

No. \_\_\_\_\_ Date. \_\_\_\_\_

**Invitation of Tender Notice for award of contract for providing of services of Data Entry Operators for a period of one year w.e.f. 26.12.2012.**

Sealed tender are invited from reputed manpower agencies / service providers to provide the services of Data Entry Operators for a period of one year w.e.f. 26.12.2012 through a suitable placement agency on contract basis for day to day official work.

The detailed information for outsourcing the service of aforesaid posts has been given in the Tender Document which may be available in (<http://www.odisha.gov.in>) The last date and time for submission of Tender document is 18.12.2012 by 4.00 P.M.

  
10/12/12

Deputy Secretary to Government

Memo No. 47460 /Gen., Date: 10.12.12.  
Copy forwarded to the Head State Portal, Information & Technology Department / <sup>Hon.</sup> (N.I.C. Coordination) Department for information and necessary action.

He is requested to kindly host it in the website (<http://www.odisha.gov.in>) for the purpose.

  
10.12.12

Deputy Secretary to Government

**GOVERNMENT OF ODISHA**  
**Home DEPARTMENT**  
\*\*\*\*\*

**TENDER DOCUMENT**

**For providing Services of Data Entry Operators to the Home  
Department by a Private Manpower Service Provider**

- (a) Period of issue of Tender Document : 11.12.2012 to 18.12.2012
- (b) Last Date and time for submission of Tender Document : 18.12.2012 By 04.00 P.M.
- (c) Date and time for opening of 18.12.2012 at 5.00 P.M.
- (i) Technical Bid : On 18.12.2012 at 04.00 P.M.
- (ii) Financial Bids of eligible Technical Bidders : On 18.12.2012 at 03.00 P.M.
- (d) Likely date for commencement of Deployment of required manpower : 26.12.2012

## SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS

1. The Home Department, Odisha Secretariat, Bhubaneswar-751001 requires the services of reputed, well established and financially sound Manpower Service Providers to provide services of Data Entry Operators on contract basis for day to day official work.
2. The contract for providing the aforesaid manpower is likely to commence from 26.12.2012 and would continue till 25.12.2013. The period of the contract may be further extended beyond **one Year** provided the requirement of the Department for manpower persists at that time or may be curtailed / terminated before ..... owing to deficiency in service or substandard quality of manpower deployed by the selected Service Provider or because of change in the Department's requirements. The Department, however, reserves right to terminate this initial contract at any time after giving one week's notice to the selected Service Provider.
3. This Department has tentative requirement for 7 (seven ) nos of Data Entry Operators. The requirements may increase / decrease in the category.
4. The estimated cost of the contract is ` /-.
5. The interested Manpower Service Providers may submit the tender document complete in all respects alongwith Earnest Money Deposit (EMD) of ` 1,000/- and other requisite documents by 18.12.2012 upto 04.00 P.M. at Home Department, Odisha Secretariat, Bhubaneswar-751001.
6. The various crucial dates relating to "**Tender for Providing Manpower Services to the Home Department, Odisha Secretariat, Bhubaneswar-751001**" are cited as under :
  - (a) Period of issue of Tender Document : 11.12.2012 to 18.12.2012
  - (b) Date and time for submission of Tender Document : 18.12.2012 By 04.00 P.M.
  - (c) Date and time for opening of
    - (i) Technical Bid : On 18.12.2012 at 04.00 P.M.
    - (ii) Financial Bids of eligible Technical Tenders and selection : On 18.12.2012 at 03.00 P.M.
  - (d) Likely date for commencement of Deployment of required manpower : 26.12.2012
7. The tender has been invited under **two bid system** i.e. **Technical Bid and Financial Bid**. The interested agencies are advised to submit two separate sealed envelopes superscribing "**Technical Bid for Providing Manpower Services to Home Department**" & "**Financial Bid for Providing Manpower Services to Home Department**". Both sealed envelopes should be kept in a third sealed envelope superscribing "**Tender for Providing Manpower Services to Home Department**".
8. The Earnest Money Deposit (EMD) of ` 1,000/- (Rupees One Thousand) only, refundable (without interest), should be necessarily accompanied with the Technical Bid of the Service Provider in the form of Demand Draft / Pay Order drawn in favour of Deputy Secretary to Government, Home Department, Odisha Secretariat, Bhubaneswar **failing which the tender shall be rejected summarily.**

## TECHNICAL REQUIREMENTS FOR THE TENDERING MANPOWER SERVICE PROVIDER

The tendering manpower service provider should fulfill the following technical specifications :

