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TENDER FOR HIRING OF MANPOWER PLACEMENT AGENCY FOR PROVIDING MANPOWER SERVICES SUCH AS SAP CONSULTANT, YOUNG LEGAL PROFESSIONAL, IT ENGINEER, ACCOUNTANT, OFFICE ASSISTANT, DATA ENTRY OPERATOR, PERSONAL ASSISTANT, STENOGRAPHER, MULTI-TASKING STAFF ETC. FOR NHIDCL, REGIONAL OFFICE GANGTOK AND ITS PMUs & SOs IN THE STATE OF SIKKIM.

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NH-10, Amdo Golai,
Opposite State Veterinary Polyclinic,
Gangtok, East Sikkim-737102

No.: NHIDCL/RO-Sikkim/Manpower Tender/2025-26/01

Dated: 30.01.2026

NOTICE INVITING E-TENDER (NIT)

1. National Highways & Infrastructure Development Corporation Limited invites e-tenders through GeM Portal under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Placement Companies/ Firms/ Agencies (henceforth called Agency) for providing manpower services such as SAP Consultant, Young Legal Professional, IT Engineer, Accountant, Office Assistant, Data Entry Operator, Personal Assistant, Stenographer, Multi-Tasking Staff etc. for NHIDCL Regional Office, Gangtok and its PMUs & SOs in the state of Sikkim.

2. The estimated cost of the tender for two years is **Rs 3,06,84,480.00** approx. based on the payment of remuneration on current approved emoluments. This may, however, increase or decrease depending upon the number of persons actually deployed.

3. The contract shall be initially for a period of two years (*likely to commence from 01st April 2026*) from the date of award of the contract, which may be further extended upon satisfactory performance, for another period of six months on the same Terms & Conditions or curtailed / terminated at any time before expiry of contract period depending upon requirement of NHIDCL.

4. The complete Tender Documents can be downloaded from the website of NHIDCL www.nhidcl.com

5. Various crucial dates/ time relating to “Tender for Manpower Services such as SAP Consultant, Young Legal Professional, IT Engineer, Accountant, Office Assistant, Data Entry Operator, Personal Assistant, Stenographer, Multi-Tasking Staff etc. for NHIDCL, Regional Office Gangtok and its PMUs & SOs in the State of Sikkim” are as under:

a.	Release of Tender on GeM portal and website of NHIDCL	31.01.2026
b.	Pre-Bid Conference	14.02.2026 at 1500 Hrs
c.	Last date and time for submission of Bids	20.02.2026 at 1300 Hrs
d.	Date and time for Opening of Technical Bids	20.02.2026 at 1330 Hrs
e.	Date and time for Opening of Financial Bids of the Technically Qualified Bidders	To be notified later

6. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. The technical bids are to be submitted in **Online mode**. The Technical Bid must be submitted in the prescribed application format given under **Section-III** of this tender document.

(i) Bids not submitted online on GeM portal shall not be considered at all.

(ii) MSME having valid registration certificates issued for providing similar services of manpower will be allowed exemption from EMD, etc. as per the Govt. policy, subject to submission of valid registration certificate with the Bid.

7. **The Financial Bid:** Tender for Manpower Services such as SAP Consultant, Young Legal Professional, IT Engineer, Accountant, Office Assistant, Data Entry Operator, Personal Assistant, Stenographer, Multi-Tasking Staff etc. for NHIDCL, Regional Office Gangtok and its PMUs & SOs in the State of Sikkim submitted only through online process at GeM Portal.

Interested Companies/ Firms/ Agencies may submit their bids online on GeM portal, completed in all respect, along with the Earnest Money Deposit (EMD) of **Rs 6,13,690.00** (02% of estimated bid value) on or before the last date notified for bid submission to Employer's Account through NEFT / RTGS into Bank Account No "**94113210000020**" with Canara Bank, Gangtok, Sikkim having IFSC code "**CNRB0019411**". The EMD in respect of the Agencies which do not qualify the Technical Bid (First Stage) shall be returned after issuance of LOA to the L1 bidder without any interest, upon receipt of a specific request from the concerned bidder.

8. The tender shall be governed by General Terms and Conditions given under **Section-I** of this tender document. NHIDCL reserves the right to amend or withdraw any of the Terms & Conditions contained in the Tender Document or to reject any or all bids without giving any notice or without assigning any reason thereof. The decision of the National Highways & Infrastructure Development Corporation Limited in this regard shall be final and binding on all the bidders.

9. Any amendment/ addendum/ corrigendum shall be notified only on the website of NHIDCL and GeM Portal.

10. **The agency should quote its financial bid with due care, taking into account all the expenses likely to be incurred on providing manpower services as NHIDCL shall not entertain any separate bill for reimbursement in this regard.**

11. Scope of work of the tender is given under **Section-V** of the tender document.

12. Technical eligibility requirement are given under **Section-II** of the tender document.

13. Technical bid shall be evaluated based on the methodology given under **Section-IV** of the tender document.

Most Important

(i) The bidders should note that Technical and other information must be submitted in the Technical Application Format.

