

Name of office :- Resident Engineer (Executive Engineer)
Liaison Office, Water Resources Department, Bihar,
203, Bihar Sadan, Dwarka Sector - 19 , New Delhi-110075

LETTER OF INVITATION

Request for Financial Proposal (RFP) is being invited in two bid system (Technical & Financial) by Resident Engineer (Executive Engineer) Liaison Office, Water Resources Department, Bihar, 203, Bihar Sadan, Sector-19, Dwarka, New Delhi-110075 from Firms / Companies / Entities / Agencies.

1. Name of Work:

1. Hiring of Service Provider for Supply of manpower in Liaison Office, Water Resources Department, Bihar, 203, Bihar Sadan, Sector-19, Dwarka, New Delhi-110075 or at a place directed by Resident Engineer, Liaison office, WRD, Government of Bihar, New Delhi in the interest of work.

2. Date & time of receiving proposal:-

Proposal will be submitted in two bid system namely **Technical bid & Financial bid**.

Technical bid will consist of Technical credentials.

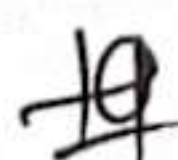
Financial bid will be submitted in sealed envelope, which will consist of only quoted rate for the work.

Financial bid will be opened only if the Firms / Companies / Entities / Agencies qualifies in the technical criteria setup for the work.

The bidder must submit their offer in a double cover (Two separate sealed envelopes in one sealed cover having Technical Proposal in two hard copy alongwith EMD and second sealed envelope consisting of Financial Bid in one hard copy envelop clearly marked Financial Proposal) not later than **01/09/2026 till 03.00 PM** in the office of Resident Engineer, Liaison Office, Water Resources Department , Govt. of Bihar, Bihar Sadan , Dwarka Sector-19, New Delhi-110075 .

3 A) Date & time of opening of R.F.P (Technical Proposal)

The R.F.P. shall be opened at **03.30 PM** on **01/09/2026** in the presence of Firms / Companies / Entities / Agencies who choose to be present in the Liaison Office, Water Resources Department, Bihar, 203, Bihar Sadan,



Sector-19, Dwarka, New Delhi-110075. In the event of the specified date of RFP opening being declared a holiday, the RFPs will be opened at the appointed time and location on the next working day. Even in the case of absence of the Firms / Companies / Entities / Agencies at the time of opening of proposal, department will proceed ahead with the opening.

b. Date & time of opening of R.F.P. (Financial Proposal)-

Financial proposal of only those bidders will be considered who will be declared qualifies in technical criteria evaluation.

4 Evaluation Criteria / Basis of Evaluation.

a) Evaluation of Technical Proposal

The proposed manpower are to be provided in the Liaison Office, Water Resources Department, Govt. of Bihar, 203, Bihar Sadan, Dwarka Sector-19, New Delhi-110075 or at a place directed by Resident Engineer, Liaison office, WRD, Government of Bihar, New Delhi in the work interest.

Requirements of manpower at present (which may be increased or decreased as per direction of the Water Resources Department, Government of Bihar) are as follows : -

- A) Data Entry Operator (DEO) - 1 (One)
- B) Drivers (Skilled) - 3 (Three)
- C) Attendants (Unskilled) - 2 (Two)

1. Earnest Money - The DD for EMD @ 2% (rounded in hundred rupees on higher side) of the amount quoted by the firms should be enclosed in the envelope containing the technical bid. Firms / Companies / Entities / Agencies registered with the Central Purchase Organization/ State Purchase Organization, National Small Industries Corporation (NSIC) or the concerned department is exempted from paying Earnest Money.
2. Firms / Companies / Entities / Agencies shall be a duly constituted, registered body with Central Excise and Service Tax Department.
3. Firms / Companies / Entities / Agencies shall have ESIC / EPF / GST Registration no. and other requisites necessary for Service provider.
4. The Firms/Companies/Entities/Agencies should also be registered with Income Tax Department, and should have valid PAN/TAN numbers. They should also be registered with all other authorities as required under the laws.
5. The Firms / Companies / Entities / Agencies should have registered office or one of its branch offices of manpower agency located either in Delhi or in any place of the satellite towns of Delhi.
6. The Firms / Companies / Entities / Agencies should preferably have an experience of minimum of last 3 financial years (i.e. Financial Year 2022-23 ,

- 2023-24 & 2024-25) for providing manpower in Offices of State / Central Government / PSU / reputed Private Sectors.
7. Experience will be shown by submission of work orders/ agreement and satisfactory completion or ongoing work certificates / testimonials from the concerned employers.
 8. All works orders should be supported by the contact details of the employers i.e. name and address of the employer, contact person, mobile, and telephone numbers so that experience documents can be verified independently.
 9. The average annual turnover in preceding three completed financial year of the aforesaid Firms / Companies / Entities / Agencies should not be less than Rs 50,00,000.00 (Rupees Fifty Lakhs) per annum as per the audited balance sheet (CA certified copy also to be attached for Financial year 2022-23 , 2023-24 & 2024-25).
 10. The party shall have to submit an undertaking/affidavit stating all the following four conditions:-
 - a. They have not been convicted by a court of law,
 - b. No criminal case is pending against them,
 - c. They have not been black listed by any government department / PSU / agency,
 - d. No work order was cancelled prematurely because of quality of services rendered by him to the employer or any other default on behalf of service provider in last three years.