- (a) The registered office or one of the branch offices of the manpower service provider should be located within the jurisdiction of the Home Department i.e. at Bhubaneswar.
- (b) They should be registered with the appropriate registration authority;
- (c) They should have at least **two / three years'** experience in providing manpower to Government Departments, Public Sector Companies / Banks, etc.
- (d) They should have their own Bank Account;
- (e) They should be registered with Income Tax and Service Tax Departments;
- (f) They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
- (g) They should have any other regulatory clearance (to be specified by the user Department) that may be required for providing manpower services.
- (h) Minimum turn-over requirement. (To be assessed by the Department / Office keeping in view the present contract)
- (i) Execution of contracts of similar type (minimum value to be prescribed) during preceding 3 years of value equal or more than 60% of the estimated cost of the present contract.

**TECHNICAL REQUIREMENTS FOR MANPOWER TO BE DEPLOYED**

**BY THE SUCCESSFUL MANPOWER SERVICE PROVIDER IN THE  
HOME DEPARTMENT, ODISHA SECRETARIAT.**

1. She/ he should be above 18 years of age and not exceeding 40 years.
2. The minimum Educational Qualification for Data Entry Operators will be graduation in any discipline.
3. The Data Entry Operator should have a speed of 4000 characters per minute in English and should be well conversant with computer and essentially well trained in MS office, Page Maker, Internet and LAN function alongwith enough knowledge in Oriya job work.

**APPLICATION - TECHNICAL BID**  
**For Providing Manpower Services to Home Department.**

1. Name of Tendering Manpower Service Provider: \_\_\_\_\_

2. Details of Earnest Money Deposit :- DD No. \_\_\_\_\_ date \_\_\_\_\_  
of \_\_\_\_\_ drawn on Bank \_\_\_\_\_

3. Name of Proprietor/ Partner/  
Director : \_\_\_\_\_  
\_\_\_\_\_

4. Full Address of Registered Office : \_\_\_\_\_  
\_\_\_\_\_

Telephone No. : \_\_\_\_\_  
FAX No. : \_\_\_\_\_  
E-Mail Address : \_\_\_\_\_

5. Full address of Operating/  
Branch Office : \_\_\_\_\_  
\_\_\_\_\_

Telephone No. : \_\_\_\_\_  
FAX No. : \_\_\_\_\_  
E-Mail Address : \_\_\_\_\_

6. Name & telephone no. of  
Authorized officer/person  
to liaise with Field Office(s) : \_\_\_\_\_

7. Banker of the Manpower Service Provider : \_\_\_\_\_  
(Attach certified copy of statement of  
A/c for the last Three years) \_\_\_\_\_  
\_\_\_\_\_

Telephone Number:  
of Banker \_\_\_\_\_

8. PAN / GIR No. : \_\_\_\_\_  
(Attach attested copy)

9. Service Tax Registration No. : \_\_\_\_\_  
(Attach attested copy)

10. E.P.F. Registration No. : \_\_\_\_\_  
(Attach attested copy)

11. E.S.I Registration No. : \_\_\_\_\_  
(Attach attested copy)

12. Financial turnover of the tendering Manpower Service Provider for the last 3 Financial Years.

Financial Year	Amount ( in Lacs)	Remarks, if any
2008-09		
2009-10		
2010-11		

13. Additional information, if any:  
(Attach separate sheet if space provided is insufficient)

14. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format. (if the space provided is insufficient, a separate sheet may be attached) :

Sr. No.	Name of client address, telephone & Fax No.	Manpower services provided		Amount of contract ( in Lacs)	Duration of contract	
		Type of manpower provided	No.		From	To

15. Additional information, if any  
(Attach separate sheet, if required)

Signature of authorized person

Name :

Seal :

Date:

Place:

## DECLARATION

1. I, \_\_\_\_\_ Son / Daughter /  
Wife of Shri \_\_\_\_\_  
Proprietor / Director/ authorized signatory of the Service Provider,  
mentioned above, am competent to sign this declaration and execute  
this tender document.
  
2. I have carefully read and understood all the terms and conditions of the  
tender and undertake to abide by them.
  
3. The information / documents furnished along with the above application  
are true and authentic to the best of my knowledge and belief. I / we,  
am / are well aware of the fact that furnishing of any false information /  
fabricated document would lead to rejection of my tender at any stage  
besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Full Name :

Seal :

Date :

Place :



## APPLICATION – FINANCIAL BID

### For providing Manpower Assistance to Home Department

1. Name of tendering Manpower Service Provider:
2. Rate per person per month (8 hours per day) inclusive of all statutory liabilities, taxes, levies, cess etc. :

Sl. No.	Manpower Type	Monthly Rate per person						
		* Take Home Remuneration	EPF	ESI	Other statutory dues if any	Service charge	Service tax	Total per person
1.	Data Entry Operator							

- \* Minimum take home remuneration per person should be ` 5,200/- for D.E.O.
- \* No bifurcation of Take Home Remuneration is allowed.

