



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



3rd Floor, Biscomaun Tower, Gandhi Maidan, Patna – 800001 Tel: 0612-2219175

Email:- spm.proc.bgsys@bihar.gov.in, Website: www.sprc.bgsys.co.in &

<https://state.bihar.gov.in/biharprd/CitizenHome.html>

Ref: BGSYS/Admin & HR/Accountant cum IT Assistant/1092/2023/...339

Date: 08/07/2023

OPEN E-TENDER NOTICE

Inviting open E-Tender for **Hiring of manpower agency** intended for payroll management of outsourced Accountant cum IT Assistant & outsourced Executive Assistant/DEO in panchayats, blocks and all district across the Bihar state. Last date & time for Submission of E-tender is **14:00 Hrs. (IST) on 14-09-2023** along with hard copy of entire technical bid documents duly signed by authorized person. Bid document may be submitted online through <https://eproc2.bihar.gov.in> and may be downloaded from website: <https://state.bihar.gov.in/biharprd/CitizenHome.html>.


(Jaideo Sinha)

State Project Manager-Procurement



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar

3rd Floor, Biscomaun Tower, Gandhi Maidan, Patna – 800001 Tel: 0612-2219175

Email:- spm.proc.bgsys@bihar.gov.in, Website: www.sprc.bgsys.co.in &

<https://state.bihar.gov.in/biharprd/CitizenHome.html>



167

Reference: BGSYS/Admin & HR/Accountant cum IT Assistant/1092/2023/340

Date: 08/07/2023

Inviting Online Request for Proposal (RFP) Through e-Proc for Hiring of Outsource manpower agency intended for Payroll Management of Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, blocks & district across the Bihar State.

BGSYS, Panchayati Raj Society is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj Society and in the development journey of government. BGSYS wants to hire services of an Outsource manpower agency intended for Payroll Management of Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, Blocks & district across the Bihar State.

Required Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, blocks, districts across the Bihar State.

Sl. No.	Description of Post	Qualification & Experience	Est Qty.
1	Accountant cum IT Assistant (One for each Panchayat)	B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate.	6391
2	Accountant cum IT Assistant (one for each Block)	B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate.	533
3	Accountant cum IT Assistant (Two for each District)	B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate.	76
4	Executive Assistant/Data Entry Operator	10+2/intermediate from a recognized board with certification in DCA/ADCA (as per ANNEXURE-II) and typing speed of minimum 25 words per minute in Hindi & 30 words per minute in English.	329

Note: The age limit will be in accordance with the provisions prescribed by the State Government.

*** This no. may increase or decrease as per requirement.**

All Terms & Condition and eligibility criteria for the agency may be downloaded from the websites. Interested agencies may download the RFP document from our (PRD) website <https://state.bihar.gov.in/biharprd/CitizenHome.html> & our BGSYS website: <http://sprc.bgsys.co.in/> and submission through online <https://eproc2.bihar.gov.in/>. Duly filled bids (only in the prescribed format with all attached document) will be accepted up to 14.00 Hrs (IST) on or before **14th September, 2023** and will be opened online through <https://eproc2.bihar.gov.in/EPKV2Web/> on the same day i.e., **14th September, 2023 at 16.00 Hrs (IST)** in the presence of bidders/authorized representatives who choose to attend, if any change shall intimate through PRD website.

(Jaideo Sinha)

State Project Manager - Procurement

166



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



1. Important Dates and Times/Bid Document:

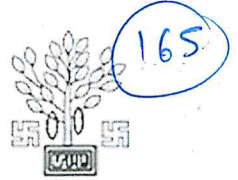
1.1	Name of the work	Online RFP through e-proc for hiring of Outsource manpower agency intended for Payroll Management of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, blocks & districts across the Bihar State.
1.2	RFP Notice No	BGSYS/SPRC/eProc/2021/008, BGSYS/Admin & HR/Accountant cum IT Assistant/1092/2023
1.3	RFP Fee/EMD	<ol style="list-style-type: none"> 1) RFP Document Fee (Non-refundable): Rs 5,000/- (Rupees five thousand only) to be paid online. 2) RFP Processing Fee (Non-Refundable): Rs. 590 (Rupees five hundred ninety only) to be paid online. 3) EMD (Refundable): Rs. 2,83,00,000/- (Rupees Two crore Eighty-Three lakhs Only) to be paid online/ Bank Guarantee. This shall be returned to unsuccessful bidder after completion or rejection of bid process. In case of Bank Guarantee, the original Bank Guarantee should reach the concerned office a day prior before the date of submission of tender. (The bidders which are registered Micro/Small scale unit seeking exemption for payment of EMD should submit valid copy of "UDYAM REGISTRATION CERTIFICATE" along with annexure page details (if, eproc2 site powered by Beltron allowed to exemption provided in online tendering- elsewhere society return the EMD as soon as possible)
1.4	Date of Issue of RFP	08/07/2023
1.5	Pre bid meeting	18/08/2023, 16:00 Hrs (IST) at BGSYS office, 3 rd floor Biscomaun Tower, Gandhi Maidan, Patna-800001.
1.6	Last Date and time for receipt of RFP	14/09/2023 on or before 14:00 Hrs (IST) online through https://eproc2.bihar.gov.in/EPV2Web/ .
1.7	Date and Time for opening Technical Part of the RFP (Online)	14/09/2023, 16:00 Hrs (IST) (Technical Opening)
1.8	Place of Opening of RFP	BGSYS, Conference Hall, 3 rd floor, Biscomaun Tower, Gandhi Maidan, Patna-800001.
1.9	Availability of RFP Document & Amendment (if any)	May be downloaded from the Website & https://state.bihar.gov.in/biharprd/CitizenHome.html & http://sprc.bgsys.co.in/ and submission through online https://eproc2.bihar.gov.in/
1.10	Address for communication	BGSYS, 3 rd Floor Biscomaun Tower, Gandhi Maidan Patna-800001
1.11	Email ID and contact details	Tender & Prebid Related email ID : spm.proc.bgsys@bihar.gov.in For technical submission related: Email Id: eproc2support@bihar.gov.in Toll Free Number: 1800 572 6571 (Working Hours: 8AM to 7PM (All days in week except Sunday and few selected state holidays) - eProc 2.0 Help Desk Address: : For support related to e-tendering process - mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar
1.12	For RFP related Contact Details	0612- 2219175 (if not able to contact kindly visit BGSYS office, 3 rd floor Biscomaun Tower, Gandhi Maidan, Patna-800001). During office Hours from 09:30 A.M. to 6:00 P.M. (Monday to Friday)
1.13	Last date and time of	The bidders are also required to submit Hard copy of uploaded all

M. medu



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



	Submission of Hard Copy of technical Bid	documents of technical bid on or before 14/09/2023, 14:00 in BGSYS office, 3 rd floor Biscomaun Tower, Gandhi Maidan, Patna-800001. Must submit uploaded document in hard copy also, the bidders should be rejected if not-submitted Hard copy.
1.14	Mode of RFP	Electronic Mode only through: https://eproc2.bihar.gov.in/

INVITATION FOR BIDS (IFB)

Panchayati Raj

State villages have always been assigned importance in our social as well as economic activities. Since, ancient times 'Gram' remain stand as a unit. At present, majority of countries population living in rural areas.

