

7. To maintain the attendance of all personnel to be engaged by the agency in the CGSCSC and submit the same to the CGSCSC within first two working days of following month. The CGSCSC reserves the right to maintain a separate and independent attendance record including Bio-Metric Attendance (if necessary) of all personnel engaged by the agency. In case of difference in the attendance records, the records maintained by the CGSCSC and/or certified by respective unit office shall be considered for payment of Bills of the agency.

8. Based on the attendance record certified by the CGSCSC, to release the payment of all other personnel engaged by the agency within 7th of the following month and comply the statutory requirements like deposit of EPF/ESIC within 15th of the following month.

9. To provide Salary Slip under seal and signature of the authorized personnel showing details of Gross, Deductions and net payment to respective personnel by 15th of the following month.

10. To submit Bill along with Consolidated Payment Details and EPF/ESIC deposit details of all the personnel engaged by the agency in the CGSCSC by 20th of the following month, if applicable.

11. To provide Salary related documents to the personnel engaged by the agency in the CGSCSC for the purpose of Bank Loan or any other purpose as may be requested by the concerned person within 07 days of receipt of such request.

12. To provide Experience Certificate under seal and signature of the authorized person of the Agency to the personnel engaged by the agency in the CGSCSC for the purpose submission as part of their Resume or application for any other job or for any other purpose as may be requested by the concerned person within seven days of receipt of such request by the Authorized Person Deputed by the agency in the CGSCSC.

13. To indemnify for any loss caused to the CGSCSC by the negligence or any other reason attributable to the personnel engaged by the agency in the CGSCSC either individually or collectively or for any theft or damage of the property of the CGSCSC done by the personnel engaged by the agency in the CGSCSC. The report submitted by the Fact-Finding Committee constituted by the CGSCSC shall be final and binding on the agency for this purpose.

14. Not to engage any person who is not eligible for any employment under the Government. Examples include but are not limited to the following:-

    a. Persons below the age of 21 and persons exceeding the age of 45.
    b. Persons with criminal records and/or who have been convicted by any court of law.
    c. An insolvent person.
    d. Agency certified that all Persons are qualified and eligible for required Post.

15. The Agency shall be responsible for linking of UAN's for all the person deployed in CGSCSC and complete all the necessary formalities as required under EPF/ESIC act, if applicable.

3.3 OBLIGATION OF THE PERSONNEL/MANPOWER ENGAGED BY THE AGENCY IN THE CGSCSC -

The following shall be the obligation of the personnel engaged by the agency in the CGSCSC under the contract. However, the CGSCSC reserves the right to add/amendment the obligations of the personnel engaged by the agency in the CGSCSC under prior notice to the employer- agency.

1. To maintain punctuality, sincerity and honesty to the jobs as may be assigned to them from time to time by the CGSCSC.
2. To keep proper custody and take care of the property of the CGSCSC being kept under their custody and/or which have been assigned them for use in the normal course of work.
3. To be polite to the employees and visitors of the CGSCSC.
4. To carryout all thel egitimate tasks assigned to them by their Reporting official(s) of the CGSCSC.
5. Not to share any document and/or information which is shared to him in the normal course of work to any unauthorized person.
6. To wear the Identity Card issued by the agency during their presence on duty.

3.4 OBLIGATION OF THE CGSCSC-

1. To issue the workorder to the selected agency.
2. To provide working space and facilities to the personnel engaged by the agency in the CGSCSC under the contract to facilitate them to properly discharge their assignments and responsibilities.
3. To intimate to the agency of any compliance required for payment of the monthly bill within 05 working days from receipt of the original bill by the Agency.
4. To make payment of the bill as admissible under the contract and rules applicable within 15 working days of receipt of compliance or within 15 working days of receipt of the bill in case of no discrepancy.
5. To release there fundable deposits under the contract as per the terms applicable to such deposits.

SECTION-4
(SCOPE OF WORK)

4.1.SCOPE OF WORK-

The agency will provide Manpower for the below mentioned resource requirement as listed below (Table 1)

Table1

S.No.	Designation	Applicable Current Wages/ Remuneration/PayRange (InRs.)	Tentative Numbers
1	Software Application Support (Assistant Programmer)	35,165/-	76
2	(Office Assistant) Call Center Operator	18,420/-	5

4.1.1 Above shown numbers are the tentative, It may be increase or decrease as per the requirement of the department. Manpower shall be provided by the vendor on the agreed rate contract to fulfill the operational demands of the department in any other segments.