The Bidder declared qualified in technical criteria evaluation will only be eligible for opening of Financial Bids.

b) Evaluation of Financial Proposal

The competent authority will determine whether the Financial Proposals are complete, qualified and conditional. The cost indicated in the financial proposal shall be deemed as final and reflecting total cost of services. Omission, on any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the TOR within the total quoted price shall be that of the consultant.

5. Earnest Money Deposit:

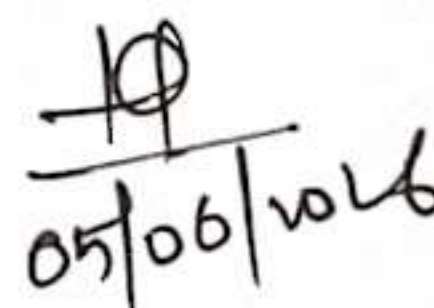
The Consultant shall furnish Earnest Money @ 2% (rounded in hundred rupees on higher side) of the amount quoted by the firms duly pledged in favour of Resident Engineer, Liaison Office, Water resources Department, Bihar, New Delhi (named as Employer and Engineer in Charge) and shall be in any of the following forms or as mentioned in the Bihar Financial Rules :-

- a. Indian Post Office Term Deposit 1 Year / 2 Year / 3 Year; 8th Issue of 6 years National Saving Certificate duly endorsed by the competent Postal authority of Bihar.

- b. Fixed Deposit Receipt of any Schedule Bank within the State of Bihar and it should be valid at least for six months after last date of receipt of RFP.
- c. 5 Years National Development Bond / State Development Loan Certificate
- d. Un-conditional Bank Guarantee issued from any schedule Indian Bank within the State of Bihar. (If issued from any Bank outside the State of Bihar it will be converted to a Bank Guarantee from any Bank within the State of Bihar before executing the agreement).

6. Conditions:

- i. The Undersigned will not be responsible for any expenditure made by Consultants against taking part in this RFP and for any delay in receiving the R.F.P.
 - ii. The undersigned reserves all rights to accept or reject any or all RFP without assigning any reason thereof.
 - iii. The undersigned reserves the right to extend or cancel the invitation without assigning any reason.
7. Any other information may be obtained from this letter during the office hours of opening day.
8. The Consultancy Firms are requested to acknowledge-the receipt and confirm in writing regarding submission of proposal.


05/06/2026

Resident Engineer (Executive Engineer)
Liaison Office, Water Resources Department,
203, Bihar Sadan, Sector-19, Dwarka,
NewDelhi-110075.

पत्रांक - ४०

नई दिल्ली / दिनांक05/08/2016

प्रतिलिपि :- जन संपर्क पदाधिकारी , जल संसाधन विभाग, बिहार, सिंचाई भवन, पटना को सूचनार्थ एवं पटना के दैनिक समाचार पत्रों के साथ साथ नई दिल्ली के न्यूनतम दो दैनिक समाचार पत्रों में प्रकाशनार्थ संप्रेषित।

अनु०- यथोक्त।

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05/08/2016

स्थानिक अभियंता (कार्यपालक अभियंता)
संपर्क कार्यालय , जल संसाधन विभाग ,
बिहार सरकार, नई दिल्ली - 110075

1. Objectives of Works

The main objective of the contract is to provide professional and experienced manpower as per the eligibility/qualification/terms and conditions set out in this document.

1. The proposed manpower is to be provided in the Liaison Office, Water Resources Department, Govt. of Bihar presently situated at Bihar Sadan, Dwarka Sector 19, New Delhi-110075 or as directed by Resident Engineer, Water Resources department, Govt. of Bihar, New Delhi in the work interest.
2. Requirements of tentative manpower at present (which may be increased or reduced as per direction of the Water Resources Department, Government of Bihar) are as follows : -
 - a) Graduate Data Entry Operator - 1 (One)
 - b) Drivers (Skilled) - 3 (Three)
 - c) Attendants (Unskilled) - 2 (Two)

2. Eligibility criteria for Service providers

- 1 Earnest Money- The DD for EMD @2% (rounded in hundred rupees on higher side) of the amount quoted by the firms should be enclosed in the envelope containing the technical bid. Firms / Companies / Entities / Agencies registered with the Central Purchase Organization / State Purchase Organization, National Small Industries Corporation (NSIC) or the concerned department is exempted to pay Earnest Money.
- 2 Firms / Companies / Entities / Agencies shall be a duly constituted, registered body with Central Excise and Service Tax Department.
- 2 Firms / Companies / Entities / Agencies shall have ESIC / EPF / GST Registration No. and other requisites for Service provider.
- 3 The Firms / Companies / Entities / Agencies should also be registered with Income Tax Department, and should have valid PAN / TAN numbers. They should also be registered with any other authorities as required under the laws.