Mahatma Gandhi, described village as a unit for gram swaraj. Gram swaraj means, totally independent from neighbors for one's own great desires, but it is reliable each other as dependent republic.

Panchayati Raj is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj and in the development journey of government.

In pursuance of the provisions made in the 73rd Constitution (Amendment) Act, 1992, the Bihar Panchayat Raj Act, 2006 has been enacted, which provides for establishment of Gram Panchayat at village level, Panchayat Samiti at Block level and Zila Parishad at District level. At present, 8057 Gram Panchayats, 533 Panchayat Samitis and 38 Zila Parishads are functional in the State. Gram Panchayats are divided into wards, which are approximately 1.15 lacs in number. In addition to establishment of three-tier Panchayats, a Gram Kachahri has also been established at each Gram Panchayat for dispensation of justice at the doorsteps of rural populace.

Vision:

The Government of Bihar, as part of its vision of decentralization, is committed to endow the Panchayats with such powers and authority as may be necessary to enable them to function as vibrant units of local self-government and be converted into empowered, inclusive, transparent and accountable entities.

BGSYS (SPRC & DPRC)

Bihar Gram Swaraj Yojna Society (SPRC-State Panchayat Resource Centre located in Patna district & DPRC-District Panchayat Resource Centre located in all 38-districts head quarter of Bihar) an autonomous body under the Society of Panchayati Raj, Government of Bihar.

Vision

SPRC & DPRC is committed towards strengthening of Panchayati Raj Institutions (PRIs) as a part of its vision on decentralization.

SCHEDULE FOR INVITATION OF TENDER

General Instructions

- 1.0 Bidders shall submit their RFP in TWO PARTS (Technical & Financial, both online) and hard copy of technical bid.
- 2.0 Services offered should be strictly as per details mentioned in this RFP Document. Please spell out any unavoidable deviations, article-wise, in your RFP under the heading "Deviations".

164



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



- 3.0 Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical or commercial clarifications sought regarding the RFP, even if any deviation or exclusion may be specifically stated in the RFP. Such price changes shall render the RFP liable for rejection.
- 4.0 Bidder shall quote the prices of services as mentioned valid for 180 days.

CHAPTER-I

INSTRUCTIONS TO THE BIDDER

ARTICLE-I: DEFINITIONS

In this document, unless the context specifies otherwise, the following words and phrases shall mean and include:

1. "Agreement" means the document signed by the Office Head of concerned Office and the Bidder that incorporates any final corrections or modification to the Tender and is the Legal document binding both the parties to all terms and conditions of the Contract.
2. "RFP" means the complete bidding document submitted by the Bidder to the Authority and shall include any corrections, addenda and modifications made therein.
3. "Bidder" shall mean a corporate entity firm or a corporation or consortium eligible to participate in the Tender in the stages of Pre-qualification, Bidding process and shall include the successful Bidder during the currency of the Contract.
4. "Resource" shall mean the person providing services as per job chart.
5. "Contract Period" shall mean entire term of the contract.
6. "Contract" shall include the scope of work as outlined for which the Bidder shall be paid in accordance with the terms and conditions of the Agreement.
7. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Bidder selection and Contract execution.
8. "Department/Society" shall mean Bihar Gram Swaraj Yojna Society Patna for this purpose.
9. "PR" means Panchayati Raj.
10. "Financial Capability" means financial worthiness of Bidders as per the terms of the Tender.
11. "Government" shall mean the Government of Bihar.
12. "Local Language" means the language declared by the concerned State Government as their official language.
13. "Management Information System" means the method of information gathering, processing and presenting used by the implementer of the Project to ensure its successful execution.
14. Prime bidder means main bidder meeting required technical and financial eligibility criteria point when RFP is with consortium or joint venture.
15. "Tenderer" means the B/ institution, which is floating this tender.
16. "Total Accepted Tender Value" means the total value of services and supplies as covered under this Tender and agreed upon by the Tenderer and the Bidder.

ARTICLE-2: PROPOSED PROJECT: -

BGSYS, Panchayati Raj Society is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj Society and in the development journey of government.

In pursuance of the provisions made in the 73rd Constitution (Amendment) Act, 1992, the Bihar Panchayat Raj Act, 2006 has been enacted, which provides for establishment of Gram Panchayat at village level, Panchayat Samiti at Block level and Zila Parishad at District level. At present, 8057 Gram Panchayats, 533 Panchayat Samitis and 38 Zila Parishads are functional in the State. Gram Panchayats are divided into wards, which are approximately 1.15 lacs in number. In addition to establishment of three-tier Panchayats, a Gram

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



Kachahri has also been established at each Gram Panchayat for dispensation of justice at the doorsteps of rural populace. The purpose of this RFP to hire the Services of manpower Service Provider who will provide service of various category resource as per the Qualification and Experience to the concern office and do the fair compliance of all statutory norms and Project requirement.

ARTICLE - 3: ELIGIBILITY CRITERIA FOR BIDDER

- 3.1 The agency must have experience of providing manpower for minimum 7 years.
- 3.2 The agency must have registered office address in Patna or self-certificate to establish office within 15 days in Patna.
- 3.3 Acknowledgement of IT return of last three financial years. (2019-20, 2020-2021 & 2021-22).
- 3.4 GST Registration Certificate.
- 3.5 The Bidder should be fulfilling the following preconditions and must also submit documentary evidence in support of fulfillment of these conditions while submitting the technical RFP. **RFP FROM CONSORTIUMS / JOINT VENTURE SHALL NOT BE ALLOWED.** Claims without documentary evidence will not be considered.

The following shall be minimum eligibility criteria for selection of bidders technically.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a legal entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 and also be an agency/Firm/LLP with legal entity. Bidder in the form of JV/Consortium, is not permitted. In proof of having fully adhered to this minimum eligibility criteria, attested copy of Certificates of Incorporation issued by the respective registrar of companies and Memorandum & Articles of Association with relevant object clauses, shall be acceptable.
- b. **Registrations:** The Bidder should also be registered/ comply/agency with the Income Tax and also be registered under the
 1. Labour laws,
 2. Employees Provident Fund Organization,
 3. Employees State Insurance Corporation.