4.1.2 All of the above mentioned in **Table- 01** required to follow the Rules and Regulations of CGSCSC.

4.1.3 Deployed manpower should be domicile of Chhattisgarh State.

4.2 Resource Qualification Criteria-

Designation, Qualification, Experience and Brief Job Description

S. No	Designation	Educational Qualification and/or Experience	Brief Job Description
1	Software Application Support (Assistant Programmer) (76)	1. MCA/Msc(CS/IT)/BE/BTech(CS/IT/ ET &T) with 1st Division 2. Minimum 1 or more year Exp. of IT related project.	For smooth functioning of Computerization of public distribution system and redressal of technical problems at various levels of C.G. Civil Supplies Corporation Headoffice and distt. leveland District Food Officer at district level, works like ration card management, Core PDS, PDS Online, expansion and implementation of online procurement behalf of Dm NAN and Food Officer of District Food office.
2	(Office Assistant) Call Center Operator (05)	1. Graduate from a recognized university or institution and one year Diploma in Computer/DCA/PG DCA. passed. 2. Certificate of Hindi and English typing speed of 5000 key depressions per hour (through computer and software) (skill test will be taken regarding speed) from recognized board/institution or Chhattisgarh Shorthand Typing Examination Board. 3. Experience of working in call center of government/semi-govrenment institutions.	1. In order to make the Government aware of the feedback or complaints by the beneficiaries (CMR rice, PDS, Ration card, gas cylinder etc. related to Food Department) regarding the work being done by the Government under the public Distribution System and Food security Act 2012.

4.3 Remuneration Payable to Deployed Manpower-

I. Remuneration of personnel to be deployed under the Contract shall be fixed by the CGSCSC and communicated to the agency.

II. Remuneration/Wages of all personnel to be deployed under the Contract shall be regulated as per Central/State Govt. applicable at Chhattisgarh State Contractual rate issued by Chhattisgarh Govt. Finance Department as revised from time-to-time with the approval by CGSCSC, if applicable.

III. In addition to the above remuneration, all personnel deployed under the Contract shall also be paid EPF, ESIC and other statutory obligations as may be applicable from time-to-time. The Employee contribution (EPF, ESIC) will be deducted from manpower Remuneration/ Wages & the Employer contribution & other applicable charges shall be paid by CGSCSC for each manpower to respective agencies for statutory compliance of manpower services. EPF/ESIC will be calculated as on compliance rule or decided by CGSCSC.

SECTION-5

(INSTRUCTIONS TO THE BIDDERS)

Qualifying Criteria, Preparation of Bids, Submission of Bids

5.1. Qualifying Criteria-

- The bidder agency must be a legally valid entity in the form of a agency under companies act/Limited Liability Partnership(LLP) firm/sole proprietorship /partnership agency participating for tender/serviceprovider/manpowersupplier firm which is participating in the tender process.
- Joint venture/consortium will be not applicable.
- Bidder should have minimum average turn over of 12 crore.
- Bidder should have minimum 3 years past experience in similar service.

5.1.1 Technical Evaluation Criteria

S.No.	Description		Document Need to Upload	Maximum marks
1	❖ **Bidder should have average turn over in last 3 FY (2022-23,2023-24,2024-25) (InRs.)**		Annual Turn over certificate certified by **CA** mentioning **UDIN** number at **Annuxure-8** Format.	**20 Marks**
	More than 12 crores-upto 15 crores	**05 marks**		
	More than 15 crores-upto 18 crores	**10 marks**		
	More than 18 crores-upto 20 crores	**15 marks**		
	More than 20 crores	**20 marks**		
2	❖ **Bidder should have valid Labour license of Chhattisgarh state. (In numbers)**		Valid Labour License **(Should be valid as on bid opening date)**	**15 Marks**
	More than 50-upto 100 labours	05 marks		
	More than 100-upto 300 labours	10 marks		
	More than 300 labours	15 marks		
3	❖ **Number of employees registered in EPF in Chhattisgarh state in the F.Y 2024-25 (In numbers)**		1. EPF Challan 2. Required Detail as per **Annexure-4** format.	**17 Marks**
	More than 100-upto 300 Employees	05 marks		
	More than 300-upto 500 Employees	11 marks		
	More than 500 Employees	17 marks		