(ii) After completing the application, all the documents mentioned should be placed in only one window at GeM Portal with the heading "**EXPERIENCE CRITERION**".

(iii) No other window such as Average Annual Turnover (AAT), Exp. Criterion and additional document should be created or document should not be placed in different windows. If the documents are spread over in different windows, the bid shall be treated as "**Invalid**".

Executive Director (P)
NHIDCL, RO-Gangtok

SECTION –I

GENERAL TERMS AND CONDITIONS OF THE TENDER

1. In case of breach of any of the terms and conditions attached to this contract, the EMD/ Performance Security Deposit of the Agency will liable to be forfeited by the National Highways & Infrastructure Development Corporation Limited besides annulment of the contract and the agency become liable for blacklisting.
2. Conditional bids shall **not** be considered and will be summarily rejected in the very first instance.
3. A Pre-Bid conference would be held as per schedule in the Office of the NHIDCL, Regional Office-Gangtok, NH-10, Amdo Golai, Opposite State Veterinary Polyclinic, Gangtok, East Sikkim -737102. The prospective bidders are welcome to attend the meeting for seeking clarification on any issue related to the tender documents. Interested Bidders seeking any clarification may participate in this conference. The written reply to these clarifications shall be posted on the Company website www.nhidcl.com. No queries shall be entertained after the pre-bid date.
4. The Competent Authority of the National Highways & Infrastructure Development Corporation Limited reserves the right to cancel any or all the bids without assigning any reason.
5. **Technical Bid must be Indexed and page numbered.**
6. **All the pages of the tender document must be signed and duly affixed with the rubber-stamp of the firm as an acceptance of all the Terms & Conditions contained therein, by an Authorized Signatory.**
7. **In case the signatures are made by a person other than Proprietor or designated Official of the firm, an Authority Letter in his/her name must be attached.**
8. The administrative/ service charge/ any other liability / charges to be charged by the service provider should be quoted in percentage terms only on remuneration to be paid to each personnel (excluding taxes). The amount so quoted shall be applicable also in case of all liabilities of the agency towards the deputed staff for any other personal exigencies, including maternity benefits etc.
9. In cases where the bidder has submitted “NIL” charge / amount over and above the remuneration payable to the manpower, the bid shall be treated unresponsive and will not be considered in terms of the provision of Ministry of Finance, Department of Expenditure OM No. 29(1)/2014-PPD dated 28th January, 2014.
10. The Validity of the bid shall remain in force for 120 days from the day of opening of Financial Bids.
11. The contract will be initially for a period of **Two year** (*likely to commence from 01st April 2026*) from the date of award of contract, which may be further extended upon satisfactory performance for another period of six months. The period of contract shall be further extended on the same Terms & Conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.

12. The contracting Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NHIDCL.

13. The actual requirement of services and in turn the number of staff, may increase or decrease during the currency of contract. The selected Agency would have to provide a panel of sufficient number of persons for providing services of SAP Consultant, Young Legal Professional, IT Engineer, Accountant, Office Assistant, Data Entry Operator, Personal Assistant, Stenographer, Multi-Tasking Staff etc. for NHIDCL Regional Office, Gangtok and its PMUs & SOs in the state of Sikkim out of which NHIDCL would reserve the right to select or return the same for further submission depending on their suitability.

14. The bidder shall be bound by the details furnished by him/ her to the National Highways & Infrastructure Development Corporation Limited, while submitting the tender or at subsequent stage. In case, any document furnished by him/her is found to be false at any stage, it would be deemed to be a breach of Terms of Contract, making him/her liable for legal action, besides termination of contract.

15. The National Highways & Infrastructure Development Corporation Limited reserves the right to terminate/foreclose the contract any time after giving **thirty days' notice** to the contracting agency.

16. National Highways & Infrastructure Development Corporation Limited may ask for documentary evidence in respect of payment of statutory liabilities as and when required.

17. Service provider will pay the remuneration fixed by NHIDCL to the deployed Support Office Staff personnel through RTGS/NEFT in their respective Bank accounts under intimation to NHIDCL on or before 05th of the succeeding month, without having any reference to the payment of preceding month.

18. National Highways & Infrastructure Development Corporation Limited shall verify the actual payment of statutory payments periodically, and if not satisfied, shall withhold the payments due to the service provider in addition to other legal action.

19. Every outsourced staff shall be entitled to one day paid leave (in addition to public holidays) for each completed calendar month that can be accumulated up to the end of the calendar year, beyond which such leaves cannot be carried forward. The leave must be availed of with the prior approval of his/her Controlling Officer and un-availed leaves shall not be eligible for encashment.

20. The outsourced staff shall be required to render services under the supervision of NHIDCL Officers.

21. Agency should arrange to issue a laminated ID Card to each of the outsourced staff deployed at NHIDCL (as per design approved by NHIDCL), containing the photo of the deployed personnel along with other details such as Name, DoB, validity, type of engagement i.e. designation, Name of the Outsourcing agency, place of deployment, etc.

Liabilities, Control etc. of the Personnel Deployed

22. No outsourced staff shall have any financial or administrative powers, whatsoever. Their duties shall be to assist and carry out routine functions as may be assigned by his/ her Controlling Officer. The outsourced staff so deployed shall comply with NHIDCL's rules and regulations as may be in force or as amended from time to time.