In proof of having fully adhered to this minimum eligibility criteria, attested copy of PAN, Labour Registration, EPF Registration, ESIC Registration shall be acceptable.

c. Experience:

c.1. Experience: 1

1. The Bidder should have experience in providing similar services for deploying Manpower in single work order in Central Govt. / State Govt. / Govt. PSUs in last Three Financial Years (2019-20 to 2021-22). Such work should consist of not less than **5000 Semi Skilled/ Skilled/ Highly Skilled manpower** and should have completed minimum **two years** Central Govt./ State Govt./ Govt. PSUs. Provide such type of **minimum one (01)** work order/agreement for proof of the experience. [Copy of the work order(s) and experience certificate(s) from the client(s). The work order(s) and experience certificate(s), should clearly indicate the services being provided by the agency and the count of the manpower along with duration (to be verified from Government EPFO Site) deployed by the agency. The bidder shall also be providing Electronic Challan Receipt (ECR) for ESI and EPF, for number of employees]

Jaidev



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



2. The bidder shall provide **05 (Five) work order** for Deploying Manpower with 3 or More projects of deployment of **500 or more** Accountant / Assistant/DEO/ Highly Skilled Technical Manpower in last 3 years (2019-20 to 2021-22) in Central Govt./ State Govt./ Govt. PSUs.

[Copy of the work order(s) and experience certificate(s) from the client(s). The work order(s) and experience certificate(s), should clearly indicate the services being provided by the agency and the count of the manpower along with duration (to be verified from Government EPFO Site) deployed by the agency. The bidder shall also be providing Electronic Challan Receipt (ECR) for ESI and EPF, for number of employees] **Any deployment of less than 3 months will not be considered).**

c.2. Experience: 2

1. The bidder shall provide **three (03) work order** of Rs. **5 Crore** for Deploying Accountant / IT Assistant/Executive Assistant/ DEO/Highly Skilled Technical Manpower in last 3 years (2019-20 to 2021-22) in Central Govt./ State Govt./ Govt. PSUs.
2. The bidder shall also provide **single work order of Rs. 100 Crore or Two work order of Rs. 50 Crore** for similar manpower in last 3 years (2019-20 to 2021-22) in Central Govt./ State Govt./ Govt. PSUs.

In proof of having fully adhered to this minimum eligibility criteria, attested copies of relevant documents for **completed or ongoing** works/Services issued by the Central Govt./ State Govt./ Govt. PSUs shall be acceptable. The bidder has to submit the relevant work experience certificates and work orders conforming to the stipulations, as mentioned in the Eligibility Criteria.

d. Financials:

1. The Bidder should have minimum average annual turnover of **Rs. 100 (One Hundred) crores** in last 3 financial years.
2. The bidder should have minimum positive net worth of **Rs. 10 crores** in last 3 financial year. In proof of having fully adhered to this minimum eligibility criteria attested copy of Audited Balance sheet for the completed three financial years i.e., for 2019-20, 2020-21, 2021-22 and certificate from a Chartered Accountant, with UDIN, certifying the minimum average annual turnover & net worth during last three financial years i.e., for 2019-20, 2020-21, 2021-22.
3. The Bidder should provide solvency certificate of **Rs. 25 (Twenty-Five) crores**.
4. The certificate from a CA with UDIN for certifying the Average annual turnover & Net worth during the last three financial years i.e. for 2019-20, 2020-21, 2021-22 is to be attached.

e. Manpower Strength: The bidder should have minimum **15000 manpower** on its roll. In proof of having fully adhered to this minimum eligibility criteria attested copy of EPF Challans in support of available manpower (duly submitted to EPFO & ESIC) in respect of any one month in last quarter shall be acceptable.

f. Undertaking: The firm or any partners of the firm should not be blacklisted/debarred/Ban by any Government or any other Govt. organization in respect of any assignment in last 5 years. Affidavit from Executive Magistrate to this effect must be submitted. In Such case the RFP may Cause of rejection.

Note: The Society reserves the right to seek further clarifications regarding the documents submitted in the RFP.

T. Jaiswal



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



CHAPTER-II

GENERAL TERMS AND CONDITIONS

ARTICLE -1: CHECKLIST OF DOCUMENTS COMPRISING THE RFP

The RFP submitted shall have the following documents: Part-I

1. Certified copies of documents submitted, as above, must be signed and carry the seal of the authorized signatory.
2. List of present Directors/owners/executive council members/trustees/ Partner/Proprietor/Board members of Bidder.
3. Acknowledgement of IT return & balance sheet of last three financial years. (2019-20, 2020-2021 & 2021-22) (as mentioned in Section 1.3.3 & d).
4. Work order & Agreement/ work order for similar services in last seven years (as mentioned in Section 1.3.1).
5. Self-certification for opening office in Patna (as mentioned in Section 1.3.2).
6. GST Registration Certificate (as mentioned in Section 1.3.4).
7. Attested copy of Certificates of Incorporation (as mentioned in 1.3.a).
8. Certificate of Labour laws (as mentioned in 1.3.b.1).
9. Certificate of Employees Provident Fund Organization (as mentioned in 1.3.b.2).
10. Certificate of Employees State Insurance Corporation (as mentioned in 1.3.b.3).
11. Attested copy of PAN (as mentioned in 1.3.b).
12. Work Order/agreement for Deploying 5000 Manpower in single project (as mentioned in 1.3.c.1.1).
13. 05 (Five) work order for Deploying Manpower with 3 or More projects (as mentioned in 1.3.c.1.2).
14. Three (03) work order value of Rs. 5 Crore each (as mentioned in 1.3.c.2.1).
15. Single work order value of Rs. 100 Crore or two work order value of Rs. 50 Crore each (as mentioned in 1.3.c.2.2).
16. Balance sheet of last three financial years (as mentioned in 1.3.d).
17. Certificate for positive net worth (as mentioned in 1.3.d).
18. Solvency certificate of Rs. 25 lakhs (as mentioned in Section 1.3.d.3)
19. EPFO & ESIC challan for proof of 15000 on roll manpower (as mentioned in section 1.3.e)
20. Not under blacklisting in any Govt. Department – Affidavit in 1000 stamp (as mentioned in section 1.3.f).
21. PMU details including professionals CV (as mentioned in section 1.16).
22. Provides Experience details as per Annexure -III
23. Profile of the bidder as per Annexure-IV
24. General power of attorney for authorized signatory of the RFP supported by Board resolution (If applicable).
25. All deviations and/or non-compliance clauses shall be listed separately.
26. Attached relevant Proof of having fully adhered to minimum eligibility criteria as mentioned in RFP.

ARTICLE - 2: BIDDING DOCUMENT

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 submits an RFP not substantially responsive to the bidding documents in every respect may result in the rejection of the RFP.

ARTICLE - 3: CLARIFICATION ON BIDDING DOCUMENTS

Bidders can seek written clarifications within 7 days of publication of this tender document through email / letter. The clarification shall be issued without any delay to all bidders if appropriate after Prebid. This is not linked with RFP time line extension.