4	❖ **Registration of firm in the state of Chhattisgarh for operation of the same nature of manpower supply services.**		1. Establishment Registration Certificate **(ServiceTax/Shops And Establishment Registration Certificate/VAT)** 2. Required Detail as per **Annexure-5** format.	**20 marks**
	Upto 05 Year	05 marks		
	More than 05 years and upto 10 years	15 marks		
	More than 10 year	20 marks		
5	❖ **Work Experience Of Providing Human Resources In Chhattisgarh State In The F.Y 2024-25 (In numbers)**		1. Work order & Experience Certificate (Experience Certificate which Validate the Number of man power deployed in FY- 2024-25)	**20 Marks**
	Upto 100 employees	05marks		
	More than 100-upto 200 employees	10marks		
	More than 200-upto 300 employees	15marks		
	More than 300 employees	20 marks		
6	❖ **Experience in providing man power service under the single work order to any Department of Chhattisgarh Government/Corporations/Boards/ PSUs of Chhattisgarh Government. (In numbers)**		1. Work Order and experience certificate (experience certificate which validate the number of manpower deployed). 2. Required Detail as per **Annexure-6** format.	**08 Marks**
	Upto 100 employees	03 marks		
	More than100-upto 150 employees	05 marks		
	More than150 employees	08 marks		

Important Note:-

1) To be eligible for technical evaluation, the Tenderer will have to submit the proof of documents mentioned in the above Table .
2) For Final QCBS Evaluation

QCBS- weightage for Combined Evaluation- (Technical:Financial):(30:70)

3) Only those bidders whose Technical Proposals get a score of 50(Fifty) or above marks out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to lowest on the basis of their technical score.

5.1.2 SUPPORT CRITERIA

1. **Cost of Bidding**: The Bidder shall bear all the costs associated with the preparation and submission of its bid, and "the Tendering Authority" in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.
2. **Bidding Document:** The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and

may result in rejection of the bid.

3. **Amendment of Bidding Documents:** At any time prior to the deadline for submission of bids, this office may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify, change, incorporate or delete certain conditions in the bidding document. In case of Any Amendment in bid document will be notified on **GeM Portal Only**.

5.2. PREPARATION OF BIDS

5.2.1. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Tendering Authority shall be in English/Hindi language.

5.2.2. Bidding Remark

- Bid shall be quoted service charge in percentage(%) only.
- Service charge should not be less than 4% and more than 7%.

5.2.3. Documents Establishing Bidder's Eligibility and Qualification

The Bidder shall furnish, as part of its bid documents, its capability to perform the Contract if his Bid is accepted.

5.2.4. Earnest Money Deposit

a) The Bidder shall furnish, as part of its bid, an Earnest Money Deposit through RTGS/NEFT for an amount of 8,00,000/- **(Indian Rupees Eight lakhs only)** as per details below:-

Name of Beneficiary:-	CG STATE CIVIL SUPPLIES CORPORATION LTD
Account No.-	10822706427
Name of Bank:-	State Bank Of India
Branch Name:	Commercial Branch, Pachapedi Naka, Raipur
Bank Address:-	Pachpedi Naka, Pujari Park Raipur (CG)
IFSC CODE:-	SBIN0008536

Note:- Bidder to indicate bid number & bidding entity in the transaction detail filed at the time of online transfer bidder has to upload scanned copy/proof of the online payment transfer along with bid.

b) An unsuccessful bidder's EARNEST MONEY DEPOSIT will be discharged/refunded as promptly as possible but not later than 30 days after the decision of the financial bid is taken.

c) The EARNEST MONEY DEPOSIT shall be forfeit for following reasons:-

I. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Process.

II. In case of a successful Bidder, If the Bidder fails.

(a) To sign the Contract;or

(b) To furnish the performance security

III. No exemption (MSE /MSME/ STARTUP) for submitting the EMD will be given to any agency including seller/service provider having annual turnover of Rs. 500 Cr. or more.

d) The successful bidder has to deposit balance amount of **Rs. 24,00,000/- (Rs. Twenty-Four lakhs Only)** as S.D. after adjustment of EMD amount before the award of the contract in the form of FDR from any nationalized/scheduled bank at the time of execution of contract with a validity period of 42 months and no interest will be payable for such S.D. amount.

e) This FDR will be released after satisfactory fulfillment of the contract and final settlement of account will be complete after twelve months from the date of last bill raised subject to adjustment of any claim of CGSCSC, arisen out of terms & conditions pertaining to the tender.

f) In Case Bidder EMD amount is not Received/Reflected CGSCSC account as mentioned on above point **5.2.4 (a)** the bidder proposal will not be considered for bidding process.