23. All drawings, documents, data, specifications, standards, manuals etc., issued or made available to outsourced staff shall be used exclusively towards discharging his/ her duties in NHIDCL and shall be returned to the concerned authority in NHIDCL without retaining any copies thereof.

General Liability of Outsourced staff:

24. The agency shall ensure that:

- a. The outsourced staff deployed at NHIDCL shall maintain complete secrecy and confidentiality about their work assignments in NHIDCL.
- b. The outsourced staff shall ensure safe custody of all data/ information specific to any project of NHIDCL and shall maintain confidentiality by not divulging/ disclosing the same to any third party, under any circumstances.
- c. Avoid use of any official information concerning NHIDCL for any non-official purpose.
- d. The ownership and copyright of all data, drawings, reports and other documents, prepared by the outsourced staff during the discharge of his/ her duties in NHIDCL shall rest exclusively with NHIDCL.
- e. For the purpose of this Clause "Confidential Information" shall mean any knowhow, as well as any other knowledge, data or information of any technical, commercial or financial nature which is furnished to or obtained by outsourcing staff directly or indirectly, during execution of their duties, in NHIDCL.
- f. He/ She shall not write to NHIDCL management regarding any personal issues and shall take up with the agency only. However, if any grievance regarding payment of wages in violation of Labour laws is to be made, it shall be addressed to Executive Director (P) only.
- g. The agency while deploying manpower for requisite services shall clearly mention in the deployment letter that the performance of the person shall be reviewed periodically and he/she is liable to be withdrawn from deployment, if performance is not found satisfactory.
- h. The deployment of the manpower shall not exceed, in any case, beyond the final date of the service contract and all manpower deployment shall, therefore, be co-terminus with the service contract awarded to the agency by NHIDCL. However, deployment of manpower can be terminated at any point of time before expiry of service contract, for the reasons of misconduct, unsatisfactory performance, project requirements etc.

25. NHIDCL provides equal opportunity to women for work. All outsourced support staff shall show gender sensitizing.

26. Integrity: Each of the outsourced support staff so deployed must maintain highest standards of integrity and ethics.

27. The agency shall ensure that the individual person deployed in or through the National Highways & Infrastructure Development Corporation Limited is physically fit, competent to discharge the duties assigned with the post and have requisite experience and qualifications.

28. The persons deployed shall work as per the office timings of the office in which they are deployed. The persons deployed may be required to attend the office on Holidays or attend office before/ after office working hours based on the exigencies of work for which no additional payment shall be payable, however, compensatory off in lieu of the same may be permitted at subsequent date within a period of 30 days.

29. The Agency shall furnish the following documents in respect of the individual Manpower, who will be deployed in the National Highways & Infrastructure Development Corporation

Limited at the time of commencement of the service contract and in respect of personnel deployed after commencement of service contract as and when a person is deployed.

- a. List of persons to be deployed
- b. Bio-data of all such persons
- c. Attested copy of the Certificates and documents showing age, educational qualifications and experience
- d. Identity Cards bearing photograph.
- e. Aadhar number of the persons deployed (copy of the Aadhar Card may be provided).

30. The agency shall be required to submit to NHIDCL for review and approval the bio-data of the personnel, along with attested copies of the certificates of qualification of personnel assigned to carry out the services. The agency shall submit the above details within 7 days of the requirements raised by NHIDCL and the shortlisted candidates shall be called for interaction/Trade Test before engagement. The selected candidates would be required to join their duties in NHIDCL within 15 days from the date of issue letter by agency. The original testimonials of the candidates should be available with the agency for verification at the time of interview. If the empaneled agency is unable to provide suitable bio-data of the candidates after the requisitions made to them on two occasions during the agreement period, the agreement is liable to be terminated. Likewise, in case the shortlisted candidates fail to join on three consecutive occasions, NHIDCL shall be at liberty to terminate the agreement.

31. In case the personnel deployed by the successful Agency commits any act of Omission/Commission which amounts to misconduct/ indiscipline/incompetence, the Agency will be liable to withdraw from NHIDCL deployment of such persons, with a substitute with immediate effect and/or to take appropriate disciplinary/legal action against such persons including their removal from the site of work, when asked by NHIDCL.

32. The Agency shall replace immediately any of its personnel who are found unacceptable to the National Highways & Infrastructure Development Corporation Limited because of security risks, incompetence, conflict of interest, improper conduct, habitual absence, not being punctual and regular in attendance, etc. on the instructions of the NHIDCL.

33. The staff deployed shall be required to report for work to the Competent Authority at NHIDCL daily and would not leave the office during duty hours. Attendance should be monitored by the Aadhar Enabled Biometric Attendance system or any other notified mode and all staff deployed shall be required to follow deployed office timings. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions leading to total loss time of more than 1.5 hours, one-day pro-rata remuneration shall be deducted or any other action as deemed fit may be taken.