Signature of authorized person

Full Name :

Seal :

Date :

Place :

#### **Notes:**

1. The total rates quoted by the tendering agency should be inclusive of all statutory / taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower.

## TERMS & CONDITIONS

### GENERAL

1. The Agreement shall commence from **15.12.2012** and shall continue till **14.12.2013** unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc or change in requirements.
2. The Agreement shall automatically expire on **15.12.2013** unless extended further by the mutual consent of the Manpower Service Provider and the Authority.
3. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Manpower Service Provider and the Authority.
4. The Manpower Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the Authority.
5. The Department, at present, has tentative requirement of Date Entry Operators, 2 (two) nos., on urgent basis. The requirement of the Department may further increase or decrease marginally, during the period of initial contract also and the tenderer would have to provide additional manpower services, if required, on the same terms and conditions.
6. The Manpower Service Provider will be bound by the details furnished by it to the Authority while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.
7. The Authority reserves the right to terminate the Agreement during initial period also after giving 15 days notice to the Manpower Service Provider.
8. The persons deployed shall be required to report for work at 10.00 AM to the Under Secretary or Deputy Secretary or such other Officer as may have been kept in charge of the Office Establishment of the Office concerned and would leave at 5.00 P.M. and may also required to work beyond 5.00 PM for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
9. In case the person deployed is asked to work beyond 8 PM, he/she shall be entitled to late sitting-cum-refreshment compensation of ` 50/- (fifty) per day.
10. The person deployed may be called on holidays to attend duty and shall be paid extra remuneration as per rates approved by this office on attending such duty.
11. The Manpower Service Provider shall nominate a coordinator who shall be responsible for immediate interaction with the Department so that optimal services of the persons deployed could be availed without any disruption.
12. The entire financial liability in respect of manpower services deployed in the Department or Office concerned shall be that of the Manpower Service Provider and the Department of Office concerned will in no way be liable. It will be the responsibility of the Manpower Service Provider to pay to the person deployed a sum not less than the minimum rate quoted in the financial bid and adduce such evidence as may be required by the Department or Office concerned.

13. For all intents and purposes, the Manpower Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Manpower Service Provider shall not have any claim whatsoever like employer and employee relationship against the Department or Office concerned.

14. The Manpower Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Department authority shall, in no way, be responsible for settlement of such issues whatsoever. In case the grievances of the deployed person are not attended to by the Manpower Service Provider the deployed person can place their grievance before a Joint Committee consisting of a representative of the Department Office concerned and an Authorized representative of the Manpower Service Provider.

15. The Department shall not be responsible for any financial loss or any injury to any person deployed by the Manpower Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.

16. The persons deployed by the Manpower Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.

17. In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Manpower Service Provider shall not be entitled to and shall have no claim for any absorption in regular or other capacity.

18. The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Manpower Service Provider.

19. The Manpower Service Provider must be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration should be submitted. The Manpower Service Provider shall comply with all the legal requirements for obtaining License under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost.\*

20. The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider. The Manpower Service Provider shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.

21. The persons deployed by the Manpower Service Provider should have good police records and no criminal case should be pending against them.

22. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the District. The Manpower Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

## LEGAL

23. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
24. The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to different types of worker in respect of the persons deployed by it in the Department. The Department shall have no liability in this regard.
25. The Manpower Service Provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the Department as and when required.
26. The Manpower Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the Department or any other authority under Law.
27. The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended, from time to time and a certificate to this effect shall be provided by the Department.
28. In case, the Manpower Service Provider fails to comply with any liability under appropriate law, and as a result thereof, the Department is put to any loss / obligation, monetary or otherwise, the Department will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Manpower Service Provider, to the extent of the loss or obligation in monetary terms.
29. The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed persons and non-payment of statutory dues. The Department will have no liability towards non-payment of remuneration to the persons employed by the Manpower Service Provider and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the Department by the persons deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

## FINANCIAL

30. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable without interest, of ` 1,000/- (which is about 0.5% of the contract value) in the form of Demand Draft / Pay Order drawn in favour of Under Secretary, Home Department, Odisha Secretariat, Bhubaneswar-751001 failing which the tender shall be rejected out rightly.
31. The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful tenderer if the agency fails to deploy the required manpower against the initial requirement within 10 days from date of placing the order the EMD shall stand forfeited without giving any further notice.