5.2.5. Period Of Validity Of Bid Proposal.

a) Bids shall be valid for 180 days from the date of bid opening. A Bid valid for a shorter period shall be rejected by The Tendering Authority as non-responsive.

b) In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

5.3 SUBMISSION OF BIDS

5.3.1 Online submission of Bid via GEM (Government E-Marketplace) Portal.

5.3.2 Deadline for Submission of Bids-

1. Bids must be submitted to"THE TENDERING AUTHORITY" in GEM Portal, not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of Bids being declared as a holiday for "THE TENDERING AUTHORITY", the bids will be received up to the appointed time on the next working day.

2. "THE TENDERING AUTHORITY" may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of "THE TENDERING AUTHORITY" and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

5.3.3. Withdrawal of Bids

In case the Bidder withdraw its bid after the submission, the Bidder's withdrawal notice shall be informed via e-mail to the Tendering Authority prior to the deadline prescribed for submission of bids.

BID OPENING AND EVALUATION OF BIDS

The Tender committee shall evaluate the responses to the tender and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids. The decision of the tender committee in the evaluation of bid shall be final. No correspondence will be entertained outside the process of evaluation with the tender committee. The tender committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in the tender. The steps for evaluation are as follows:-

PROCEDURE ADOPTED

A two-stage procedure will be adopted for evaluation of proposals, first with the Technical bid being completed and thereafter financial proposals being opened and compared.

I. The bid is under QCBS category. The evaluation method adopted as per GeM guide lines.
II. QCBS weightage- (Technical:Financial):(30:70)
III. Technical and Financial score will be adjusted to 2 decimal point.

5.3.6 Methodology adopted for QCBS evaluation-

1. The Evaluation Committee will evaluate the Technical Bids of the bidders who clear the preliminary scrutiny.
2. The bidders are bound to use the format included in the tender document. Tender documents submitted in different formats will be rejected outright.
3. The bidders must furnish the necessary documents to establish their qualifying criteria for each of the items given in the qualifying Criteria. Relevant portions of the documents should be highlighted.
4. Only those bidders whose Technical Proposals get a score of 50(Fifty) marks or more out of 100 (one hundred) shall qualify for further consideration.
5. The scoring criteria to be used for evaluations shall be as follows:-

The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst Bidders which did not get disqualified). Financial Scores for other than L1 Bidders will be evaluated using the following formula:-

In such a case, an Evaluated Bid Score(B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1-X)$$

Where,

C = Evaluated Bid price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

T= the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all

X = weightage for the Price as specified in the Bids.

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid

As an example, the following procedure can be followed. In a particular case of selection of bidder, it was decided to have minimum qualifying marks for technical qualifications as 50 (Fifty) and the weightage of the technical bids and financial bids was kept as 30:70.(Thirty:Seventy).

In response to the RFP, three proposals, A, B & C were received. The technical evaluation committee awarded the following marks as under:

A: 75Marks
B: 80Marks
C: 90Marks

The minimum qualifying marks were 50 (fifty) thus, all the three proposals were found technically suitable. Using the formula T/T_{high}, the following technical points are awarded by the evaluation committee:

A: 75/90= 83 points
B: 80/90= 89 points
C: 90/90=100 points

The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

A: Rs.120.
B: Rs.100.
C: Rs.110.

Using the formula C_{low}/C, the committee gave them the following points for financial proposals:

A: 100/120 = 83 Points
B:100/100 = 100 points
C: 100/110 = 91 points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:
Proposal A: 83 x 0.70 + 83 x 0.30 = 83 points.
Proposal B:100 x 0.70 + 89 x 0.30 = 96.7points
Proposal C:91 x 0.70 + 100 x 0.30= 93.7points.

The three proposals in the combined technical and financial evaluation were ranked as under:
Proposal A: 83 points: H-3
Proposal B: 96.7 points: H-1
Proposal C: 93.7 points: H-2

Proposal B at the evaluated cost of Rs.100 (Rupees One hundred) was, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

OPENING OF BIDS BY "THE TENDERING AUTHORITY-

a) "THE TENDERING AUTHORITY" will open all bids as per schedule mentioned in Tender Documents.
b) If all the documents mentioned in section5.1.1 are not enclosed/Not Clear/Blurred /Inlegible/Manipulated in the technical bid the tender will be summarily rejected.
c) The decision of the Tender Committee in this regard will be final and binding on the bidder and cannot be challenged.
d) The dates for opening of the Financial/Price Bid will be informed after the opening of technical bid and completion of technical scrutiny.

5.4.3. Final Evaluation of Bid

1. The technical and financial scores secured by each Bidder will be added using weightage of <30%> and <70%> respectively to compute a Composite QCBS Bid Score.
2. The Bidders securing the highest Composite Bid Score as per GeM Portal selection will be adjudicated as the most responsive Bidder for award of the tender as per

GeM Portal option under QCBS.