34. The Agency shall depute a coordinator who would be responsible for immediate interaction with the National Highways & Infrastructure Development Corporation Limited so that optimal services of the persons deployed by the Agency could be availed without any disruption. The coordinator shall:

- a. Co-ordinate with the NHIDCL on daily basis.
- b. Prepare the Monthly Attendance sheet as per the Biometric Attendance and get it certified by EIC or his authorized representative.
- c. Arrange filing of half yearly return of ESIC, if so required.
- d. Arrange filing of annual return of PF, if so required.

- e. Arrange medical attention to staff on hurt on duty in consultation with NHIDCL or his authorized representative.
- f. Shall handle cases of casualty.
- g. Medical fitness of staff as and when required.
- h. Resolving staff problems at site.
- i. Maintaining of all the labour laws registers formats etc. in up-to-date condition.
- j. Other matters like joining formalities, issuance of appointment letters, identity cards, pay slips, issue of service certificates, etc. shall be handled by the agency.
- k. The agency should provide Form 16 to all the persons deployed by it at the end of the Financial Year.

35. The Agency shall immediately provide a substitute in the event of any person absenting from duty on any day, leaving the job or is removed. The delay by the agency in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damage @ 02 times the pro-rata remuneration per day per personnel on the service-providing agency.

36. NHIDCL will make consolidated payment for each person engaged by the agency, against the bill raised by the Agency based on actual attendance of the completed months. No separate payment will be made to either agency or any individual on any account by NHIDCL except in cases when the person engaged is deputed for official work wherein payments would be made as per NHIDCL's rules and regulations with the prior approval of Competent Authority and the same shall be reimbursed subsequently by NHIDCL.

37. For all intents and purposes, the service providing Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of personnel so deployed in the NHIDCL. **The persons deployed by the Agency in the NHIDCL shall not have any claim of Master and Servant relationship nor have any Principal and Agent relationship with or against the National Highways & Infrastructure Development Corporation Limited.** They shall in no case be entitled for claiming regularization/ employment/ promotion/ upgradation etc. in the National Highways & Infrastructure Development Corporation Limited, on the basis of having rendered services through the Contractor / agency. The agency will be solely responsible to defend any litigation in this regard, if raised by any of the outsourced staff in any forum/court of law.

38. The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to the persons deployed in NHIDCL. The National Highways & Infrastructure Development Corporation Limited shall, in no way be responsible for settlement of such issues whatsoever.

39. The National Highways & Infrastructure Development Corporation Limited shall not be responsible for any damages, losses, claims, financial or injury to any other person deployed by service providing agency in the course of their performing the functions/ duties, or for payment towards any compensation.

40. The personnel deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to ad-hoc, deputationist or any other direct contractual employees of the National Highways & Infrastructure Development Corporation Limited during the currency or after expiry of the Contract.

41. In case of termination of this contract on its expiry or otherwise, the personnel deployed by the service providing agency shall neither be entitled to nor will have any claim for continuation or any absorption or any relaxation for absorption in the regular/ or any other capacity or continuation in any other project or in any capacity in the National Highways & Infrastructure Development Corporation Limited.

LEGAL

42. The Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, GST, Provident Fund, Maternity/Paternity Leave Benefit and Employees State Insurance etc., if applicable in respect of the persons deployed by it in National Highways & Infrastructure Development Corporation Limited. Maternity/Paternity leave to be paid for as per applicable statutory provisions and NHIDCL shall reimburse such amount. The Stated Provisions/Laws mentioned is only indicative and not the exhaustive list.

43. Medical Insurance @ Rs 05 Lakh for those deployed at NHIDCL RO as well as in the Field Offices and Personal Accidental Insurance @ Rs 10 Lakh for those deployed in Field Offices is to be taken by the Outsourcing Agency and the Annual Premium would be reimbursed by NHIDCL to the outsourcing agency.

44. The Agency shall also be liable for depositing any Taxes, Levies, Cess etc. on account of service rendered by it to the National Highways & Infrastructure Development Corporation Limited to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

45. The Agency shall maintain all statutory registers under the applicable law. The Agency shall produce the same, on demand, to the concerned authority of the National Highways & Infrastructure Development Corporation Limited or any other authority under law. A compliance certificate in this regard will be submitted along with the bills every month.

46. Taxes will be deducted as per the applicable laws, as amended from time to time and the certificate to this effect will be issued by NHIDCL.

47. In case, the Agency fails to comply with any statutory / taxation liability under appropriate law and as a result thereof the National Highways & Infrastructure Development Corporation Limited is put to any loss/obligation, monetary or otherwise, the NHIDCL will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary.

48. The agency shall be liable for and shall hold harmless the NHIDCL against any liability(s), loss(s), expenses(s), damages, claims, suits, actions demands or proceedings, arising under any law for & on behalf of its manpower deployed in NHIDCL and for the act and conduct of its personnel deployed in NHIDCL.