32. The successful tenderer will have to deposit a security amount of `15,000/- (Rupees Fifteen Thousand) (one month employee cost including statutory dues) in the form of Fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated to the Deputy Secretary, Home Department, Odisha Secretariat, Bhubaneswar covering the period of contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful tenderer.

33. The successful tender will have to deposit a Performance Security Deposit of `15,000/- (Rupees Fifteen Thousand) only in the form of Bank Guarantee from any Nationalized Bank drawn in favour of the Authority covering the period of contract. In case, the contract is further extended beyond the initial period, the Bank guarantee will have to be accordingly renewed by the successful tenders. The amount of performance security deposit is to be determined by the Authority taking into account the contractual obligation of the manpower service provider.

34. In case of breach of any terms and conditions attached to this agreement, the Performance Security Deposit of the Manpower Service provider shall be liable to be forfeited besides annulment of the Agreement.

35. The Manpower Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or Office concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month.

36. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department or Office Concerned.

37. The amount of penalty calculated @ `100/- per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Manpower Service Provider shall be deducted from its monthly bills in the succeeding month.

38. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

39. In the event of any dispute arising in respect of the clauses of the agreement the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.

40. All disputes shall be under the jurisdiction of the court at the place where the headquarters of the authority, who has executed the agreement, is located.

41. The successful bidder will enter into an agreement with this Department for supply of suitable and qualified manpower as per requirement of this Department on the above terms and conditions.

42. Terms & Conditions prescribed in Finance Department Clarification No. 32323 dtd. 11.09.2012 may be applicable in this case and shall be followed(copy enclosed).

**DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID**

1. Application - Technical Bid.
2. Attested copy of registration of agency.
3. Certified copy of the statement of bank account of agency for the last three years.
4. Attested copy of PAN / GIR Card.
5. Attested copy of the latest IT return filed by agency.
6. Attested copy of Service Tax registration certificate.
7. Attested copy of the P.F. registration letter / certificate.
8. Attested copy of the E.S.I registration letter / certificate.
9. Certified documents in support of the Financial turnover of the agency.
10. Certified documents in support of entries in column 13 of Technical Bid application.
11. **Copy of the terms and conditions at pages..... in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.**
12. Authorization Certificate of Agency.

**DOCUMENTS TO BE SUBMITTED BY THE SUCCESSFUL AGENCY  
BEFORE DEPLOYMENT OF MANPOWER  
\*\*\*\*\***

1. List of Manpower short listed by agency for deployment in Home Department, containing full details i.e. date of birth, marital status, address, educational certificate etc.
2. Bio-data of all person with Passport size Photograph.
3. Any other document considered relevant.

## AGREEMENT

This Agreement is made on this \_\_\_\_\_ day of \_\_\_\_\_  
Between the Governor of Odisha represented by \_\_\_\_\_,  
here-in-after referred to as the "Authority" which expression shall, where  
the context so requires or admits, also include its successors or assignees  
of the one part;

## AND

M/s \_\_\_\_\_  
represented by Shri \_\_\_\_\_, here-in-after called the  
"Manpower Service Provider" which expression shall, where the context so  
requires or admits, also include its successors or assignees of the other  
part.

Whereas, the "Authority" desires that the services of  
"\_\_\_\_\_" are required in \_\_\_\_\_ Department/  
Office;

And whereas the "Manpower Service Provider" has offered its  
willingness to the same in conformity with the Provisions of the agreement;

And whereas the "Authority" has finalized the rate as per the terms  
and conditions of the agreement to the "Manpower Service Provider".



**Now this agreement witnesses as below:-**

1. That the Annexure containing the Terms and Conditions shall be deemed to form and to be read and constructed as part of this agreement.
2. That in consideration of the payment to be made by the "Authority" to the "Manpower Service Provider", the "Manpower Service Provider" hereby agrees with the "Authority" to provide personnel to be engaged as " \_\_\_\_\_ " in the \_\_\_\_\_ (name of the Department/Office) in conformity with the provisions of the Terms and Conditions.
3. That the "Authority" hereby further agrees to pay the "Manpower Service Provider" the contract price at the time and in the manner prescribed in the said Terms and Conditions.
4. That in the event of any dispute that may arise it shall be settled as per the Terms and Conditions of the contract.
5. That this agreement is valid upto \_\_\_\_\_

**IN WITNESS WHEREOF** the parties have caused their respective common seals to be here unto affixed or have here unto set their respective hands and seals on the day and year first written above.

