



INFRASTRUCTURE DEVELOPEMENT AUTHORITY

1st Floor, Udyog Bhawan, East Gandhi Maidan, Patna - 800004

Phones: 0612-2675914, 2675945, Fax : 0612-2675889

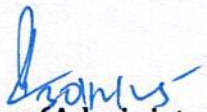
Email: md@idabihar.com

TENDER FOR PROVIDING MANPOWER (COMPUTER PROGEAMMER, COMPUTER OPERATOR AND AMIN/SURVEYER) SERVICES

NOTICE No-45/TEN/IDA/25

I. Sealed tenders are invited from reputed agencies under "Two-bid" system-Technical Bid (unpriced) and Financial Bid (priced) to provide services Manpower Services for office conduct on contract basis to the Infrastructure Development Authority hereinafter called IDA.

Detailed information of the Tender Document can be seen & downloaded from the **IDA website www.idabihar.com**. The bidder has to submit non-refundable tender processing fee of 2000/- (Rupees One Thousand only) through a demand draft in favour of Infrastructure Development Authority payable at Patna along with the Technical Bid. Tender Document complete in all respects in a sealed envelope to be dropped in Tender Box by **3:00 p.m. on 15.01.2026**. Technical bid will be opened on **15-01-2026 at 4:00 p.m.** at Conference Hall, IDA, Patna. The tenders received late/tenders without Processing Fee/Conditional tenders/Incomplete Tenders in any respect would be rejected. The IDA reserves the right to accept or reject any or all tenders without assigning any reason. The finalized bidder will have to enter into a legal contract/agreement with the IDA before rendering its services.


Director (Administration)



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II. ELIGIBILITY CRITERIA

Technical bid envelop should contain the following: -

1. The Bidder must be a legally constituted Proprietary firm, Partnership firm, Limited Company or Body Corporate, who possess the required licenses, registrations etc., as per law valid at least for 12 months from the date of the opening of tender for providing Manpower Services.
2. The Bidder should have prior experience of providing Manpower Services for at least 3 years. Proof of experiences must be enclosed in the technical bid
3. Financial Turnover during the last 3 years ending 31st March 2025 should be at least 01Crore in any one year. The audited balance sheet must be submitted in the technical bid
4. The Bidder shall ensure that no case is pending before any police authority or court against the Proprietor, the Firm, any Partner, or the Company. The Bidder shall submit a duly notarized affidavit to this effect.
5. The Bidder shall have the following Registrations and details of the same must be provided in the Technical Bid:
 - (i) Proof of Registration/ Incorporation
 - (ii) EPF Registration
 - (iii).ESI Registration
 - (iv) Service Tax / GST Registration
 - (v) License issued by the Dept. of Labour issued by government
 - (vi) PAN
6. The Bidder shall provide a self-undertaking affirming that all information submitted in the bid is true and correct. In the event any information is found to

be false or incorrect at any time, the Contract may be terminated at the discretion of the Authority

Note: Proof in support must be enclosed for above eligibility criteria.

III. PROCEDURE

1. Tender Bids should be placed in a properly sealed envelope addressed to **The Director (Administration), Infrastructure Development Authority, 1st Floor, Udyog Bhawan, East Gandhi Maidan, Patna-800004.**

Technical bid along with Tender processing Fee must be **put up in a separate envelop** and the Financial Bid must be **put in separate sealed another envelop**, clearly indicating "TECHNICAL BID" and "FINANCIAL BID" with the details of the Bidder. Both sealed Technical & Financial Bid's envelops must be **put in one envelope and superscribed "Tender for Cleaning & Providing Manpower Services"** with the name, address & phone nos. of the Bidder. The tender must be dropped in Tender Box of IDA on the date & up to the time mentioned in the tender notice and the technical bid will be opened in Conference Hall, IDA on the day and time specified for the same in the presence of Bidders or their authorized representatives.