49. All the rights and liabilities of the parties shall accrue from the date of award of letter of award.

50. In the event of any dispute arising after award of work/the execution of the Contract Agreement, the parties hereby agree to resolve the issues through Arbitration and shall follow the procedures as laid down in the Arbitration and Conciliation Act, 1996 (as amended from time to time). It is agreed that the disputes shall be referred to the Sole Arbitrator by the Executive Director, NHIDCL. It is also agreed that the seat of Arbitration shall be at Sikkim. Except where otherwise provided for in the contract, all questions and disputes, claims, rights, matters or things whatsoever in any way arising out of or relating to the contract thereof shall be

referred to the 'Dispute Resolution Committee' to be appointed by the Executive Director (P), NHIDCL before taking recourse for resolution of dispute through Arbitration. In case dispute is not resolved at Dispute Resolution Committee level and still persists, the same shall be referred to the Sole Arbitrator to be appointed by Executive Director (P), NHIDCL. The Arbitrator to whom the matter is originally referred is either transferred or vacates his office or is unable to act for any reason, the appointing authority for Arbitrator, as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as Arbitrator in accordance with the terms of the contract. Provision of the Arbitration and Conciliation Act, 1996, as amended or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

51. The Courts at Sikkim shall have the exclusive jurisdiction to try and entertain the suit/petition over the matter.

FINANCIAL

52. The successful agency will execute a Performance Security of **05% of the value of the Contract in the form e-Bank Guarantee** from State Bank of India or its subsidiaries or Any Indian Nationalised Bank or Any Scheduled Commercial Bank approved by RBI having a net worth of not less than Rs 500 crore as per the latest Annual Report of the Bank. The Performance Guarantee should remain valid for a period of 60 days beyond the completion of the period of contract. For purpose of e-Bank Guarantee, the Account details along with the entity id of NHIDCL RO Gangtok are as follows:

Bank Name :: Canara Bank , M.G. Marg, Gangtok
Account Number :: 94113210000020
IFS Code ::: CNRB0019411
Entity id :: NCTGC2502P

#NOTE: The bank guarantee issued by a Cooperative Bank shall not be accepted

53. In case the selected agency does not deposit performance security with the prescribed time mentioned in the LOA and fail to undertake the work upon award of 'Letter of Award' (LOA) within a period of 15 days, the agency would be liable to be blacklisted and debarred from future tendering in NHIDCL, in addition to forfeiting the EMD.

54. In case of breach of any of the Terms and Conditions attached to this contract, the Performance Security Deposit of the Agency will be liable to be forfeited by the National Highways & Infrastructure Development Corporation Limited without any prior written notice besides annulment of the contract and the agency become liable for blacklisting.

55. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Competent Authority, NHIDCL) in respect of the persons deployed and submit the same to the Executive Director (P), NHIDCL 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. However, NHIDCL shall not pay interest on any delayed payment. The payment to the person deployed at NHIDCL should be made by the Agency through RTGS/NEFT in the bank account and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action. NHIDCL shall verify the actual payment of statutory payments periodically, and if

not satisfied, shall withhold the payments due to the service provider in addition to other legal action.

56. The amount of pre-estimated agreed liquidated damages calculated @ 02 times the pro-rata remuneration per day per person on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the Agency shall be deducted from the monthly bills of the service providing Agency in the following month.

57. The National Highways & Infrastructure Development Corporation Limited reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the Manpower placement agency.

58. The remuneration payable to the Manpower and the qualification and relevant work experience of the manpower shall be decided by NHIDCL based on the qualifications and experience and the placement agency shall ensure that the deployed Manpower has the requisite experience and qualifications. The Agency will have to furnish an Affidavit that it is in compliance with all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities thereon.

59. All statutory payments such as ESI, EPF, Maternity/Paternity Leave Pay, etc. are not to be included in their quote by the bidders, only the administrative/ service charges to be charged by the service provider and GST is to be quoted in financial bid.

60. Agency shall be required to provide uniform of the approved colour to MTS as per following details at the time of initial registration of the candidate(s), at the cost of agency every year, failing which the same will be provided by NHIDCL and cost of the same shall be recovered from the agency from their bill(s):-

Summer Uniform	Cloth for Shirt and Trouser (good quality of Terri cot of approved colour, including stitching.	Two Sets
Winter Uniform	Cloth for Shirt and Trouser (good quality of Terri cot of approved colour, including stitching.	One Sets
	Pullover full Sleeves	One
	Pullover (Sleeve Less)	One

61. Medical Insurance @ Rs 05 Lakh for those deployed at NHIDCL RO as well as in the Field Offices and Personal Accidental Insurance @ Rs 10 Lakh for those deployed in Field Offices is to be taken by the outsourcing agency and the annual premium would be reimbursed by NHIDCL to the outsourcing agency.

62. Agency should not charge either as registration fee or any other amount from the candidates so deployed. Contradiction of this would be considered as breach of contract conditions and would be dealt appropriately.

63. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed as certified by NHIDCL. Attendance along with certificate for satisfactory performance of the duties shall be provided to the agency for releasing payment to the staff deployed at NHIDCL.

64. The Agency shall ensure that the remuneration to the deployed staff is released by the 05th of the succeeding month, through RTGS/ NEFT and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action.