- 4 The Firms / Companies / Entities / Agencies should have registered office or one of its branch offices of manpower agency located either in Delhi or in any of the satellite towns of Delhi.
- 5 The Firms / Companies / Entities / Agencies should preferably have an experience of providing outsourced manpower for minimum of last 3 years ending on 31st of March 2025 in guest house / Offices of State / Central Government / PSU / reputed Private Sector.
- 6 Experience will be shown by submission of work orders / agreement and satisfactory completion or ongoing work certificates / testimonials from the employers.
- 7 All works orders should be supported by the contact details of the employers i.e. name and address of the employer, contact person, mobile, and telephone numbers so that experience documents can be verified independently.
- 8 The average annual turnover in three financial year i.e. 2022-23, 2023-24 and 2024-25 of the aforesaid Firms / Companies / Entities / Agencies should not be less than Rs 50,00,000.00 (Rupees Fifty Lakhs) per annum as per the audited balance sheet.
- 9 The party shall have to submit an undertaking stating all the following four conditions:-
 - e. They have not been convicted by a court of law,
 - f. No criminal case is pending against them,
 - g. They have not been black listed by any government department / PSU / agency,
 - h. No work order was cancelled prematurely because of quality of services rendered by him to the employer or any other default on behalf of service provider in last three years.
 - i. The Bidder declared qualified in technical criteria evaluation will only be eligible for opening of Financial Bids

3. Terms and Conditions

1. This request for Proposal is not an offer to contract but represents a definition of specific requirements and an invitation to recipients, to submit a response addressing such requirement. Issuance of this Request for proposal, your preparation and submission of a response and the subsequent receipt and evaluation of your response by Water Resources Department, Government of Bihar, Patna does not commit office to award a contract to any bidder, even if all of the requirements stated in the Request for proposal are met.
2. If a bidder is selected, the bidder must be able to commence the services immediately within 7 days after the award of contract.



- 3.1. After successful completion of the bidding, successful bidder shall have to enter into a service agreement with the Resident Engineer, Liaison office, WRD, Govt. of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi-110075 as per conditions in this tender document. A Performance security deposit equivalent to 5% (rounded in hundred rupees on higher side) of proposal amount with a validity period up to specified completion period of the agreement, shall be deposited by the successful bidder at the time of signing of the Agreement. The security deposit shall be in the form of Bank Fixed Deposit/ Bank guarantee/ NSC /1, 2 or 3 years Post Office time deposit pledged in favour of Resident Engineer, Liaison office, WRD, Govt. of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi-110075 which will be refundable after completion of the contract.
- 3.2. Amount equivalent to 5% (five) of the Bill shall be deducted by Resident Engineer, Liaison office, WRD, Govt. of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi-110075 as security deposit from each running account bill & final bill. Thus, total security deposit will be 10 (ten) % including 5 (Five) % performance security. However, if service provider deposits security deposit more than 10% of the agreement value then no deduction of 5% will be made from running bills. of The Security deposit shall, on demand be refunded to the Service Provider without any interest within 30 days from the date of successful completion of service after deducting the amount recoverable from the Service Provider.
4. The contract shall initially be valid for a period of two year which may be further extended by one year at a time upto maximum of five years from the date of initial primary agreement by WRD, Government of Bihar subject to satisfactory performance, on the same terms & conditions. However, it shall be the sole prerogative of Resident Engineer, Liaison office, WRD, Govt. of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi-110075 for its recommendation to Water Resources Department, Government of Bihar to take final decision on this issue.
5. Water Resources Department, Government of Bihar, Patna may modify these requirements in whole or in part and/ or seek additional bidders to submit bids or may take any other decision for deciding the bid in more transparent way for better administrative decision.
6. Water Resources Department, Government of Bihar, Patna shall not, in any way, be liable for any costs incurred by the respondents in preparing a response to this Request for Proposal or during subsequent discussions with Water Resources Department, Government of Bihar, Patna regarding their Request for Proposal response.
7. All information contained in this Request for Proposal shall be considered "Confidential Information". As such, the confidential information shall be



- protected and maintained in strict confidentiality by all the recipients of such information. Confidential information shall not be disclosed or disclosure allowed by the bidder, except for the sole purposes of responding to this Request for Proposal.
8. In the event that disclosure of the confidential Information to employees and authorized agents is necessary, confidential information may be disclosed to them on a need-to-know basis, but the bidder shall make these persons aware of the confidentiality of such information and they shall (and the bidder shall cause them to) be bound by the terms and conditions of this Request for Proposal.
 9. In no event shall this document, or any subsequent documents that may be made available in connection with this request for proposal, be copied transcribed or distributed in whole or in part without the specific prior written authorization.
 10. The firm / company / entrepreneur shall be responsible for making all payments to his employees, including wages, leaves, overtime duty wages (after certification of overtime by Resident Engineer(Executive Engineer)) etc. in accordance with the provision of relevant labour laws and for strict observance and compliance of all relevant labour and other applicable laws as are applicable or may become applicable in future including but not limited to any liability under the Minimum Wages Act, Industrial Disputes Act, Contract Labour (Regulation & Abolition) Act, Employees States Insurance Act, Employees Provident Fund Act, Payment of Gratuity Act, Payment of Bonus Act, Workmen Compensation Act, and or / any other statutory obligations including any financial liability or the obligation to maintain register and / or records under the said Acts and the rules framed there under. Water Resources Department, Government of Bihar will have no liability whatsoever in this regard. The Service Provider will have to pay minimum wages to their manpower notified by Delhi Government time to time, and the same wages will be paid by this office after producing the bill by service provider alongwith E.P.F & E.S.I.C and the same amount will be paid by the department as per rules. Service provider have to clearly mention annual leaves accountability of their manpower and leave will be sanctioned by them only. Wages of manpower during leave will be borne by service provider at their own cost and as per their guidelines. For this, no extra wages will be borne by this office.
 11. The Firms / Companies / Entities / Agencies shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to any office of Bihar Government. The Service Provider at all times should indemnify the Liaison Office, Water Resources Department, Govt. of Bihar, New Delhi against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936;



Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; or any modification there of or any other law relating there to and rules made here under from time to time. Water Resources Department, Bihar or any other office of Government of Bihar will not own any responsibility in this regard.