2. The Bidder shall fully acquaint himself with the conditions of the IDA premises and the working environment before submitting the bid. He is advised to conduct a comprehensive survey of the premises at his own cost prior to offering rates. No claim for compensation on account of any difficulties encountered will be entertained after the award of the contract.
3. The Technical Bid shall be opened first. Only those Bidders found eligible by the Tender Committee shall be allowed to participate in the Financial Bid, which shall be opened on a date subsequently fixed by the Tender Committee.
4. In case the Bid being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power of attorney authorizing him to do so or in the case of a company, the tender be signed in the manner laid down in the said Company's Article of the Association. The signatures on the tenders will be deemed to be the authorized signatures.
5. **An Index page showing contents/annexure & page no. should be annexed first followed by relevant documents with proper page numbering & signed by the owner of the firm or his Authorized Signatory** as token of acceptance of Terms & Conditions. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with tender.
6. The bidder must ensure that the conditions laid down for submissions of offers are complete and correctly filled. The rates and units shall not be overwritten and shall be in both i.e. figures and words.
7. In case two or more agencies are found to have quoted the same rates, the Tender Committee shall recommend about the Bidder to which the offer shall be granted based on the basis of rate negotiation/ lottery. The decision of the Managing Director IDA shall be final.

8. Any changes w.r.t. this tender will be notified through website www.idabihar.com only.
9. IDA reserves the right to accept or reject any or all the tenders without assigning any reason.

IV. TERMS AND CONDITIONS

1. The bidder must provide information about his Agency as per **Annexure-I** i.e., Technical Bid.
2. The number of persons required may vary from time to time and it may vary as per needs. IDA reserves the right to reduce or increase the manpower, if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.
3. The rate to be provided as per the format attached as **Annexure-II** i.e., Financial Bid.
4. On acceptance of the tender, the Bidder shall deposit Performance Security in the form of Demand Draft of Rs. 50,000/- (Fifty Thousand Rupees Only) to IDA, Patna within 07 days of the award of the contract which will be refundable without interest after completion of the contract.
5. The staff employed by the agency will always keep identity cards with them for verification while working.
6. The IDA shall have the right to replace or stop any person without assigning any reason whatsoever and the substitute shall have to be provided by the contract immediately, if required.
7. The staff to be provided by the Agency should be physically fit, healthy for performing manual & assigned duties and shall not be below 18 years of age.
8. All manpower provided by the Agency shall be screened and approved by the IDA. Personnel deployed must possess good moral character, and no criminal case should be pending against any of them. The Agency shall ensure that its personnel do not smoke, consume alcohol or intoxicants, or engage in gambling while on duty.
9. The details of the persons deployed by the Agency with Bio-data, attested proof of Identity, the latest photographs of all the persons shall be supplied to the IDA office for record.
10. The Agency shall obtain all necessary licenses, permits, consents, sanctions, or approvals as may be required by local or any other authorities for the execution of the work. The Agency shall, at its own cost, comply with all applicable laws, rules, and regulations in force from time to time, whether of the Central or State Government, applicable to the Agency or this Contract, without any liability or responsibility on the part of IDA.
11. The administration of IDA shall be at liberty to check any time the deployment of persons/work by the Agency and in case of any default shall deduct the wages of absentee personnel from monthly payment due to the Agency and impose penalty to agency between 10% to 30% as deemed fit. The decision of the Managing Director shall be final in this regard.
12. The Agency shall be liable for full fidelity of the personnel to be provided and in case any pilferage/damage/theft/shortage is caused to the property of the

IDA due to the carelessness of the persons deployed by the Agency, the value as assessed shall be recovered from the payment due to the Agency under the contract. If some amount is still found recoverable, the Agency shall deposit the same within 15 days from service of notice by the IDA.