SECTION-II

TECHNICAL ELIGIBILITY REQUIREMENT OF THE AGENCY PROVIDING SERVICES OF SUPPORT OFFICE STAFF AT NHIDCL

The tendering Agency should meet the following technical yardsticks and furnish self-attested copies of documents in evidence of compliance else the bid will be treated as technically non-responsive:-

1. The Agency should be registered with the appropriate registration authority.
2. The agency should be registered for GST, EPF, ESIC, PAN. Copies of the requisite certificates should be submitted.
3. Certificate from CA (having the ICAI UDIN No) of Average Annual Turnover of the company for providing manpower services for the last 3 financial years (2022-23, 2023-24 & 2024-25) and this Average Annual Turnover should not be less than Rs (50% of the bid value). MSEs are exempted from this condition.
4. The Agency should have successfully completed at least one work of similar nature valued not less than 80% of the tender cost (3, 06, 84,480.00) or two works not less than 50 % of the tender cost (3, 06, 84,480.00) each or three works not less than 40% of the tender cost (3, 06, 84,480.00) each, during the last 07 (seven) years for providing services of skilled / highly skilled manpower to reputed Public Sector Companies and / or Government Department etc. during the last seven years ending 31.12.2025, proof of which should be enclosed with the Technical Bid. MSEs are exempted from this condition.
5. The agency should submit an Insolvency Certificate for an amount of 20% of the tender cost (3, 06, 84,480.00) from its banker. The certificate should be issued after the bid notification issue date.
6. Declaration to the effect that the bidder has not been blacklisted / debarred from participating in any tender of any Ministry/Deptt/PSU of the Government of India in the last three years. The certificate should be issued after the bid notification issue date.
7. A Certificate to the effect that the bidder agency is “Not under Liquidation” or court proceedings for liquidation are not initiated against it, should be submitted. The certificate should be issued after the bid notification issue date.
8. The bidder should not have been suspended/ debarred by the GeM during a period of one year i.e. from 01.01.2025 onwards. An affidavit on a stamp paper of Rs 50/- should be submitted by the bidder to this effect. The certificate should be issued after the bid notification issue date.
09. Must submit the proof of deposit of PF/ ESIC for the period from 01.01.2025 to 31.12.2025.
10. Should have excellent performance record of providing similar services to Govt Dept/ PSUs as may be established by performance certificate issued by Government departments/ PSUs. The value of such a certificate must be mentioned by the issuing authority and should not be less than Rs (40% of the estimated bid value).

NOTE: In case of furnishing false information, the bid shall be treated “**Invalid**” and shall not be considered for evaluation.

SECTION –III

APPLICATION- TECHNICAL BID

Hiring Of Manpower Placement Agency for Providing Manpower Services such as SAP Consultant, Young Legal Professional, IT Engineer, Accountant, Office Assistant, Data Entry Operator, Personal Assistant, Stenographer, Multi-Tasking Staff etc. for NHIDCL, Regional Office Gangtok and its PMUs & SOs in the State of Sikkim.

SI No	Particulars	Details to be filled by the Agency	Document / Certificate Page No.
1	Name of the Tendering Company/ Firm/ Agency (Attach Certificate of Registration)	YES/NO	
2	Name of Proprietor/Director of Tendering Company/ Firm/ Agency	YES/NO	
3	Corporate Office/Head Office/ Registered office/business address of the Agency	YES/NO	
4	Telephone/Mobile number, Fax numbers, Email	YES/NO	
5	Name of Contact Person with Mobile No. & Email ID	YES/NO	
6	Year of Incorporation/Constitution of the Firm/Agency (Attach Certificate of Incorporation)	YES/NO	
7	Whether registered with Registrar of Companies, Registration No., Date of Registration (Attach copy of Registration Certificate)	YES/NO	
8	Income Tax – PAN No. (Attach attested copy of PAN & indicate page no.)	YES/NO	
9	GST No. (Attach attested copy of GST No. & indicate page no.)	YES/NO	
10	Whether the agency has successfully executed at least 01 (one) similar work costing not less than (80% of the bid value) or 02 (Two) similar works costing not less than (50% of the bid value) each or 03 (Three) similar works costing not less than (40% of the bid value) each during the last 07 years ending 31.12.2025 in Govt. Organisation/PSUs/other Govt. bodies. (Documentary proof to be enclosed)	YES/NO	
11	Details of Average Annual Turnover towards supply of manpower services during the last three financial years i.e. 2022-23, 2023-24 & 2024-25 #NOTE: The Turnover Certificate should be issued by a Chartered Accountant alongwith UDIN No. A certificate without UDIN No. shall be treated as invalid.	YES/NO Turnover for :- FY 2022-23 Rs FY 2023-24 Rs FY 2024-25 Rs	
12	Bank details of the agency in Annexure-I to the Tender	YES/ NO	

13. Client profile for similar services in Govt departments/PSUs. Please provide details of 10 best clients in the format given. No document except these 10 shall be considered. Hence, bidders are advised in their own interest not provide any extra documents, otherwise bid shall be treated as invalid.

Sl No	Details of Client along with telephone number and Email	Description of work	Contract Number and Date	Value of Contract	Stipulated date of completion of work order	Actual date of completion	Page number
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

14. Copy of client satisfaction for completion of works of similar nature valued not less than Rs (40% of the estimated bid value) each, during the last 07 (seven) years ending 31.12.2025 to Govt Dept / PSUs / Organizations. Please provide on 05 best Performance Certificates.