12. The Firms / Companies / Entities / Agencies shall furnish the copies of the appointment letter in respect of all the persons employed by him in connection with performance of his contract and furnish proof by submitting copies of such letter received by his employee. The appointment letter shall make clear that the concerned person is an employee of the Firms / Companies / Entities / Agencies only and Liaison Office, Water Resources Department, Govt. of Bihar, New Delhi where services are rendered, has no obligation or any relation to employment or otherwise whatever with him / them. The Firms / Companies / Entities / Agencies will pay salary / allowances, etc to his employees as per rules in force and Government of Bihar shall not be responsible for any payment to the employees of the Firms / Companies / Entities / Agencies.
13. The Firms / Companies / Entities / Agencies shall be responsible for securing a Third party Insurance Policy to protect and cover all types of accidents and injuries to any person while working within the premises of the Liaison Office. The Government of Bihar shall not be liable for any Accident / injuries to any person within the premises of the Liaison Office, arising out of the acts done by the Firms / Companies / Entities / Agencies or his staff.
14. The persons deployed by the Firms / Companies / Entities / Agencies should be properly trained, presentable and polite in behavior at all times and shall have requisite experience and skills for carrying out wide variety of facility management services using appropriate materials and tools / equipment. In the event of any misconduct, indiscipline, insubordination, refusal to perform assigned duties, negligence, or failure to comply with the instructions, directions or orders issued by this office from time to time, the concerned deployed manpower shall be liable to be removed from duty forthwith, without any prior notice.
15. Upon receipt of such directions from this office, the Service Provider shall immediately withdraw the concerned manpower and deploy a suitable replacement with equivalent qualifications and experience within the stipulated time prescribed by this office, at no additional cost or financial implication to this office. The decision of this office in this regard shall be final and binding on the Service Provider.
16. The manpower of The Firms / Companies / Entities / Agencies shall remain responsible for their good conduct and discipline and for any loss/damage caused by them to the property of Liaison Office. Details regarding the

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- training imparted to employees should be attached with the technical bid. The staff shall at all time wear prescribed uniform provided by the Firms / Companies / Entities / Agencies and the name badge.
17. The Firms / Companies / Entities / Agencies should ensure the health & safety measures of the Employees. The Firms / Companies / Entities / Agencies shall furnish medical fitness certificate for all his employee's issued by Registered Medical Practitioner periodically once in 6 months and every time a new staff member is deployed.
 18. The Firms / Companies / Entities / Agencies shall engage worker or partners after they have been verified by the police. No person having adverse antecedents should be permitted to be deployed. Police verification certificate each manpower should be submitted to this office every six months. For this, if any cost incurred, will be borne by Service provider only.
 19. All access to Liaison Office, Water Resources Department, Government of Bihar, New Delhi shall be subject to security procedures, code of conduct, confidentiality provisions and health and safety rules. The entry of the Employees of the Firms / Companies / Entities / Agencies so deployed by it would be through valid security Gate pass. Water Resources Department, Government of Bihar reserves the right at its absolute discretion to exclude and or refuse access to any of its premises to any personnel.
 20. The Firms / Companies / Entities / Agencies shall maintain a shift wise daily attendance register in which the arrival and departure of each of his employees will be recorded. The supervisor and manager of the Firms / Companies / Entities / Agencies shall close the attendance register of each shift by their countersignature. This register shall be open to inspection by the officials of Liaison Office authorized by the Resident Engineer, Liaison Office, WRD, Govt. of Bihar, New Delhi.
 21. The employees of the Firms / Companies / Entities / Agencies shall not seek regularization in the service in Liaison office at any point of time.
 22. The employees of the Firms / Companies / Entities / Agencies should not move around or loiter around in places other than their assigned workplaces nor approach the Guests or VIPs for any favour whatsoever. Any approach to Guests by the employees of the Firms / Companies / Entities / Agencies for personal favour will lead to immediate termination of such employees.
 23. Water Resources Department, Bihar would not in any manner be responsible for any act of omission and commission of the employees engaged by the Firms / Companies / Entities / Agencies and no claims in this respect will lie against the State Govt. including any eventuality resulting in any mishap.