**Signature of the officer  
authorized to sign on  
behalf of Manpower  
Service Provider**

**Signature of the Authority  
An officer acting in the  
premises for and on  
behalf of the Governor of  
Odisha.**

*In the presence of witness:-*

**Witness**

1. Name.....  
Address.....

2. Name.....  
Address.....

**Witness**

1. Name.....  
Address.....

2. Name.....  
Address.....

## TERMS & CONDITIONS OF THE AGREEMENT

1. The Agreement shall commence from ..... and shall continue till .....unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc or change in requirements.
2. The Agreement shall automatically expire on .....unless extended further by the mutual consent of the Manpower Service Provider and the Authority.
3. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Manpower Service Provider and the Authority.
4. The Manpower Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the Authority.
5. The Manpower Service Provider will be bound by the details furnished by it to the Authority while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.
6. The Authority reserves the right to terminate the Agreement during initial period also after giving 15 days notice to the Manpower Service Provider.
7. The persons deployed shall be required to report for work at 10.00 AM to the Under Secretary or Deputy Secretary or such other Officer as may have been kept in charge of the Office Establishment of the Office concerned and would leave at 5.00 P.M. and may also required to work beyond 5.00 PM for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
8. In case the person deployed is asked to work beyond 8 PM, he/she shall be entitled to late sitting-cum-refreshment compensation of ` 50/- (fifty) per day.
9. The person deployed may be called on holidays to attend duty and shall be paid extra remuneration as per rates approved by this office on attending such duty.
10. The Manpower Service Provider shall nominate a coordinator who shall be responsible for immediate interaction with the Department so that optimal services of the persons deployed could be availed without any disruption.
11. The entire financial liability in respect of manpower services deployed in the Department or Office concerned shall be that of the Manpower Service Provider and the Department of Office concerned will in no way be liable. It will be the responsibility of the Manpower Service Provider to pay to the person deployed a sum not less than the minimum rate quoted in the financial bid and adduce such evidence as may be required by the Department or Office concerned.

12. For all intents and purposes, the Manpower Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Manpower Service Provider shall not have any claim whatsoever like employer and employee relationship against the Department or Office concerned.

13. The Manpower Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Department authority shall, in no way, be responsible for settlement of such issues whatsoever. In case the grievances of the deployed person are not attended to by the Manpower Service Provider the deployed person can place their grievance before a Joint Committee consisting of a representative of the Department Office concerned and an Authorized representative of the Manpower Service Provider.

14. The Department shall not be responsible for any financial loss or any injury to any person deployed by the Manpower Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.

15. The persons deployed by the Manpower Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.

16. In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Manpower Service Provider shall not be entitled to and shall have no claim for any absorption in regular or other capacity.

17. The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Manpower Service Provider.

18. The Manpower Service Provider must be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration should be submitted. The Manpower Service Provider shall comply with all the legal requirements for obtaining License under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost, if required under the Act.

19. The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider. ~~The Manpower Service Provider shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.~~

20. The persons deployed by the Manpower Service Provider should have good police records and no criminal case should be pending against them.

21. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Department. The Manpower Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

22. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
23. The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to different types of worker in respect of the persons deployed by it in the Department. The Department shall have no liability in this regard.
24. The Manpower Service Provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the Department as and when required.
25. The Manpower Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the Department or any other authority under Law.
26. The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended, from time to time and a certificate to this effect shall be provided by the Department.
27. In case, the Manpower Service Provider fails to comply with any liability under appropriate law, and as a result thereof, the Department is put to any loss / obligation, monetary or otherwise, the Department will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Manpower Service Provider, to the extent of the loss or obligation in monetary terms.
28. The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed persons and non-payment of statutory dues. The Department will have no liability towards non-payment of remuneration to the persons employed by the Manpower Service Provider and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the Department by the persons deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.
29. In case of breach of any terms and conditions attached to this agreement, the Performance Security Deposit of the Manpower Service provider shall be liable to be forfeited besides annulment of the Agreement.
30. ~~The Manpower Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or Office concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month.~~

31. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department or Office Concerned.

32. The amount of penalty calculated @ `100/- per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Manpower Service Provider shall be deducted from its monthly bills in the succeeding month.

33. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

34. In the event of any dispute arising in respect of the clauses of the agreement the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.

35. All disputes shall be under the jurisdiction of the court at the place where the headquarters of the authority, who has executed the agreement, is located.