Sl No	Details of Client along with telephone number and email	Contract Number and Date	Value of Contract	Stipulated date of completion.	Actual date of completion.	Date of Performance Certificate with value and Grading.	Please indicate whether Excellent / Outstanding,	Page Number
1								
2								
3								
4								
5								
6								
7								

N.B. – Latest Performance Certificate in respect of ongoing service contracts may also be considered provided that the value of such completed period of contract is more than Rs 1,22,73,792.00 (40% of the bid value).

15. Details of EMD of **Rs 6,13,690.00** (02% of the bid value):

Transaction No. / UTR No.:

Date of Payment:

Date:
Place:

(Signature of Bidder/Authorized Signatory)
Address of the firm/Seal.....

DECLARATION

1. I, Son/ Daughter/Wife of Shri.....
Authorized signatory of the company/ agency/ firm mentioned above, is 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, including corrigendum issued and undertake to abide by them.
3. I, undertake to indemnify NHIDCL against any loss incurred by NHIDCL due to any act of omission or commission by the manpower deployed in NHIDCL through my Company/ Agency/ Firm.
4. My Company/ Agency/ Firm has not been blacklisted/ debarred from participating in tender of any Ministry/ Department/ PSU of Government of India in last three years.
5. 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 (s)

Date:

Name:

Place:

Seal:

SECTION-IV

EVALUATION OF BID

The responsive bids will be evaluated on the methodology of “Least Cost Selection”. Those who score 50 out of 100 marks shall be eligible for opening of financial bids. However, MSE & Start-ups firm shall be awarded qualifying marks in view of the fact that MSE/ Start-ups are exempted from Exp. And Annual Turnover criteria as per Govt of India policy/ However, it should be ensured that they have submitted valid MSE certificate. Moreover, they have valid certificate asked vide Sl. 06 to 10 of Section-II (Technical Eligibility). If such valid certificate is not provided, the Competent Authority in RO may take a view about validity of bid of such bidders.

Sl No	Parameters	Marks Allotted
1	Number of Govt. clients/ PSUs being served/ served during last five years up to 31.12.2025. Work order value of each client should not be less than (40% of the bid value)	2 marks for each client (up to 31.12 2025) subject to a maximum of 20 marks.
2	Proof of deposit of PF/ ESIC for a period from 01.01.2025 to 31.12.2025	Two marks each for each month of deposit. [Maximum Marks: 20 Marks]
3	Monitory Value of Contracts. Average of THREE best contracts will be considered.	(i) 05 marks for average contract value of Rs 80 Lacs and up to Rs 02 crores, (ii) 10 marks for average contract value of Rs 02 crores and up to Rs 05 crores, (iii) 15 marks for average contract value of Rs 05 crores and up to Rs 08 crores, (iv) 20 marks for average contract value of Rs 08 crores and above. [Maximum Marks: 20 Marks]
4	Level of Client Satisfaction for completion of works of similar nature (providing Support Office Staff personnel, similar manpower services) valued not less than (40% of the estimated bid value), during the last 07 (seven) years ending 31.12.2025. (Please give details in the prescribed format in the Technical Evaluation Form) Maximum FOUR best works would be considered for evaluation. NB: (i) Only such performance certificates shall be considered in which the value of the contract is mentioned, in addition to level of performance. Performance certificates in which the level of performance is not indicated shall not be considered. (ii) A single certificate from a client whether certifying single or multiple work contracts shall be treated as a single certificate. (iii) Manpower contract of Housekeeping, security or	Based on grading in the Client Certificate, (i) 05 marks for each Excellent/ Outstanding grading, (ii) 04 marks for each Very Good grading, (iii) 03 marks for each good grading, (iv) 02 marks for each Satisfactory grading, [Maximum Marks: 20 Marks]

	supply of Labour shall not be considered.	
5	Sound Financial Standing of the tendering firm in terms of Average Annual Turnover for providing similar Support Staff Manpower Services, during the last three years i.e., 2022-23, 2023-24 and 2024-25 [Not less than Rs (50 % of the bid value), relevant Certificate from CA with UDIN no. to be enclosed].	<p>(i) 5 marks for Average Annual Turnover from Rs.2 crore and up to Rs.10 crore,</p> <p>(ii) 8 marks for Average Annual Turnover more than Rs.10 crore and up to Rs.20 crore,</p> <p>(iii) 11 marks for Average Annual Turnover more than Rs.20 crore and up to Rs.30 crore,</p> <p>(iv) 14 marks for Average Annual Turnover more than Rs.30 crore and up to Rs.40 crore,</p> <p>(v) 17 marks for Average Annual Turnover more than Rs.40 crore and up to Rs.50 crore, and</p> <p>(vi) 20 marks for Average Annual Turnover more than Rs.50 crore</p> <p>[Maximum Marks: 20 Marks]</p>

- a. All the Technical bids shall be evaluated as per above criterion and shall be ranked in order of merit.
- b. Final selection shall be based on the Least Cost Selection (LCS) i.e. L-1 service charge quoted by the bidders.
- c. If there is a tie in L-1 score i.e. if the L-1 service charge rate is same in respect of more than one bidder, the contract shall be awarded to the bidder based upon highest score obtained by them.
- d. In case two or more bidders have the same Technical score, then the bidder with the higher Average Annual Turnover will be considered L-1.
- e. In case L-1 defaults, NHIDCL reserve the right to award the work to next L-1 bidder by following same principle as in (c) above.