24. Any loss or damage to the movable or immovable property of Liaison Office caused by the worker and employees shall be made good and the same will be deducted from the bill of the Firms / Companies / Entities / Agencies.
25. The Firms / Companies / Entities / Agencies shall ensure presence of his employee on every check out guests with a checklist of stealable items in order to prevent any theft, damage or misappropriation of the property of Liaison Office or of the property of the guest staying there in.
26. Unattended belonging of the guests should be reported and handed over to the concerned officials of Liaison Office.
27. Firms / Companies / Entities / Agencies, as and when called upon by the Resident Engineer, will make themselves available.
28. The Firms / Companies / Entities / Agencies shall mobilize adequate and skilled staff during the visit of VIPs in such manner that other services at the Liaison Office shall be accounted for and the Firms / Companies / Entities / Agencies by the Liaison Office shall be accounted for and the Firms / Companies / Entities / Agencies would be responsible for safe handing over of these to the Liaison Office at any point of time and whenever the contract becomes terminable. The items shall be handed over to a responsible officer of the Liaison Office.
29. Frequent changes of workers should be avoided but a certain period should be decided to change the workers.
30. The change of any staff should be informed at least 3 days advance to the concerned officials at the Liaison Office.
31. The Successful Firms / Companies / Entities / Agencies must provide standard liveries to its staffs with their identity properly displayed. Samples of liveries will have to be submitted by successful Firms / Companies / Entities / Agencies for the approval of the office of Resident Engineer, Liaison Office, WRD, Govt. of Bihar, New Delhi.
32. Staff deployed by the Service Provider shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property/ Persons.
33. The Office of Resident Engineers, Liaison Office, New Delhi or any of its officers/ staff will not extend any loans or advances to any staff of the Firms / Companies / Entities / Agencies working at the Liaison Office or will not entrust any valuables or keys of any room/ office/ enclosure where of the confidential/ valuable documents/items/assets are stored, to the staff member of the firm/company/ entrepreneur.

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34. Water Resources Department, Government of Bihar reserves the right to withdraw/relax any of the terms and conditions mentioned above and/ or issue any fresh instructions so as to overcome any problem that may arise at later stage.
35. The Service Provider or their operators shall not use the computer or any data media/ processors for any personal work or work outside of the scope of the tender.
36. The Service provider to whom the work is awarded shall have to ensure secrecy and security of data provided by the Department. The information/ data so provided shall not be passed on to any unauthorized persons, agencies or organizations.
37. The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Resident Engineer, Liaison Office, WRD, Government of Bihar, New Delhi.
38. The transportation, food, medical and other statutory requirement in respect of each personnel of the service provider shall be the responsibility of the service provider.
39. No wage/ remuneration will be paid to any person for the days of absence from duty by WRD, Government of Bihar.
40. The Firms / Companies / Entities / Agencies will pay all the manpower employed in the Liaison Office, New Delhi through online/cheque only.
41. The required number of each category of personnel to be supplied by the Firms / Companies / Entities / Agencies is only indicative. There may be change in the required number of personnel any time within contract period.

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4. Scope of Work

The Firms / Companies / Entities / Agencies should provide professional and experienced manpower in Liaison Office, Water Resources Department, Govt. of Bihar presently at Bihar Sadan, Sector-19, Dwarka, New Delhi-110075.

- A) Data Entry Operator
- B) Drivers
- C) Attendants

(A) Data Entry Operator (Graduate)

(a) Scope of work:

The data entry and typing job shall be executed at the office premises under Liaison office, WRD, Govt. of Bihar, New Delhi. The Scope of work will be as follows:-

- I. The general office work related to Data Entry Operator at any Govt. office in any suitable computer software.
- II. Feeding and compilation of various Reports in MS Excel/MS word/PPT;
- III. Typing (standard typing speed)/ Preparation of reports either in Hindi or English language .
- IV. Other activities related to computer and printer like copying, scanning , xerox etc.
- V. Any other work asked/assigned for delivery of duty at the office.

(b) Requirement

The Graduate data Entry Operator are required. The required number given below is only indicative; there may be change in the required number of Data Entry Operator.

Category	Number Required
Data Entry Operator (Graduate)	01

(c) Qualification and experience:

- I. Qualification – Graduation
- II. Experience -- 1 Year
- III. The Data Entry Operators should be between 18- 40 years of age.
- IV. The Data Entry Operators should have Graduate degree from a recognized Board or University.
- V. The Data Entry Operators should be proficient in computer operations with knowledge of MS word, MS excel, Access, internet etc.
- VI. Good command over English and Hindi and Excellent Communication skills.



(d) Eligibility Criteria

- I. All work orders should be supported by the contract details of the employers i.e. name and address of the employer, contract person, mobile, telephone number so that the experience document can be verified independently.
- II. He should not have been convicted by court of law.
- III. No criminal case should be pending against him.
- IV. He should submit an affidavit about Item no. II and III above.

(B) Driver (skilled)

(a) Scope of Work

- I. Firms / Companies / Entities / Agencies will have to provide physically fit drivers (as skilled labour) on outsourced basis at Liaison Office, New Delhi.
- II. These drivers are required for vehicles (any Light Motor Vehicle) of Liaison Office.
- III. Liaison Office will provide necessary document (original/copy) to agency to make the vehicles run as per traffic rules and regulations prevailing.
- IV. The Drivers will have to reach the pre-designated place in New Delhi through their own means of transport. There will be no time limit for his duty in case of meetings/ arrival or departure of guests of this office etc and no extra wages will be paid for this to the drivers by the department. In case of urgency, The Drivers may be called for their duties in holidays also.
- V. Cleaning & Up keeping of the Vehicle daily, and
- VI. Maintenance & Updating of the Log Book will be done by the driver.
- VII. Any other work related to the vehicle.
- VIII. Drivers must not engage in any misconduct, inappropriate behavior, unlawful activity, or actions that disrupt the workplace during office premises, duty hours, or while performing official responsibilities

(b) Requirement

The total tentative requirement is given below but it is purely indicative in nature and can vary depending upon actual requirement.