3. If more than one bidder obtained the same high mark on final QCBS evaluation the successful bidder will be selected by highest manpower service (in numbers) provided under the single work orders to any Department of Chhattisgarh Govt./Corporation/Boards/PSUs of Chhattisgarh Govt.

   ✓ **Quoted Service Charges in Financial bid will be calculated upon only Gross salary / remuneration/wages (Excluding EPF & ESIC charges).**

5.4.4. Area of Operation

The bid will be published Government E-Marketplace and the area of operation shall be the entire state of Chhattisgarh. The entire work will be awarded to H1 bidder only. (Refer 5.3.6)

5.4.5. Notification of Awards to the Bidder

Prior to the expiry of the period of the bid validity, "THE TENDERING AUTHORITY will notify the successful bidder in writing. The bidder will confirm the same and his acceptance to enter into agreement in writing within 10 days.

5.4.6. Signing of Contract

1) At the same time as "THE TENDERING AUTHORITY" notifies the successful Bidder that his bid has been accepted, the Tendering Authority will send the bidder the Contract Form provided by this office.
2) The successful bidder shall sign the contract and will execute the work as specified in the contract/agreement. If the bidder refuses to accept the award within Ten days and decline/or neglects the signing the contract agreement and does not offer to sign the agreement immediately after one week of receipt of letter of intent and does not sign the contract agreement within a fortnight, the CGSCSC shall forfeit the EMD(Bid security) of the bidder & shall also impose on the erring bidder.

5.4.7. Extension of Contract

1. The Contract shall be initially for 02 year from the date of agreement and the same may be extended as per requirement of the CGSCSC based on satisfactory performance.

2. The contract duration may be further extended as per GeM Guideline upto 25% (such as 06 Month) subject to satisfactory performance of the agency and requirement of the CGSCSC decision.

5.4.8. Corrupt or Fraudulent Practices

1) The Tendering Authority requires that the Bidders/contractors under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tendering Authority defines for the purposes of this provision, the terms set forth as follows:-
   a) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and
   b) "Fraudulent practice" means a misrepresentation of facts to influence a procurement process or an execution of a contract to the detriment of the Tendering Authority and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Tendering Authority of the benefits of the free and open competition.
2) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
3) Will declare a firm ineligible, either indefinitely or for a stated period, to be awarded a contract if it determines that the firm has engaged in corrupt and fraudulent practices in competing for, or executing, a contract.
4) The past performance of the bidder will be cross checked if necessary. If the facts are proven to be dubious the bidder's tender will be ineligible for further processing.
5) The bidder/party is not expected to rescind from the contract during the contract period. However, in case the bidder rescinds the contract, the Security Deposit shall be forfeited, and CGSCSC may also take on suitable measures such as blacklisting the agency for further contract with the CGSCSC and intimation the

facts to similar Institutions, Govt. organization etc.

- ✓ **The Integrity Pact will be signed by the successful Bidder & Tendering Authority as per tender documents**

5.4.9 .Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, "THE TENDERING AUTHORITY'S" interpretation of the clauses shall be final and binding on all parties.

5.4.10. The decision taken by the Tendering Authority-

The decision taken by the Tendering Authority in the Tender evaluation process will be full and final.

5.5 Order For Arrangement Of Document To Be Submitted By The Successful Agency Before Deployment Of Manpower-

1. Contract agreement duly signed as per requirement of the CGSCSC.
2. List of manpower for deployment in CGSCSC containing full details i.e. Name, date of birth, qualification, experience, category, address, phone number, Aadhar card number, EPF Number, ESIC Number, etc.
3. Offers of appointment issued to the candidates with their acceptance.
4. Undertaking by firm/agency to the effect that no legal/police case & pending against any of the candidates and that no candidates has ever been convicted by any court of law.
5. **Other document as required by CGSCSC & TENDER RULE**

SECTION-6
(GENERAL CONDITIONS OF CONTRACT SERVICE LEVEL STANDARDS)

6.1. Penalty Clause

Penalty for non-compliance and/or non-adherence to the required obligation under the contract shall be as given below:-Penalty will be imposed by the Managing Director CGSCSC for not following the terms and conditions given in the tender.