SECTION-V

SCHEDULE OF REQUIREMENT / SCOPE OF WORK

Present tentative deployment requirements: Present tentative requirement, the requisite qualification, experience, remuneration and no. of manpower required are given hereunder. Any change shall be decided and communicated from time to time.

Sr No	Designation	Tentative Requirement	Experience	Required Qualification and Experience	Entry Pay (Rs. Per Month)
1	IT Engineer	01	03 Years	B. Tech (IT)/ BCA from recognized University/ Institution. Preference shall be given to those having experience on government projects.	₹ 45,000
2	SAP Consultant	01	03 Years	Graduate with 03 Years experience of SAP.	₹ 45,000
3	Young Legal Professional	02	02 Years	Law Graduates with minimum 50% or CGPA 5.5 from National Law University/ National Law Schools/ any recognized University established or incorporated by or under a Central Act or a State Act or any other institution for higher education deemed to be a university by the Central Government/ State Government of minimum "AAA" NAAC Rating in India".	₹ 42,000
4	Stenographer (English / Hindi)	01	-	Graduate + proficiency in Stenography @ 100 w.p.m. or above in English/Hindi plus typing speed of 45 wpm or above in English/Hindi.	₹ 35,000
5	Personnel Assistant	04	-	Graduate + Typing Speed of 100 w.p.m. or above in English/Hindi plus typing speed of 45 wpm or above in English/Hindi.	₹ 35,000
5	Accountant	03	-	B. Com, Preference shall be given to candidate having M.Com/ Inter CA or ICWA	₹ 32,000
6	Office Assistant	04	02 Years	Graduate with typing speed of 30 WPM in English/ Hindi.	₹ 32,000
7	Data Entry Operator	04	01 Year	10+2 Pass and possessing typing speed of 30 WPM in English/ Hindi.	₹ 28,000

8	Multi-Tasking Staff	12	-	10 th Pass and having good etiquettes/ manners, basic knowledge of computer and typing shall be desirable	₹ 23,000
9	Any Other	15	-	As per requirement of NHIDCL [As will be decided by NHIDCL]	Minimum Wages

The above requirement is tentative and may increase or decrease at the sole discretion of NHIDCL management.

NB:

- i. The above remuneration is the minimum (entry pay) to be paid and exclusive of GST as well as service charge / commission of the agency. The bidder should, therefore, give their quotes by including all statutory taxes as well as service / commission charges.
- ii. However, statutory payments such as ESI, EPF, Maternity/Paternity leave etc are not to be included in the quote by the bidder.
- iii. On the above positions, some of the outsourced staff are already working (36 approx.), through the present outsourcing agency, which may be required to be continued in the new contract (who can be registered afresh with the selected agency) as they have gained experience and training in the working of NHIDCL. NHIDCL may also entrust the task of providing of other Manpower to the agency, if a need so arises, at the same rate/ terms and conditions.
- iv. The qualification/experience and remuneration in respect of the above posts are common to HQ and Regional Offices.
- v. Agency shall be required to provide uniform of the approved colour to MTS as per following details at the time of initial registration of the candidate(s), at the cost of agency every year, failing which the same will be provided by NHIDCL and cost of the same shall be recovered from the agency from their bill.
- vi. **Communication Allowance:** In addition to the above remuneration, persons deployed on outsource basis shall be paid Rs 1,000.00 per Month as Communication Allowance.
- vii. **Hardship Allowance:** In addition to the above remuneration, persons deployed on outsource basis shall be paid 10% or 15% of Entry Pay (depending upon the area of posting) as Hardship Allowance, when posted in the field Offices.
- viii. The above remuneration is inclusive of all statutory payments like ESIC, employer's contribution towards PF, etc.
- ix. The persons deployed on outsource basis in the Field Offices shall be provided annual Health Insurance of Rs 05 Lakhs and Accident Insurance of Rs 10 Lakhs by the concerned

manpower agency. The insurance premium shall be reimbursed to the concerned manpower agency by NHIDCL.

- x. All payments to the outsourced staff, including remuneration, claims of TA/DA, etc. shall be made by the outsourcing agency.
- xi. Requirement of Staff on Outsource Basis at NHIDCL, Regional Office Gangtok is purely need based, hence, deployment will be considered and approved by the Competent Authority according to need.

Annexure-III

DETAILS OF BANK ACCOUNT

(RTGS/NEFT facility for receiving payments)

Sl No.	Particulars	To be filled by the bidder
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold NHIDCL responsible.

(Signature(s) of account holder(s)) Name(s) of Account holder(s)

SIGNATURE OF BIDDER/ Authorized representative