Category	Number Required
Drivers (Skilled)	3

(c) Qualification

- I. The Driver must have three-year Experience.

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- II. The Driver should be more than 21 years of age. He should be physically fit.
- III. Driver should have a valid driving license.
- IV. Driver must have his own mobile phone with data connection.
- V. Driver must remain on duty in uniform provided by the agency.
- VI. The Driver should be covered under insurance policy coverage with life, disability and liability coverage.

(d) Eligibility criteria

- I. The Driver (as skilled labour) should have sufficient experience of driving motor car for at least 1 year in Delhi and not been involved in any accident.
- II. He should have a valid driving license for Light Motor Vehicle (Four-Wheeler) issued by the competent authority.
- III. The Driver should have good moral character and medically fit. Medical fitness Certificate in respect of the driver from a qualified MBBS Doctor is to be submitted.
- IV. Experience will be shown by submission of work Orders/ agreement and satisfactory completion or ongoing work certificate/testimonials from the employers.
- V. He should not have been convicted by court of law.
- VI. No criminal case should be pending against him.
- VII. He should submit an affidavit about Item no. V and VI above.

(e) Terms and conditions

- I. REPLACEMENT-In case of absence of duty by the Driver, the firm shall provide substitute of the Driver immediately, the same day without any gap.
- II. He should desirably have the knowledge of motor mechanism. He should also be able to repair minor defects in vehicles.
- III. Punctuality is to be strictly observed by the Driver.
- IV. Late attendance/early leaving without any permission will not be permitted. Proportionate deduction from wages will be made for late attendance/ early leaving.
- V. The Driver Shall keep the vehicle clean by regular dusting and washing. No helper will be provided for any work.
- VI. The Driver should be insured by Firms / Companies / Entities / Agencies. In case of accident of the vehicle, degree of negligence/responsibility on the part of driver will be ascertained by the office of Resident Engineer, Liaison Office, New Delhi and penalty will be imposed on the Firms / Companies / Entities / Agencies to the extent of repair cost of the vehicle.

- VII. Water Resources Department shall not be responsible financially or otherwise for any injury to the driver in the course of performing the functions/duties as per this tender.
- VIII. Water Resources Department will not pay any charges other than the rates quoted by the Firms / Companies / Entities / Agencies.
- IX. The contractor/ agency shall provide the driver within a week from the date of receipt of the order or as desired in the order, failing which EMD/ performance security submitted by the firm may be forfeited.
- X. The contractor/ agency shall not replace the driver at random. This shall be done with the prior approval of the office of Resident Engineer, Liaison office, WRD, Govt. of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi- 110075 and full particular of the personnel so deployed shall be given to the department immediately.
- XI. The Firms / Companies / Entities / Agencies must ensure that the drivers employed should be well behaved and well conversant with the traffic rules/ regulation and roads /route in Delhi and surrounding localities.
- XII. All manpower engaged as driver have to submit affidavit mentioning that they are not engaged in other firms or driving any vehicle under OLA/UBER etc. or any other private vehicles.

(C) Attendant (as Unskilled labour)

(a) The Scope of Work will be as under:

- I. Manning the doors.
- II. Access control, keeping recorded of visitors and vehicle in consultation with Resident Engineer Office.
- III. Efficient parking management
- IV. Security of the Resident Engineer's Office.
- V. The attendants will attend the distinguished visitors, VIPs and Officers with compliments.
- VI. The attendants will stand by management during emergency like Gherao, picketing, strike etc. and security of department from any assaults whatsoever.
- VII. The attendants will not leave the place of duty under any circumstance until and unless properly relieved i.e. signing in handing/taking over register etc. They may be called at any place for their duties in Delhi as per requirement of the department.
- VIII. In case of fire, the attendants will immediately alert the staff on duty and assist in Fire Fighting Operation and also inform the Building-in-charge of that building. In case of Fire Accident before or after office hours, the attendants shall inform the nearest Fire Station and Building -in-charge.

- IX. The attendants shall ensure that all the electrical equipment's/ instruments / lights and fans are switched off at the time of closure of the office or part of the offices.
- X. The attendants will also help to deal with the anti-social elements and will also provide protection to Resident Engineer's Office Staff/ officers while on duty.

(b) Attendant Requirement

The total tentative requirement is given below but it is purely indicative in nature and can vary depending upon actual requirement

Category	Numbers
Attendants (Unskilled)	2

(c) Qualification and experience

- I. Attendants (as unskilled labour) should not be less than 18 years and physically fit otherwise also.
- II. The Attendants to be deployed by the firm should have working knowledge of Hindi/ English.

(d) Eligibility criteria

- I. Experience will be shown by submission of work orders/agreement and satisfactory completion or ongoing work certificates/testimonials from the employers.
- II. All work orders should be supported by the contact detail of the employers i.e. name address of the employer, contact person, mobile, telephone numbers so that the experience document can be verified independently.
- III. He should not have been convicted by court of law.
- IV. No criminal case should be pending against him.
- V. He should submit an affidavit about Item no. III and IV above.

5. Payment Clause

- 1. Payment will be made on monthly basis starting from the succeeding month of this contract becoming into force upon submission of the bill in duplicate.
- 2. Payment of the bill will be based on standardized invoices. The Resident Engineer, Liaison Office, Water Resources Department, Government of Bihar may verify the authenticity of the bills and for this purpose he may request to provide additional information from the service provider or any other person/office.