13. The Agency shall ensure that all skilled and high skilled personnel deployed at IDA are paid not less than the minimum wages as prescribed by the Labour Resources Department, Bihar, from time to time. In the event of any revision of such minimum wages by the Labour Resources Department, Govt. of Bihar, payments to personnel provided to IDA shall be revised accordingly
14. IDA may require semi-skilled, skilled and high skilled personnel such as Computer Operators, Programmers, and Aamin, and they shall be paid in accordance with the minimum wages fixed by the Labour Resources Department, Govt. of Bihar.
15. IDA shall not be liable to pay any sum beyond what is agreed under the Contract. The Agency shall be fully responsible for its personnel deployed under this Contract and shall comply with all provisions of the Contract clause and other applicable labour laws
16. The Agency shall be paid monthly at the rates agreed under the Contract upon submission of its bill.
17. The Agency shall maintain daily shift-wise attendance record of the personnel deployed showing their arrival and departure time and submit to IDA an attested photocopy of the attendance record with the monthly bill.
18. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
19. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
20. The agency must ensure the payment to staff before 5th of each month from his own resources through the bank cheque in account of the worker and proof of credited amount should be produced with the upcoming month bill.
21. TDS and any other applicable taxes shall be deducted from the Agency's bills in accordance with the instructions issued by the Government from time to time.
22. Any GST claimed by the Agency shall be reimbursed only upon submission of proof of payment of such GST, in accordance with applicable laws and regulations
23. The Performance Security shall be released, without interest, after three months from the completion of the Contract, subject to satisfactory completion of all contractual obligations and confirmation that there are no outstanding liabilities from the Agency or its personnel. In the event of any complaints or pending dues, the Performance Security shall be adjusted accordingly before release.
24. In the event of any change in the constitution of the Agency, the rights of IDA under this Contract shall remain unaffected.
25. All personnel engaged under this contract by the Agency shall be employees of Agency. IDA shall not have any liability/responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in IDA or elsewhere.



26. The Agency shall maintain all records and registers as required under applicable labour laws and other statutory laws in force, including any amendments made from time to time.
27. The Agency's local representative shall oversee the entire Contract and ensure efficient service delivery. While on IDA premises, personnel shall follow IDA directives, without diminishing the Agency's responsibilities. Monthly performance will be reviewed, and unsatisfactory performance may lead to termination of the Contract
28. The personnel deployed by the Agency shall maintain discipline and shall not engage in any activity prejudicial to the interests of IDA, the Government of India, any State Government, or any Union Territory.
29. In the event any personnel of the Agency is implicated in any legal proceedings or sustains injury due to any individual, group, or mob etc. while performing duties for IDA, it shall be the sole responsibility of the Agency to defend its personnel in court and provide all necessary medical and financial assistance, without any cost to IDA.
30. If IDA is implicated in any legal proceedings or suit arising from the Agency's failure to fulfill its obligations under any law, or due to actions of the Agency's personnel, all costs related to defending such proceedings, settling claims, or paying penalties shall be borne by the Agency, and may be recovered from amounts due to the Agency and/or from the Security Deposit held by IDA.
31. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, IDA shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Managing Director of IDA shall be final in regard to all matters arising under this clause.
32. The decision of the Managing Director, IDA, regarding the interpretation of the Terms & Conditions of the Contract and the Agreement shall be final and binding on the Agency
33. The successful Bidder shall execute an Agreement with IDA through its designated or authorized representative
34. The Managing Director, IDA shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
35. At the end of Contract Period/Termination of the Contract, the agency shall handover the charge to the new service provider (appointed by IDA) without any hindrance. In case of noncompliance, the Security Deposit shall be forfeited.
36. The contract will be valid for a period of one year and can be extended if agreed to by both the parties.



The Selected agency shall provide manpower, skilled in data entry and IT domain, as required in various shift.