ARTICLE - 4: AMENDMENT OF BIDDING DOCUMENTS

Signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



- 4.1 At any time prior to the deadline for submission of RFP or after Prebid, Society for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by amendment (If required).
- 4.2 All prospective Bidders who have received the bidding documents will be notified of the amendment and such modification will be binding on them by the email/PRD website/ e-proc portal.
- 4.3 In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their RFP. Society at its discretion may extend the deadline for the submission of RFP.

ARTICLE - 5: LANGUAGE OF RFP

The RFP prepared by the Bidder, as well as all correspondence and documents relating to the RFP exchanged by the Bidder and Society shall be in English only.

ARTICLE - 6: COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of the RFP, the BGSYS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

ARTICLE - 7: RFP FORMS

- 7.1 Wherever a specific form is prescribed in the Tender Document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets or add additional line in e-proc portal shall be used to convey the said information.
- 7.2 For all other cases, the Bidder shall design a form to hold the required information.

ARTICLE - 8: FRAUDULENT AND CORRUPT PRACTICE

- 8.1 Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after RFP submission) designed to establish RFP prices at artificial on-competitive levels and to deprive the Society of the benefits of free and open competition.
- 8.2 Tenderer 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, or in executing, contract (s).

ARTICLE - 9: LACK OF INFORMATION TO BIDDER

The Bidder shall be deemed to have carefully examined all technical bidding documents to his entire satisfaction. Any lack of information shall not in any way relieve the Bidder of his responsibility to fulfill his obligation under the RFP once open.

ARTICLE -10: CONTRACT OBLIGATIONS

- 10.1 If after the award of the contract the Bidder does not sign the Agreement or fails to furnish the performance guarantee within the prescribed time limit, the Society reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.
- 10.2 Remuneration change from time to time shall be done only after proper approval from society.
- 10.3 The remuneration paid must not be below minimum wages as per Govt of Bihar.
- 10.4 The service provider must deploy manpower by following Roster of Bihar govt.

ARTICLE -11: RFP PRICE

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



The Financial RFP should indicate the prices in the format/price schedule given at Annexure-I. Financial RFP will be submitted online only.

Bidder shall categorically confirm strict compliance with the following stipulation in respect of their offer.

- a) Any effort by a Bidder or Bidder's agent/consultant or representative who so ever described to influence the Society in any way concerning scrutiny/consideration/ Evaluation/ comparison of the RFP or decision concerning award of contract shall entail rejection of the RFP.
- b) The Bidder should indicate the percentage of service charge in the Price RFP, for contract period.
- c) Society reserves the right to seek clarification/justification from the Bidder on the bid price, in case Society deems it necessary. Based on the justification provided by the Bidder, if Society feels that the price is unrealistic/infeasible in order to execute a project of this nature Society reserves the right to reject the said RFP. The decision of the Society will be final & binding on all bidders.
- d) The agency must have registered office in Patna or agency produce self-certificate to establish office within 15 days of approval from the society.

ARTICLE -12: RFP CURRENCY

For the services required in the Tender the prices shall be quoted in Indian Rupees. Payment for such services as specified in the agreement shall be made in Indian Rupees only.

ARTICLE -13: BID SECURITY/ EARNEST MONEY DEPOSIT (EMD)

13.1 The Bidder shall furnish, as part of the RFP a bid security for the amount of **Rs. 2,83,00,000/-** (Rupees two crores and eighty-three lakhs only) online. If bidder does not furnish bid security, the RFP shall be summarily rejected, except in case of **exemption as per Bihar Govt. rule.**

13.2 No interest shall be paid on bid security.

13.3 EMD of Bidders not short-listed will be refunded within 45 days from the date of declaration of Short-listed Bidders. If the Bidder is short-listed then the bid security will be refunded within 45 days from the date of signing of the Agreement with suitable bidder.

13.4 The successful Bidder's Bid security will be discharged upon the Bidder signing the contract/Agreement, and furnishing the Performance Guarantee i.e., 5% of final bidding amount.

13.5 The Bid security may be forfeited either in full or in part, at the discretion of Society on account of one or more of the following reasons:

- a) If bidder is involved in Corrupt or Fraudulent Practice
- b) The Bidder withdraws their RFP during the period of Bid validity specified by them on the Bid letter form.
- c) Bidder does not respond to requests for clarification of their Bid. Bidder fails to co-operate in the Bid evaluation process, and
- d) In case of a successful Bidder, the said Bidder fails:
 1. to sign the Agreement in time; or
 2. to furnish Performance Guarantee

ARTICLE -14: PERIOD OF VALIDITY OF RFP

14.1 RFP shall remain valid for 90 days after the date of financial RFP opening prescribed by Society. An RFP submitted for a shorter period shall be rejected as non-responsive. The bidders are required to submit a declaration to this effect.

14.2 In exceptional circumstances, the Society may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is neither required nor permitted to modify the RFP.

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ARTICLE -15: FORMAT AND SIGNING OF BID

- 15.1 The RFP shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract/Concession Agreement. All pages of the RFP, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the RFP.
- 15.2 The complete RFP shall be without alteration or erasures or as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the RFP and also correct in online.

ARTICE -16: SMALL OFFICE SETUP/PROJECT MANAGEMENT UNIT ESTABLISHMENT

The selected agency will be responsible to establish small office/PMU cell in BGSYS office to monitor daily payroll of deployed employee within 15 days after approval from society. The selected agency will provide 3 staffs (with seniority & juniority level) in small office/PMU cell. The senior employee must possess MBA with HR degree and other employees must possess master degree in any discipline. The BGSYS review the small office/PMU cell on regular basis.

Small Office/Project Management Unit (PMU)

1	PMU lead (Project Management Officer)	At least graduate with MBA, HR having min 2 years' experience in payroll management, office administration, manpower activities, HR activities, project management and control etc.	01
2	Support Staffs	Must have master degree in any discipline with minimum 2 years similar experience.	02

Note: (Service provider has to setup small office/project management unit in BGSYS office only space for office setup shall be provided by the BGSYS.)

ARTICLE -17: RFP DUE DATE

- 17.1 RFP must be received online by the Society on the <https://eproc2.bihar.gov.in/> not later than the date specified in the RFP.
- 17.2 The Society may, at its discretion, on giving reasonable notice by email or any other written communication or on the <https://eproc2.bihar.gov.in/> & <http://sprc.bgsys.co.in/> and PRD Website <https://state.bihar.gov.in/biharprd/CitizenHome.html> to all prospective Bidders who have been issued the Tender documents, extend the RFP due date, in which case all rights and obligations of the Society and the Bidders, previously subject to the RFP due date, shall thereafter be subject to the new RFP due date as extended.