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3. The Firms / Companies / Entities / Agencies shall be solely responsible for making all statutory subscription/payment/contribution related to labour employment including EPF/ESIC payments. For this purpose every time with the new bill, he will have to submit documents regarding employee's EPF/ESIC deducted from the previous bill and deposited in their A/c with an undertaking that all the persons engaged have been paid their dues of EPF/ESIC as per rules.
4. No advance payment will be made.
5. TDS/GST is recoverable as per rules in force from each claim.
6. The Service provider is required to present his bill every month by the first week.

6. Penalty Clause:

1. A penalty of Rs 2000/- (rupees Two Thousand only) for each instance of deficiency in service may be imposed upon the Service provider by the Resident Engineer, Liaison Office, Water Resources Department, Government of Bihar, New Delhi after recording reasons therefore, and giving opportunity to the Service provider to be heard in this regard.
2. The appeal against the order of the Resident Engineer, Water Resources Department, and Government of Bihar shall lie with the Superintending Engineer, Planning and monitoring Circle-1, Water resources department, Bihar, Patna.

7. Termination clause

1. In case of persistent default or unsatisfactory service or breach or infringement of any the Terms and condition of this agreement the Resident Engineer, Liaison office reserves the right to terminate the contract and the Security Deposit may be forfeited in such case. Also, any other action may be taken as deemed fit for these violations.
2. The contract may also be terminated by either party by giving one month's notice.
3. The security Deposit submitted by the successful Firms / Companies / Entities / Agencies will remain deposited as security deposit during the period of contract, and any charge on the Firms / Companies / Entities / Agencies may be adjusted against the Security Deposit.



8. Arbitration Clause

1. Any claims, dispute and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, relating to this contract including terms shall be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by Water Resources Department, Bihar in accordance with the provisions of the Arbitration and conciliation Act 2008 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the arbitration will be New Delhi and the decision of the arbitrator shall be final and binding on the parties.
2. Jurisdiction of court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Delhi.

9. Submission of Proposal

For bidding two cover systems will be followed

- I. A- Cover should contain the technical bid with EMD @2% (rounded in hundred rupees on higher side) of the amount quoted by the firms in separate envelop marked "TECHNICAL BID FOR PROVIDING MANPOWER". (In the prescribed format in annexure-1 only).
 - II. B- Cover should contain the Financial Bid in separate envelop marked "FINANCIAL BID FOR PROVIDING MANPOWER". (In the prescribed format in annexure-2 only)
1. The bidders are required to quote a lump sum amount per person inclusive all prevailing taxes and fees including service tax etc. for providing service of above posts. Through this rate shall not include the service charge by the Firm/company/entrepreneur for providing the services to this office, which will be quoted separately. **The service charge will be applicable as per Finance Department, Government of Bihar, Patna letter no-M-4-06/2023-2988 dated 23/03/2023.**
 2. The bid should be quoted in figures as well as in words separately. There should be no cutting on the rates quoted so.
 3. If there is any increase in the minimum wage after signing the agreement and after first payment then that net incremental amount in minimum wage per person will be enhanced by this office. Basic rate of wages will be as per Delhi Govt. Wages rate.
 4. The bidders are required to pay an EMD @2% (rounded in hundred rupees on higher side) of the amount quoted by the firms in the form of demand draft in favour of Resident Engineer, Liaison Office, Water Resources Department,



Government of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi, 110075 along with the tender documents.

5. Financial bids will not be opened in respect of unqualified Technical bids.
6. The D.D for EMD must be enclosed in the envelope containing the technical proposal. Any Proposal without EMD shall be liable for rejection. The amount of EMD shall not carry any interest.
7. The EMD paid by the unsuccessful bidder shall be refunded to them without interest, by the Resident Engineer, Liaison Office, New Delhi after the awards of work is finalized by the office of Superintending Engineer, WRD, Government of Bihar, Patna or After the date of expiry of validity of offer, unless the validity of the offer is extended by mutual consent.
8. Bids by Firms / Companies / Entities / Agencies must be signed with the legal name of the Service Provider by the President/Managing Director or other person or persons authorized to bid on behalf of such President/Managing Director in the matter. Significant evidence of authority of the person signing on behalf of the Bidder in the form of power of Attorney or Board Resolution shall be furnished with the Bid.
9. Proposals submitted by the bidders and containing vague and indefinite expressions such as "subject to availability" etc. will not be entertained. Full responsibility is to be accepted by the bidder.
10. Bidders are advised in their own interest to ensure that the proposals reach the specified office well before the closing date and time of Bid (Proposal) submission. Any bid received after deadline for submission may be rejected or returned unopened.
11. The bid shall be kept valid for a period of one hundred twenty (120) days from the stipulated last date of submission of bids. The overall offer for the assignment and bidders quoted prices shall remain unchanged during the period of validity. In case, the bidder withdraws, modifies or changes his offer during the bid validity period, the Earnest Money deposit paid by him shall be forfeited without assigning any reasons thereof.
12. Water Resources Department, Government of Bihar reserves the right to accept or reject any or all proposals without giving or assigning any reason for its decision. The whole work may be split between two or more Service Providers or accepted in part and not entirely, if considered expedient by the water Resources Department, Government of Bihar.
13. Proposals are liable to be rejected in case any of the particulars/ prescribed information is either missing, found incorrect or incomplete in any respect and/or if the prescribed condition are not fulfilled.