S. No.	Designation	No	Qualification & Experience	Roles & Responsibility
1	Programmer	3	MCA or equivalent, with minimum 3 years' experience in software development and database management.	<ul style="list-style-type: none"> Software development database management, preparation of MIS report formats. To assist faculty and staff with professional technology-based computer hardware and software inquiries. Take classes of Officer Trainees on functional knowledge of computers/IT.
2	Computer Operator	7	12 th pass and diploma in computer application should have good hand on Hindi and English typing skill with minimum relevant experience of one year	All Computer related office work.
3	Amin/Surveyor	As per requirement	Amanat course/Diploma in Civil Engineering/ Draughtsmanship Course with minimum relevant experience of Two years	



37. **Termination:** The Contract may be terminated by giving one month notice, in case the agency:

- a. Assigns or sub-contracts any of this service.
- b. Violation/contravention of any of the terms and conditions mentioned herein.
- c. Does not improve the performance of the services in spite of instructions.
- d. Any violation of instruction/agreement or suppression of facts.
- e. Contractor being declared insolvent by competent court of law.

If agency willing to exit this contract, a two months' notice in advance should be produced by the agency.

On termination of the contract, it shall be the responsibility of the agency to remove his men, machinery and materials within days as per order. IDA shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

During the notice period for termination of the contract in the situation contemplated above, the agency shall keep on discharging his duties till the expiry of notice period.

38. **Penalty:** In the event of premature termination of the Contract due to violation of any clause of the contract, the Security Deposit shall be forfeited..
39. **Jurisdiction:** In the event of any dispute, the courts at Patna shall have exclusive jurisdiction.

Read and accepted
(Full Name, Signature & Stamp of the Bidder)



ANNEXURE-I

(To be submitted on Letter Head of the Registered Agency)

TECHNICAL BID**PERFORMA FOR PROVIDING MANPOWER COMPUTER PROGRAMMER AND
COMPUTER OPERATOR SERVICES**

Technical Bid should indicate following information along with the Self-attested photocopies of supporting documents:

1. Name of Firm/Agency: _____
2. Registered address: _____

3. Branch Address, if any _____

4. Phone/Fax No. _____
5. Email Address: _____
6. Type of Organization: _____
(Whether sole proprietorship/partnership/society/
Private Limited for Cooperative body etc. attach proof)
7. Name of Proprietor/Partners/
Directors Of the Organization/Firm. _____

Payment Details

DD No. _____

Date _____

Amount _____

Bank _____

Sl. No.	Documentary Proof of	Registration No. with Date & validity up to	Proof Attached (If Yes then Page no.)
1	Proof of incorporation/inception of the Agency		
2	Work experience certificate		
3	Financial turnover (last 3 years)		
4	Affidavit that no case pending with police / court		
5	EPF Registration proof		
6	ESI Registration proof		
7	PAN Number		
8	Income tax return for the last three years		
9	Service tax / GST registration		
10	Proof of registration with the department of labour issued by government		
11	Self-undertaking attached regarding information's submitted is correct		
12	Any other relevant information		



Name and signature of the authorized person
of the firm along with seal



ANNEXURE-II

(To be submitted on Letter Head of the Registered Agency)

FINANCIAL BID

Performa for Scheduled Rate for Computer Operator, Programmer and Amin/Surveyor

A		Office Cleaning Services (Excluding service tax /GST) (per month) Total:- Rs. (In words :-)		
B		Manpower Services		
	Description	Rate Per day per Person	Service Charges of Agency (In Percentage)	Total
1.	Computer programmer	High-skilled (As per minimum wages Act)		
2.	Computer operator	Skilled (As per minimum wages Act)		
3.	Amin/surveyor	24350/-fixed		
		Total : Rs.		
		(In words:-)		

Name and signature of the authorized person
Of the firm along with seal

Note :

- The service charge for outsourced manpower shall be a minimum of 3.85% (3% profit + 0.85% handling) and a maximum of 7% (including handling). Bids below the minimum or above the maximum shall be rejected. Only two decimal places shall be considered. The basis of bid evaluation shall be the quoted service charge, including handling.
- The bidder shall quote rates in accordance with the minimum wages and the nature of workmen (Highly Skilled or Skilled).