ARTICLE -18: LATE RFP/CONDITIONAL RFP

- 18.1 Any RFP received by the Society after the RFP due date/time prescribed in the Tender Document shall be rejected.
- 18.2 Any RFP indicating conditions beyond those indicated in this Tender Document i.e., conditional RFP shall be rejected.

ARTICLE 19: MODIFICATION AND WITHDRAWAL OF RFP

- 19.1 The Bidder may modify or withdraw its RFP after the RFP's submission, provided that written notice of the modification included substitution or withdrawal of the RFPs, is received by the Society prior to the deadline prescribed for submission of RFPs.

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



19.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original RFP and upload in eproc site.

19.3 No RFP may be modified subsequent to the deadline for submission of RFPs.

19.4 No RFP may be withdrawn in the interval between the deadline for submission of RFPs and the expiration of the period of RFP validity specified by the Bidder on the RFP letter form. Withdrawal of an RFP during this interval may result in the Bidder's forfeiture of its Bid security.

19.5 No RFP correction is allowed after the deadline for submission of RFPs.

ARTICLE - 20: OPENING OF RFPS BY THE SOCIETY

20.1 RFPs will be opened in the presence of Bidder's representatives, who choose to attend the online RFP opening procedure at the concerned office. The Bidder's representatives who are present shall sign a register evidencing their attendance.

20.2 The Bidder's names, RFP modifications or withdrawals and the presence or absence of relevant RFP security and such other details as the Society at its discretion, may consider appropriate, will be announced at the opening.

20.3 At the pre-decided time, the Society contact person shall open the Technical RFPs and list them for further evaluation. The Financial RFP will be online open after evaluation of Technical RFPs. Any participating Bidder may depute a representative to witness these procedures.

ARTICLE - 21: CONTACTING THE OFFICERS OF SOCIETY

21.1 Bidder shall not approach the Society officers outside of office hours and/or outside the Society premises, from the time of the RFP opening to the time the Contract is awarded.

21.2 Any effort by a Bidder to influence the Society officers in the decisions on RFP evaluation RFP comparison or contract award may result in rejection of the Bidder's offer apart from forfeiture of security Deposit. If the Bidder wishes to bring additional information to the notice of the Society it should do so in writing via e-Mail.

ARTICLE - 22: RFP EVALUATION

TECHNICAL RFP EVALUATION

22.1 The Client shall follow two RFP system where the technical RFP and financial RFP shall be evaluated separately.

22.2 The technical RFP evaluation shall be done based on document submitted by the bidder as per bidding documents.

22.3 A substantially responsive RFP shall be one that meets the requirements of the bidding document in totality. The technical RFP not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be unopened.

- i. The responsiveness of the RFP, i.e., receipts of duly filled, signed and accepted RFP documents in complete form, including Authorization Letter.
- ii. Receipt of valid EMD with requisite amount in acceptable format.
- iii. Documents in proof of meeting the minimum eligibility criteria.
- iv. Any other documents as required to support the responsiveness of the bidder, as per tender.

22.4 The bidder who qualifies in the technical evaluation stage shall only be called for opening of financial RFPs. Society shall intimate the technically qualified bidders, the time/venue for the financial RFP opening in written communication.

156



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ARTICLE 23. FINANCIAL RFP OPENING PROCEDURE

23.1 The Financial RFPs of all the technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial RFPs.

23.2 At the sole discretion of the Client, the erroneous Financial RFPs may be summarily rejected.

23.3 Mere becoming the lowest bidder, prior to financial RFP scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process.

ARTICLE 24. FINANCIAL RFP EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

24.1 The Financial RFPs of all the technically qualified bidders shall be opened.

24.2 The Bidder quoting lowest service charge declared as the Successful Bidder.

24.3 In Case of RFP tie (more than one bidder quotes the same lowest fixed unit rate per month), the bidder shall be selected either by lottery system or discretion by the CEO- cum Project Director shall prevail.

24.4 If there is a discrepancy between words and figures, the amount in words shall prevail.

24.5 The final decision of the Authority shall be binding on all the bidders.

24.6 If selected bidder deny/terminate/breach of contract. Option will be given to L2 bidder, if there are tie in two or more L2 bidders then selection shall be made by lottery system or as per discretion of CEO cum Project Director.

ARTICLE 25: RFP EVALUATION COMMITTEE

The above evaluation shall be done by a Society procurement Committee. The Committee shall determine the approach and methodologies for the issues, which may arise during the above, referred evaluation exercise and have not been addressed in this Tender Document.

ARTICLE - 26: THE SOCIETY RIGHT TO VARY SCOPE OF CONTRACT AT THE TIME OF AWARD

The Society/CEO cum Project Director may at any time, by a written order given to the Bidder make changes which include inclusion of more resources or exclusion of resources within the general scope of contract so the resource can be increased/ decreased during Project lifecycle.

ARTICLE - 27: THE SOCIETY RIGHTS TO ACCEPT ANY RFP AND TO REJECT ANY OR ALL RFPs

The Society/CEO cum Project Director reserves the right to reject any RFP and to annul the bidding process and reject all RFPs at any time prior to award of Contract. Without there by incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision. The Society /CEO cum Project director reserves the right to cancel whole or any process of tender at any time.

ARTICLE - 28: NOTIFICATION OF AWARD AND SIGNING OF CONTRACT

28.1 Prior to expiry of the period of RFP validity, the Society will notify the successful Bidder in writing that its RFP has been accepted and send the successful Bidder the Contract Letter of Intent (LOI)

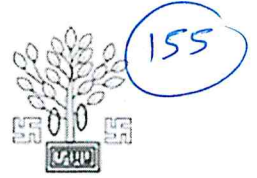
28.2 Within 15 days of receipt of the Contract Letter of Intent (LOI) the successful Bidder shall sign and date the contract and return it to the Society. If the successful Bidder, thus selected fails to sign the contract as stipulated, the Society reserves the right to offer the contract to the next lowest Bidder.

Handwritten signature in blue ink.



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ARTICLE - 29: PERFORMANCE GUARANTEE

- 29.1 The contract performance guarantee has to be submitted within fifteen days of receipt of Letter of Intent (LOI) from concern office. The performance bank guarantee shall **be equal to one month of total manpower (7329) salary amount plus service charge, the society may ask additional Performance guarantee, if manpower increased.** The performance guarantee shall be in the form of bank guarantee, issued by Nationalized Bank / Scheduled Bank.
- 29.2 If the successful Bidder fails to remit the performance guarantee, the EMD remitted by him will be forfeited by the Society and his RFP will be held void. In such circumstance contract will be awarded to next bidder.
- 29.3 Upon the successful Bidder's furnishing of performance guarantee and signing of contractual documents, the Society will promptly notify all Short-listed Bidders and will refund their Bid Security.
- 29.4 The Performance Guarantee of the successful Bidder shall be refunded within two months from the expiry of the contract period.