14. Canvassing in connection with the proposal/offer is strictly prohibited and proposals submitted by bidders who resort to canvassing will be liable to rejection.
15. Evaluation of proposals shall be at the sole discretion of Water Resources Department, Government of Bihar and no suggestion and/ or communication shall be entertained in this regard. Water Resources Department, Government of Bihar reserves the right to reject or accept and to annul the bidding process and reject all the bid at any time prior to the award of contract, without thereby incurring any liability to the effected bidder or any obligation to inform the affected bidder of the ground for action.
16. Water Resources Department, Government of Bihar reserves the right to call for additional information/clarification from the bidder/or to verify the information/clarification from the bidders/or to verify the information given by the tenderer.
17. The cost of preparing the bids, presentation contract including site visits etc. will be borne by the bidders themselves and in no case will be reimbursable by the Water Resources Department, Government of Bihar.

10. Service Agreement

After the finalization, the successful Service Provider would be invited to execute the Service Agreement with the Resident Engineer, Liaison office, Water Resources Department, Government of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi 110075. This agreement will have other specific conditions also apart from the conditions mentioned above. RFP documents will be part and parcel of this agreement.



11. RFP FORM (A) Technical Bid**Technical bid in separate envelop marked with "Technical bid -A- Cover"**

1. Name of the Applicant Service Provider:
2. Organizational Status

Registered Office and branch office Location address	Name of CEO/MD	Contact E-mail, Fax Tel, Mobile Nos.	Registration number with Central Excise and GST	PAN NO.	TAN NO.

3. Supporting Docs

- I. Experience of three consecutive financial years i.e 2022-23, 2023-24, 2024-25 in providing manpower to Government Ministries/Departments/Public Sector companies/reputed Private Sector etc. **(please mention only those experiences which firm/company/service provider deems relevant for their technical bid qualification as per tender qualifying criteria.)**
 - A.
 - B.
 - C.

- II. Annual turnover in the three financial years i.e 2022-23, 2023-24, 2024-25 with proof of commensurate TDS deductions thereon.
{Minimum Rs 50,00,000.00 (Rupees Fifty Lakhs) per year}

Annual Turnover		
2022-23	2023-24	2024-25

- III. EPF registration number and copy of returns filed in last four quarters with number of employees.
- IV. ESIC Registration Number
- V. GST Registration Number
- VI. Please also attach the following supportive documents-
 - a) Audited financial Statements of three financial years i.e 2022-23, 2023-24, 2024-25 along with copies of Income Tax returns.
 - b) The party shall submit declaration stating all the following conditions:-
 1. They have not been convicted by a court of law,



2. No criminal case is pending against them,
 3. They have not been black listed by any Government Department/PSU/Service Provider,
 4. No work order was cancelled prematurely because of quality of services rendered by him to the employer or any other default on behalf of service provider in last three years.
- c) Refundable EMD @ 2% (rounded in hundred rupees on higher side) of the amount quoted by the firms as DD no name of bank..... in the name of the Resident Engineer, Water Resources Department, Government of Bihar, Bihar Sadan, Dwarka Sector 19, New Delhi 110075 payable at Delhi is being accompanied with the proposal.

Date:

1. Signature.....
2. Name.....
3. Designation in the company.....
4. Address.....

.....

Seal

(The signature on the above mentioned place is mandatory. The bids without signature are liable to be rejected.)



12. RFP FORM (B) Financial Bid

Financial bid in separate envelop marked with "Financial bid-B-cover"

I offer to provide Resident Engineer, Liaison Office, Water Resources Department, Government of Bihar, New Delhi as per the terms and condition laid down in this tender document:-

(A) For Graduate Data Entry Operator

SL. No.	Particular	Amount	Amount in word
1	Rate per Data Entry Operator (Graduation) per Month		
	ESIC 3.25% or as fixed by the Delhi Government.		
	EPF 13% or as fixed by the Delhi Government.		
2	Service Tax -GST @18% or as fixed by the Government.		
3	Service /Admn Charge, if any		
4	Total		

(B) For Drivers (skilled)

SL. No.	Particular	Amount	Amount in word
1	Rate per Driver (Skilled) per month		
	ESIC 3.25% or as fixed by the Delhi Government.		
	EPF 13 % or as fixed by the Delhi Government.		
2	Service Tax -GST @18% or as fixed by the Government.		
3	Service /Admn Charge, if any		
4	Total		

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(C) For Attendants (unskilled)

SL. No.	Particular	Amount	Amount in word
1	Rate per Attendant (unskilled) per Month		
	ESIC 3.25% or as fixed by the Delhi, Government.		
	EPF, 13% or as fixed by the Delhi, Government.		
2	Service Tax -GST @18% or as fixed by the Government.		
3	Service /Admin Charge, if any		
4	Total		

Resident Engineer, Liaison Office, Water Resources Department, Government of Bihar, New Delhi has the right to accept or reject my offer without assigning any reasons thereof and I shall abide by the decision.

Date:

1. Signature.....
2. Name.....
3. Designation in the company.....
4. Address.....

.....

Seal

(The signature on the above-mentioned place is mandatory. The bids without signature are liable to be rejected.)

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