6.2. EXIT MANAGEMENT

This clause sets out the provisions which will apply on expiry or termination of the contract with successful bidder (here in after referred to as vendor in this section). The exit management period starts 3 months before the expiry of contract or in case of termination of contract, the date on which the notice of termination is sent to the vendor. The exit management period ends on the date agreed upon by the department or one year after the beginning of the exit management period, whichever is earlier. The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the vendor carry out their respective obligations set out in this Exit Management Clause.

6.3. Termination for Default

6.3.1. The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:-

a) if the Bidder fails to deliver any or all the manpower within the period(s) specified in the Contract,

b) if the Bidder fails to perform as per the performance standards.

c) If the Bidder, in the judgment of The Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

6.3.2. In Circumstances mentioned in a,b,c above the Tendering Authority may exercise the following option: -

a) Ask the agency to leave and terminate the Contract.

6.3.3. In case of premature termination of Contract for no fault of Bidder the Tendering Authority may exercise the following options:-

a) Direct the agency to take back the Manpower and without any additional compensation.

b) Direct the agency to take back the Manpower & pay him the cost of Manpower less the depreciation as per the Income Tax Act / Rules.

6.4. Jurisdiction of Courts

The courts of India at Chhattisgarh have exclusive jurisdiction to determine any proceeding in relation to this Contract.

6.5. Modification

Any modification of this Contract shall be in writing and signed by an authorized representative of each Party.

6.6. Termination for Insolvency

The Tendering Authority may terminate the Contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Tendering Authority.

6.7. Resolution of Dispute

The matter regarding any dispute shall first be sorted out at the level of Managing Director, CGSCSC. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996.

6.8. Binding Clause

All decisions taken by "THE TENDERING AUTHORITY" regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

Tendering Authority's Reserves The Right

1. To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or to reject any or all the tenders without assigning any reason whatover thereof or may terminate the tender process midway without assigning any reason.
2. The Decision regarding acceptance of Tender by the Tendering Authority will be full and final.
3. Tendering Authority's Right to Accept/Reject Any or All Bids "THE TENDERING AUTHORITY" reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, without there by incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Tendering Authority's action.

6.10 GENERAL CONDITIONS OF CONTRACT

1. The manpower service provider firm shall be governed by the laws of India and interpretations in accordance with such laws.
2. The manpower service provider firm shall make the payment to the manpower by depositing payment in their bank accounts and proof of payment will be submitted along with following month bill.
3. The Contracting agency shall make in advance payment to deployed manpower in stipulated time i.e. following months 10th day after receiving of attendance from concerning district manager/head office/section head. The Contractor agency shall not deny making of payment due to not disbursement of previous/current month submitted bill.
4. The contracting agency shall ensure that the manpower deployed in CGSCSC, conforms to the technical specifications of age, educational and skill qualifications prescribed by CGSCSC.
5. The manpower service provider firm shall be responsible for all injuries and accidents to persons employed by him. In the event of injury, illness or accidents to any manpower, CGSCSC, will not be liable to pay any compensation.

6. The manpower service provider firm shall have to engage the required number of manpower.

7. The manpower service provider firm shall not appoint any sub company/ agency to carry out any obligation under the contract. Violation of closure may lead to instant termination of contract without any notice period.

8. The manpower service provider firm shall maintain attendance register records including the number and names of the manpower engaged in the office for works as per scope of the contract.

9. The agency or shall abide by all the laws of land including labour laws, EPF, Income Tax, GST or any other taxes, companies act, tax deduction liabilities, welfare measures of its employees and all other obligations that is being instructed in such cases and are not essentially enumerated and defined here in, though any such burden/duty shall be the exclusive responsibility of the agency and it shall not involve CGSCSC in any way whatsoever. Compliance of these provisions shall be ensured at the time of making monthly payments.

10. The claims in bills regarding ESIC, EPF and Service/GST tax etc. Should be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be with held till such proof is furnished, at the discretion of CGSCSC

11. The contract shall commence from the date as mentioned in the agreement which shall be accepted by the manpower service provider firm as per the terms and conditions mentioned in the agreement.

12. If the bidder repeatedly violates the terms and conditions ofthe contract or fails to supply required number of manpower despite CGSCSC having served him proper notice of 03 months for termination of the contract, the bidder shall be liable to be terminated and security amount so deposited shall be forfeited.

13. The manpower service provider firm shall replace immediately any of its personnel who are found unacceptable to the CGSCSC because of security risks, incompetence, and conflict to interest, improper conduct etc. Upon receiving a notice from the competent authority of the CGSCSC.

14. Deployed manpower will be entitled for 18 days casual leave during the calendar year. Consecutive 03 days leave will be treated as NO PAY.

15. In case of deployed manpower asked to travel from one center to another center or District to Head Office, Raipur for official work their travelling expenses will reimburse on production of bus/train shortest route ticket and lodging will be restricted upto Rs 750/- per day.

16. The normal working hours shall be 10.00 am to 05.30 pm with half hour lunch break from 01.30 pm to 02.00 pm . However; the timing may be changed at the discretion of the CGSCSC from time to time.

17. CGSCSC is not responsible for any dispute of manpower supplied with the agency and the manpower provided shall not in any way be treated as the employees of the CGSCSC.

18. In case of termination of this contract on its expiry or otherwise, the persons employed by the manpower service provider firm shall not been titled to claim for any absorption nor for any relaxation for absorption in the regular/ otherwise capacity in the CGSCSC also state govt.

19. The required strength of manpower under various categories is indicative only. However, the deployment shall be as per actual requirement to be decided in consultation with the manpower service provider firm and in case of any increase/decrease in the actual deployed strength shall increase/ reduce the payment to be made proportionately.

20. In case of disputes for non-payment of wages to the supplied manpower or any other disputes, the payment due to the manpower service provider firm can be withheld till settlement of the disputes by the CGSCSC.

21. Bidder representative need to come along with the authorization letter from bidder firm as format prescribed in annexure 3.

22. The contractor agency deposited security amount will be released after expiry of 12 month of agreement. Meanwhile any grievances received from deployed manpower regarding non- payment of salary will be adjust from security amount. After adjustment remaining security amount will release to contracting agency. However, If any security amount found insufficient to meet non-payment of salary of grievance deployed manpower, the same has to deposit by the contractor agency. If he fails to comply the same. The "Tendering Authority" may initiate to recover amount as per Revenue Recovery Certificate (RRC).

ANNEXURE-1
(BID LETTER)

To

Managing Director,
Chhattisgarh State Civil Supplies Corporation ltd.
Sector 24,Office Complex Block 7A
2nd Floor Nava Raipur
Atal Nagar (C.G.)

Subject: **Proposal for Manpower Services.**

Reference: **GeM Tender No: (S.N./Establishment/CGSCSC/2025/ --------Date ----------).**

Sir/Madam,

We, the under signed Bidders, having read and examined in detail all the Tender documents do here by propose to provide the services as specified in the Tender document number **GeM Tender No: (S.N./Establishment/CGSCSC/2025/------) Dated** ----------along with the following:-

1. **EARNEST MONEY DEPOSIT (EMD** - We have paid EMD through **Through RTGS/NEFT/Internet banking** for the sum of Rs 8,00,000/- (Rupees Eight Lakhs only). This EMD is Liable to be forfeited in accordance with the provisions of the General Conditions of the Contract.
2. **CONTRACT SECURITY DEPOSIT** We here by declared that if the contract is awarded to us, we shall submit FDR **Rs. 32,00,000/- (Rupees Thirty-Two Lakhs only)** as security deposit in the form of FDR with valid for 42 months.
3. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Competent Authority.
4. We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documentsand instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact.
5. It is here by confirmed that I/We are entitled to act on behalf of our corporation/company/organization and empowered to sign this document as well as such other documents, which may be required in this connection.
6. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
7. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Place: **Seal & Name of the Bidder**

Note: The above form Should be duly certified in Bidder letter head.

ANNEXURE-2

(BIDDER PROFILE)

1). **Bid Reference:-**

S.No	Name of bidder	
1	Details of the authorized contact person of the Bidder. **(NAME/POST/CONTACT NUMBER)**	
2	Office Address in Chhattisgarh	
3	Year of Establishment	
4	Type of Company Put Tick () mark **(Joint venture/consortium will be not applicable)**	**Agency under Companies act/ Limited Liability Partnership (LLP)/ Firm/ Sole Proprietorship /Partnership Agency Participating for Tender/Service Provider/Manpower Supplier firm)**
5	Telephone Number(s)	
6	Email Address/Website	
7	PAN No.	
8	GST Registration Number	
9	EPF & ESIC Registration Number	
10	Labour License Number	

2). **Experience in same or similar project completed:- Details of other organizations where such contracts undertaken (Copy of work orders & experience certificate to be attached)**

SNo	Name & Address of the organization with contact No	Description of project	Number of personnel supplied	Period of Contract	Whether Govt /Semi Govt/ bodies /Corporation etc	Amount/value of contract	Completion Date	Reason for termination (if currently no valid)	Remark
1									

3). **Details of major projects only:-**

S.no.	Name of Company /firm	Brief Description of project	Order Value(Rs)	Project Status

4) The following documents are attached towards the proof of earnest money deposited.