ARTICLE - 30: PAYMENT TERMS

1. The billing cycle of the Service Provider will be 21st of this month to 20th of next month, termed as Service month.
2. On completion of such service month, the Service provider shall submit the Invoice along with auto generated attendance report of the deployed resources by online portal/ mobile app and Bank statement of Previous Month salary/ EPF/ ESIC challan of previous service month between 21st to 25th day of the current month.
3. BGSYS shall process the Invoice between 26th to 30th day of the subsequent month. Society will disburse salaries against the invoice following verification of Bank statement of salary, attendance record/ESIC Challan/EPF challan
4. The Service provider shall make payments to the manpower directly to the Bank of the individual through cheque/ECS between 1st to 5th day of the next month upon receipt of Salary Amount from society.
5. Applicable GST will be paid extra at actual as applicable on the total invoice value by the Society to the Service Provider.
6. All statutory compliances may be deducted by as per govt. rule.

ARTICLE - 31: PENALTY

1. In case the Bidder fails to provide the services specified by the Society in the pre-confirmed time schedule, the quantum of penalty shall be decided by the Society, maximum limiting to 10% of the total monthly billing service charge value in that month, and it shall be binding and final.
2. On the Bidder failing to rectify the faults, the Society may get them attended/rectified by any other agency at the risk and cost of the Bidder and the same will be recovered from the Bidder.
3. The Society can terminate the contract on evidence of persistent non- performance by the Bidder by giving one month notice after getting report from concern office.

CHAPTER - III

SCOPE OF WORK (Refer Annexure II)

Jaidev

154



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



CHAPTER-IV

SPECIAL TERMS AND CONDITIONS OF CONTRACT

ARTICLE -1: CONTRACT PERIOD

The terms of agency contract shall be of 3 years subject to renewal with mutual consent /agreement for a maximum of 5 times with extension period of 2 years each time. The terms and conditions for extension of contract may be negotiated at the time of extension.

ARTICLE -2: BIDDER'S OBLIGATION

1. The Bidder shall appoint, an authorized person, not lower than the rank of Senior Manager as "Co-Ordinator - Bidder" to co-ordinate with the Society in all matters related to Bidder for the successful implementation of the Project and to be responsible for all necessary exchange of information.
2. The Bidder shall provide all assistance to the Society's representative/s as they may reasonably require for the performance of their duties and services.
3. The Bidder shall provide to the Society reports on a regular basis during the Implementation Period and the Contract Period.
4. The Bidder shall be responsible for all statutory obligations/liabilities like Salary, ESI, PF, etc. as per Labour Laws for the manpower employed for project. The bidder has also ensured that Roster is followed. The Society office or the State Govt will have no liability to appoint resources on their roll. If resource is working in the same project since long, this does not guarantee that he/she is entitled for Government job, as it is pure outsourcing project for certain services.
5. The person who once resigns or terminated shall not be recruited again except without approval from Society/Authority.

ARTICLE - 3: Society's OBLIGATION

1. The Society shall pay to the Service Provider, well within the stipulated time frame, so as to enable the Service Provider to pay the resources deployed by them for the duties assigned to them by the Society.
2. To grant/ release in a timely manner all such approvals, permissions and authorizations which the Bidder may require or is obliged to seek from, in connection with implementation of the Project and the performance of the Bidder's obligations.

ARTICLE - 4: QUALITY CHECK

The Society reserves the right to evolve a procedure of quality checking to ensure that the services provided by the Bidder are as per the prescribed norms for full contract duration.

ARTICLE - 5: TERMINATION OF THE CONTRACT

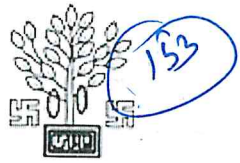
- 5.1 The Society/CEO cum Project Director will have the right to cancel the contract if the Bidder commits breach of any or all conditions of the contract. Breach of Contract includes, but not limited to, the following:
 - a) It is found that the schedule of implementation of the office is not being adhered to.
 - b) The Bidder stops work and such stoppage has not been authorized by the Society.
 - c) The Bidder may become bankrupt or goes into liquidation other than for office or amalgamation.

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



- d) The Society gives notice to correct a particular defect irregularity and the Bidder fails to correct such defect irregularity within a reasonable period of time determined by the Society.
- e) If Bidder works against public interest or against interest of Society.

5.2 If the contract is terminated by the Government of Bihar, then The Society unilaterally, will pay to the Vendor remaining amount, if any, for the payment for service charges for the period for which the service has been rendered and all other claims through mutually agreeable settlement.

5.3 The Successful Bidder has right to withdraw from the contract by giving three months advance written notice to the concerned billing office.

ARTICLE - 6: SUSPENSION

The Society/CEO cum Project Director may, by a written notice of suspension to the Bidder, suspend the Contract if the Bidder fails to perform any of its obligations under this Contract (including the carrying out of the services) provided that such notice of suspension:

1. Shall specify the nature of the failure and
2. Shall request the Bidder to make good such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

Bidder will be given chance to justify his deeds to the concern Office/ Society.

ARTICLE - 7: DETAILS TO BE KEPT CONFIDENTIAL

The Bidder shall treat the details of the contract as private and confidential, save in so far as may be necessary for the purposes thereof, and shall not publish or disclose the same or any particulars thereof in any trade or technical paper or elsewhere without the previous consent in writing of the Society. If any dispute arises as to the necessity of any publication or disclosure for the purpose of the Contract the same shall be referred to the Society whose decision shall be final.

The Bidder or his representative should neither disclose the data of Society nor sell the data or use it for commercial exploitation or research work without the written permission of the Society.

ARTICLE -8: TRANSFER RIGHTS

Without the permission of the Society/CEO cum Project Director, the Bidder shall not transfer or sublet (whether directly or indirectly) the Contract to anybody.

ARTICLE -9: IMPLEMENTATION SCHEDULE

The Bidder shall be expected to mobilize its resources to commence provision of the services indicated in this Tender within 45 days from the date of signing of the Agreement. The Implementation Schedule shall be decided by the Society before commencement of the Contract of Project.

CHAPTER-V

ANNEXURES – I to IV (Attached Below)

152



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ANNEXURE-I

FINANCIAL RFP FORMAT (Only online submission)

To:

The CEO cum Project Director
BGSYS, Panchayati Raj Department, Govt. Bihar
Patna.

Sir,

I/We hereby submitting RFP for Hiring of Manpower agency intended for Payroll Management of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, blocks & district across the Bihar State within the time specified and in accordance with instructions as per Conditions of the contract. The rates are quoted in the prescribed Price RFP format.

- Number of resources can be increase or decrease by the discretion of CEO cum Project Director as & when required.
- All applicable taxes as per govt. rule.
- This Unit Price includes all statutory compliance as per Govt. rule.
- Deployed resource salary will be made only to vendor through NEFT/RTGS Only.

Required Outsourced Accountant cum IT Assistant & Executive Assistant/DEO at Panchayats, blocks & district across the Bihar state.

Sl. No.	Description of the Positions	Unit	Particulars	Agency Service Charge (In INR)
1	Accountant cum IT Assistant	7000	Salary and payroll as per related circular	
2	Executive Assistant / Data Entry Operator	329		
Total Amount				
Rs. In words:				

L1 shall be decided on total value of the contract including service charges.

Remuneration of manpower is based on सकल्प संख्या- 3प/लेखापाल-20-01/2023/4883/पं०रा०, पटना, दिनांक 03-05-2023 एवं सकल्प संख्या-2प/पं०स०भ0-09-08/2018/4045/पं०रा०, पटना, दिनांक- 25-07-2018 एवं समय-समय पर संबंधित अद्यतन पत्र/संकल्प के अनुसार वेतन एवं समस्त payroll management का निर्धारण किया जायेगा।

*** (Detail breakup of salary structure must be prepared by agency, same has to be attached with financial proposal.)**

We agree to provide above service in accordance with the technical specifications as above for contract price quoted above.

Signature of authorized

Person of Agency with Seal.....
Name of the authorized Person.....
Business Address.....

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



151

ANNEXURE – II

(SCOPE OF WORK)

1. BGSYS, Panchayati Raj Department proposes to Hire manpower agency intended for Payroll Management of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO in all panchayats, blocks & district across the Bihar State.

The type of Manpower required by BGSYS is as follows:

Post: Accountant cum IT assistant (Across the Bihar)

- Educational Qualification: B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate.

Age: The age limit will be in accordance with the provisions prescribed by the State Government or discretion of Project Director.

- Job Responsibilities:

1. Maintenance of cash book at the level of gram panchayats and ward implementation and management committee.
2. To ensure maintenance of accounts of ward implementation and management committee under the concerned gram panchayats.
3. To ensure the maintenance of records as per requirement.
4. Preparation of bank reconciliation statement of Bank account of gram panchayat and ward implementation and management committee.
5. Getting the audit done.
6. To ensure accounting management of panchayat.
7. Management of e-panchayat and ensuring maintenance of accounts.
8. To work as per directions given by CEO cum Project Director/SPM/DPRO/DPRC Nodal/other superior officers from time to time.

Post: Executive Assistant/Data Entry Operator.

1. Educational Qualification- 10+2/Intermediate from a recognized board.
2. Certified Diploma in Computer Application (DCA)/Advanced Diploma in Computer Application (ADCA) from Any Institution which ISO certified/certified from Bihar Government/Certified from any other Govt. Institutions or equivalent board. Certificate must contain registration number
3. Typing skills Minimum 25 words per minute in Hindi & 30 words per minute in English.
4. Age: The age limit will be in accordance with the provisions prescribed by the State Government or discretion of CEO cum Project Director

Job Responsibilities:

General:

1. Assist BPRO/DPRC Nodal/DPRO/SPM/CEO cum Project Director/other superior officers in writing/typing Hindi & English.
2. Has to maintain reports and documents.
3. Data management & application.
4. To work as per directions given by CEO cum Project Director/SPM/DPRO/DPRC Nodal/ BPRO/ other superior officers from time to time.
5. MIS
6. Filing & documentation.

Trishla

150



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



2. Responsibilities of the Agency

The Agency PMU team stationed at BGSYS office will coordinate between Society and the Agency, and undertake HR Management of its deployed manpower at BGSYS. The list of Manpower to be deployed at various locations will be shared by BGSYS from the Database of Selected Manpower submitted by the Recruitment Support Agency. The Payroll Management Agency will have no rights of Recruitment/ Direct Appointment of Manpower during the entire contract period with BGSYS. The First posting of Outsourced Manpower shall be shared by BGSYS to the agency. The Agency will have no role in posting or transfer of deployed outsourced manpower.

3. Onboarding and Deployment.

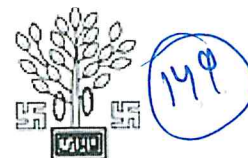
The payroll Management agency shall adhere to the following timeline for Onboarding and Deployment of Outsourced Manpower in BGSYS

ACTIVITY	TIMELINE(DAY)
Receipt of List of Personnel to be Deployed along with Posting Details by BGSYS (The agency shall not recruit any manpower. The Agency shall be posting the candidates selected by the Recruitment Support Agency. The agency shall look after the payroll management only)	1
Issue Offer Letter & Salary Structure to the Deployed Manpower	3 to 5
Joining of Deployed Manpower at Agency's Office/ BGSYS Office/ Any Other location. Orientation of Deployed Manpower about the agency's Contractual terms & conditions on the same day of joining, along with leave details, code of conducts, general rules, insurance, Medclaim details, declaration sign-off Bank Account Opening of Deployed Manpower	5 to 10
Contract Letter: Contract to be signed on the same date of joining and maintain a signed copy of these documents and code of ethics, Declaration against conflict of interest and undertaking of understanding of sexual harassment in the personnel file for records. Identity Card: I-card to be issued & maintain a record of I-card received by the candidate. (ID Prototype to be finalized in consultation with BGSYS).	10 to 15
Confirmation of Joining of Deployed Manpower at Posting location decided by BGSYS	Within 15 Days of Joining

4. Employee Management Services

a) Attendance Management: Share the monthly attendance (Generated Online) of all the concerned manpower of previous service month between 21st to 25th day of the current month.

b) Leave Management: Manpower to share the leave request online through App to the designated Nodal Officer working with the concerned manpower. Concerned officer will share his comments/recommendation. The Agency shall consider the comments/recommendation and accordingly take decision over rejection/acceptance of leave request. The entire leave management process will be HRMS based. Holiday's to be followed as per guidelines of General Administrative Society (GAD) Bihar Govt. or Leave rule will as per decision by CEO cum Project Director



c) Working Hours and Days: Working hours and days will be decided by the Society from time to time as per the requirement of the concerned reporting offices.

d) Salary Preparation and Confirmation: Compute the salary of all manpower on basis the final attendance generated in HRMS. Further, generate Invoice comprising of Salary, EPF, ESIC, Service Charge and GST and submit the same to BGSYS

e) Payment Terms: The agency will work on Collect & Pay model wherein the agency will ensure Submission of Monthly Bill to BGSYS for disbursement of Salary.