S.no.	Earnest Money Deposit through	UTR Number	Dated	Drawn on Bank

5) We agree to abide by all the conditions mentioned in this Tender issued by the Tendering Authority and the further conditions of the said Bid documents given in the attached sheets all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

6) We accept payment modality as mentioned in the bid document.

Dated:-

Seal & Name of the Bidder:

Place:

Note: Above form should be duly certified by bidder & attached with Minimum Eligibility criteria.

ANNEXURE-3
(BIDDER'S AUTHORISATION CERTIFICATE)

To,

Managing Director,
Chhattisgarh State Civil Supplies
Corporation Ltd.
Sector24, Office Complex
Block-7A 2nd Floor Nava Raipur
Atal Nagar (C.G.)

<Bidder\Name'..... <Designation>.....

..... is here by authorized to sign relevant documents on Behalf of the company in dealing with Tender of reference No. **GeM Tender No:** **(S.N./Establishment/CGSCSC/2025/----)** & Date ----------. He is also authorized to attend meetings & submit technical & commercial Information as may be required by you in the course of processing above said tender.-

Name>

Thanking
you,
Authorized Signatory.

Seal & Name of the Bidder:

ANNEXURE-4

(Number of employees registered in EPF in the F.Y 2024-25)

SNo.	Name of organization /company/ firm	Company establishment code	Company EPF Registration number	Payment Confirmation receipt (TRN NO.)	Challan month	No. Of Employees	Remark
Total							

Name of the Bidder:-
Signature:-
Seal of the Organization:-
Office:
Address
Email:-
Phone:-

Note: Above certificates should be duly certified by firm attached with technical bid.

ANNEXURE-5

Registration of firm in the state of Chhattisgarh for operation of same nature of manpower supply services.

S.N.	Registration date	Registration number (shops and establishment registration certificate/service tax/vat)	Nature of Work

Note: Above certificates should be duly certified by firm attached with technical bid.

Name of theBidder:-
Signature:-
Seal of the Organization:-
Office:
Address
-Email:-
Phone:-

ANNEXURE-6

Experience in providing manpower service under the single workorder to any Department of Chhattisgarh Government/Corporations/Boards/PSUs of Chhattisgarh Government.

S.N.	Workorder issued organisation Name/ Address /Contact no.	whether government/ semigovt./ bodies/ corporation etc.	contract period	workorder number/ date	work end date	amount of work order/ contract	MANPOWER PROVIDED UNDER WORK ORDER			REASON FOR TERMINATION (IF CURRENTLY NO VALID)
							DESIGNATION OF MANPOWER	NUMBER OF MAN POWER SUPPLIED	NAME OF PLACE WHERE MANPOWER DEPLOYED	

Note: Above certificates should be duly certified by firm attached with technical bid.

Name of the Bidder:-
Signature:-
Seal of the Organization:-
Office:
Address-
Email:-
Phone:-

ANNEXURE-7

(Format for submitting GEM Online Financial Bid)

To

Managing Director,
Chhattisgarh State Civil Supplies
Corporation ltd.
Sector 24, Office Complex Block 7A,
2nd Floor NavaRaipur
Atal Nagar (C.G.)

SUBJECT: PROPOSAL FOR ENGAGEMENT OF MANPOWER AGENCY FOR OUTSOURCING OF PERSONNEL/SERVICE PROVIDER

Sir,

Where by submit the quotation for Service Provider order employment of Manpower required by CGSCSC as under:-

S No.	Service Charges quoted In Percentage

Note:-

1. Service Charges quoted should not be less than 4% not more than 7%.
2. GST will be paid extra as applicable.
3. The Bidder should only quote service charges in percentage.
4. Service charge percentage will consider at two decimal point only.
5. EPF, ESIC will be applicable as per prevailing rules of GOI will be borne by the CGSCSC.
6. Service Charges will be calculated upon only Gross salary /remuneration/ wages(Excluding EPF & ESIC charges).

Name of the Bidder:-
Signature:-
Seal of the Organization:-

ANNEXURE-8

(Format for showing Turnover on Chartered Accountant Letter Head)

This is to certify that **Bidder Name** With Full Address has made following receipts / turnover on account of **Manpower Services** undertaken by the said firm for the period mentioned below:-

Bidder Name	
FINANCIAL YEARS	**TURNOVER**
2022-23	
2023-24	
2024-25	

Date_____

Place_____

Signature
Chartered Accountant
(With Name and Seal)