5. Deployment and Employee Management

a) Deployment: Receive Deployment requests from BGSYS, and intimate the concerned manpower within 24 hours of receipt of request from BGSYS. Provide minimum 7 days-time for the manpower to transfer location.

b) Absence Management: BGSYS shall intimate the agency in case of uninformed absence of manpower for more than 5 days. The Agency shall issue show-cause notice via email and through post, on the 6th day of absence, with 72 hours timeline to respond. In absence of any response, release another show-cause notice with another 72 hours timeline. In case of receipt of satisfactory response, accept the response. In case the response is not satisfactory, release a warning letter, to avoid duplication in future. (Minimum 2 show-cause notices before any stringent action)

c) Behavior & Performance Management: After preliminary validation of information by BGSYS, issue 1st Show Cause Notice (via mail as well as hard copy letter dispatch to the address as per records) and give 72 hours to respond. In case of no response to 1st Show Cause Notice, 2nd Show cause notice to be issued with 72 hours of response time. If the response to Show Cause is genuine, accept it. In case the response is not satisfactory, WARNING may be issued to avoid repeat incidence.

d) Termination: If recommendation received from BGSYS, release termination letter within 24 hours of receipt of recommendation. This shall be related to termination of concerned manpower deputation with BGSYS, and termination from employability from the Agency also.

e) Resignation: Manpower to write a resignation request to the Agency.

6. Online Payroll Portal Management (HRMS)

a) The payroll management agency must have its own in-house Payroll Portal for providing real-time status of all manpower, such as list, their location, designation, salaries, leave management, etc. The HRMS be app as well as web based and should comprise of the following modules as

Modules	Segments	Reports
Employee Information	<ul style="list-style-type: none">● Employee Master● Employee Joining Details● Employee's Identity● Personal Details● Family Details● Dependent Details● Qualification Details● Employee's Directory● Organization's chart● Bulk data import-export for all above features	<ul style="list-style-type: none">● Employee List● Employee Detail Report● New Joining Report● Employee attrition report● Resigned Employees Report● Custom Report Builder feature

Trades



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



Complete Attendance module	<ul style="list-style-type: none">● Multiple (Employee/category/location wise) attendance policies configuration● Attendance application● Attendance through Mobile App with GPS Capture	<ul style="list-style-type: none">● Daily Basic Attendance Dashboard● Daily Detail Attendance Dashboard● In - Out Summary Report● Late Coming Report● Early Going Report● Overtime Report● Absent Report● Attendance Sheet● Report available with Schedule Reporting Option.
Leave module	<ul style="list-style-type: none">● Leave application and work-flow● Multiple (Employee/category/Locations wise) Leave policies configuration● Leave Calendar	<ul style="list-style-type: none">● Leave Balance Report● Leave Monthly Aailed Report● Leave Application History● Leave Auto Approval Feature with Stipulated Timeline
Salary Module	<ul style="list-style-type: none">● Salary Details(Month Wise)● EPF Details● ESIC Details	<ul style="list-style-type: none">● Monthly Salary Slip● ESIC Payment Details● EPF Payment Details
Geo Fence	<ul style="list-style-type: none">● Geo-Fence allows an employee to punch using mobile devices within a virtual perimeter.	
Punch with Selfie	<ul style="list-style-type: none">● This feature requires an employee to take a selfie of himself while punching.	
Mobile App	<ul style="list-style-type: none">● GPS based Attendance Punch● Offline Punch● Leave Application● Attendance Calendar● In- Out Activity Report● Approvals for Attendance and Leave Application	

b) The admin of the HRMS shall be stationed at BGSYS State office with login credentials at State Level, District level and block level. The agency shall provide log-in credentials to BGSYS to access this data on real-time basis.

c) Keep the HRMS updated for BGSYS to access real-time statistics for analysis.

7. Liabilities of the Agency

a) The Agency shall be solely responsible and liable for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, minimum wages, allowances, EPF, Bonus, Gratuity, ESI, etc. relating to manpower deployed at BGSYS. The society shall have no liability in this regard. The Agency shall comply with all representations and grievances of the manpower deployed with BGSYS.

b) BGSYS shall remit the wages of the Manpower at actual to the Agency in consolidated amount based on invoice raised by the agency. In case of any administrative delay in releasing the payment to the agency, it shall be notified by 5th of the month, and the Agency shall be required to notify all manpower about the expected delay in salary transfer, by 6th of the month.



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



147

c) For all purposes the agency will be the "Employer" within the meaning of different labour legislations in respect of the personnel so employed and engaged by it. The persons deployed by the service provider in BGSYS shall not have any claims whatsoever like employer and employee relationship against BGSYS.

d) The Agency shall be responsible to deal with the sexual harassment complaints by forming an Internal Compliance Committee (ICC), with inclusion of a representative from BGSYS .

Y. Bede



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



Annexure-III

Experience Details with Govt. Organization in the Last Five Years

Note:

1. It is mandatory to appropriately fill the columns. Use extra sheet if the space below is insufficient.
2. Enclose copies of the work orders and relevant documents regarding the work done in chronology and must mention reference page no. on required column.

Sl. No.	Name of Organization/ Society	Type of Supplied Manpower	Contract Value	Period		Total No. of Year	Attached on Ref. Page No.
				From	To		
1							
2							
3							
4							
5							

Date:

Place:

Signature of Authorized Officer of the Agency

Full Name

Seal



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



145

ANNEXURE-IV

PROFILE OF THE BIDDER

The Bidder should furnish the following details

1. Name of the Organization
2. Nature of the Organization (Govt./Public/Private/Partnership/ Proprietorship/ Trust/ Society)
3. Address with phone no and fax and e-mail:
4. Name of the Authorized Person:
5. Any other details in support of your offer:

[Handwritten signature]



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ANNEXURE-V

PRE BID QUERY FORMAT

<To be submitted in company's letterhead >

To,
The CEO cum Project Director
BGSYS
3rd Floor Biscomaun Tower
Gandhi Maidan Patna-800001

Subject: Submission of Pre-Bid Query for RFP

Sl. No.	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder
1					
2					
3					

1. Page Number – Page Number of this RFP as reflected at the bottom.
2. Section No. – Example– '8' and not 'Section 8'
3. Section Name – Example – Scope of Work (Should be the same as provided in the RFP)

Note–

1. The queries preferably are to be submitted in the format. The bidders should ensure that they enter correct details in the format. In case of any inappropriate details being mentioned the purchaser shall not be responsible for the same and such queries may be discarded from providing any response.
2. The bidders to ensure that no cell merging (in excel) is done by them while preparing the query.
3. The bidders to ensure that each of the query submitted by them is unique and no duplicate query is submitted by them because of copy-paste. It is expected by the bidder to carry out its own due-diligence before submitting the queries.
4. Bidders are expected to do a thorough check of the queries and ensure the completeness of the queries and spelling checks etc. before submitting the same to BGSYS

Authorized Signatory Name:

Authorized Signature:

Title of Signatory:

Name of Firm:

Address: