

**Tender Document for Selection of Agency
For Providing Manpower on Outsourcing Basis
at
NIELIT Aizawl Centre,
Industrial Estate, Zuangtui,
Aizawl, Mizoram.**



NIELIT Aizawl Centre
(Deemed to be University)
Industrial Estate, Zuangtui – 796017, Aizawl, Mizoram.

NIELIT Aizawl Centre
(Deemed to be University)
Ministry of Electronics & Information Technology, Government of India)
Industrial Estate, Zuangtui – 796017, Aizawl, Mizoram

Tender No. NC-AI014/6/2023-NC

Dated 10th November, 2025

NOTICE INVITING TENDER

Sealed tenders are invited from Government registered firms fulfilling all terms and conditions for providing manpower service on outsourcing basis at 'NIELIT Aizawl Centre, Industrial Estate, Zuangtui, Aizawl Mizoram'. The estimated cost of the tender is Rs 41 lakh per annum. Firms willing to participate in the tender may obtain the tender document from NIELIT Aizawl Centre, Industrial Estate, Zuangtui, Aizawl during office hours on working days on payment of Rs 100/- or Downloaded from the NIELIT Aizawl website <https://www.nielit.gov.in/aizawl>. The tender will be closed on 24th November, 2025 (Monday) at 1:00 P.M at and will be opened on the same day at 2:00 PM at the Conference Room of NIELIT Aizawl Centre, Industrial Estate, Zuangtui, Aizawl, Mizoram.

Director
NIELIT Aizawl Centre

A. INVITATION OF TENDER

NIELIT Aizawl Centre is inviting a tender for providing manpower service on outsourcing basis for a period of 1 year. Interested manpower agency fulfilling all terms and conditions may participate and submit the tender documents.

B. FEE FOR TENDER DOCUMENTS

The fee for tender documents will be Rs 100/- (Rupees One Hundred Only). This fee shall be paid online through UPI or Net Banking payment. This fee is non-refundable and shall be submitted along with the technical bid of the tender document.

The Tender Documents can also be downloaded free of cost from NIELIT Aizawl website <https://www.nielit.gov.in/aizawl> and should be submitted in hard copy.

C. ESTIMATED COST

The total estimated cost of the tender is Rs 42.00 lakh per year.

D. EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) should be submitted in the Technical bid of the tender, without which the tender shall be invalid. The amount of EMD will be Rs 20,568/- (Rupees two thousand five hundred sixty eight) payable in the form of Demand Draft issued by a nationalized/scheduled commercial bank, drawn in favour of "Director, NIELIT Aizawl Centre" Payable at Aizawl, Mizoram. In case of unsuccessful bidder, the EMD will be refunded to them against written application without any interest accrued thereon at the earliest and after the acceptance of the contract by the successful bidder. In case of successful bidder, after acceptance of the work order, the EMD shall be refunded on receipt of the Performance Bank Guarantee (PBG) of amount equivalent to EMD from any nationalized/scheduled commercial bank, drawn in favour of "The Director, NIELIT Aizawl Centre, Aizawl, Mizoram" enforceable at Aizawl for safeguarding the interest in all respects. The PBG shall remain valid for the period of the contract (i.e., 12 months) with additional 30 days for claim lodgement. The PBG will be forfeited in case of non-fulfilment of any of the terms & conditions of the contract and for compensating any loss suffered.

E. DETAILS OF MANPOWER REQUIREMENT

The details of manpower requirement are given at ANNEXURE-I.

F. GENERAL TERMS AND CONDITIONS

Only those bidders who fulfil the following terms and conditions may submit their bids:-

- a. Quotation with overwriting, alternations will not be considered. Only typed/printed quotations will be accepted. The bidder should number each page and sign in each page of the tender documents along with the Official Seal/Stamp.
- b. The rate should be quoted in Indian Rupees only and it should be valid throughout the period of contract.

- c. No quotation will be accepted by fax, e-mail, telex, or any other such means.
- d. The Competent Authority of NIELIT Aizawl Centre, Aizawl, Mizoram reserves the right to reject all or any tender without assigning any reason thereof.

G. OTHER TERMS & CONDITIONS

- a. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
- b. The persons supplied by the agency/service provider should not have any police records/criminal cases pending against them. The agency/service provider should make adequate enquires about the character and antecedents of the person whom they are recommending. The agency/service provider should also ensure that the personnel deployed are medically fit & Certificate of their medical fitness is to be provided when called for.
- c. The agency/service provider shall withdraw/replace such employees who are not found suitable by the office for any reasons immediately, if such request is made.
- d. The agency/service provider shall engage such number of required employees as required from time to time. The said employees engaged by the agency/service provider shall be the employees of the agency/service provider and it shall be agency/service provider's duty to pay salary and other dues as applicable every month. There is no master & servant relationship and further that the said person of the service provider shall not have any claim for absorption in NIELIT Aizawl Centre, Aizawl, Mizoram.
- e. The employees to be provided by the agency/service provider may have to work at anywhere within the State of Mizoram.
- f. The agency/service provider's personnel shall not claim benefit/compensation/absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Any
- g. The agency/service provider's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements and administrative/organizational matters as most are of confidential/ secret nature.
- h. The agency/service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of office.
- i. The agency/service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
- j. The agency/service provider shall be responsible for any act of indiscipline on the part of persons deployed by it.
- k. That the persons deputed shall not be below the age of 18 (eighteen) years.
- l. The agency/service provider has to provide photo identity cards to the persons employed by it for carrying out the works under Rule 76 of the Contract Labour (Regulation & Abolition) Act 1970.

- m. That the agency/service provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of the statutory obligation under all related legislations as applicable to it from time to time including Minimum Wages Act, Employment Provident Fund, ESI Act etc. and we will not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of the obligation. The agency will be required to provide particulars of EPF, ESI of its employees engaged under it.
- n. That the agency/service provider must ensure that the wages of their deployed staff are released within 7 (seven) days of the following month, irrespective of receipt of payment from NIELIT Aizawl Centre, Aizawl, Mizoram.
- o. The agency/service provider shall pay wages as decided by NIELIT Aizawl from time to time to all deployed staff depending on their performance and experience. The agency/service provider shall issue salary slip to all deployed staff on monthly basis accordingly.
- p. No wage/remuneration will be paid to any staff for the days of absence from duty. This applies when there is no leave balance in account of the employee.
- q. The agency/service provider shall provide suitable replacement of any person leaving the job at the earliest at no extra cost.
- r. In case of leave of the employees of agency/service provider, their applications should firstly be forwarded by the agency/service provider (either by written letter or by e-mail or by FAX) and then it will be considered suitably by the competent authority of NIELIT Aizawl Centre.
- s. There will be penalty upon personnel of the agency/service provider for availing any unauthorized leave (ie leave without proper advance information) which will be equivalent to 1 (one) day salary of the concerned personnel of the agency/service provider.
- t. NIELIT Aizawl Centre, Aizawl, Mizoram will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the agency/service provider.
- u. That the agency/service provider on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff. If NIELIT Aizawl Centre, Aizawl, Mizoram, suffer any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency/service provider shall be liable to compensate for the same. The agency/service provider shall keep fully indemnified against any such loss or damage.
- v. NIELIT Aizawl Centre, Aizawl, Mizoram will maintain an attendance register in respect of the staff deployed by the agency/service provider on the basis of which wages/remuneration will be decided in respect of the outsourced staff at the approved rates.
- w. The agency/service provider shall conduct minimum two times per month, a physical inspection of their staff and countersign the attendance register at NIELIT Aizawl Centre, Aizawl, Mizoram. Or any branch where manpower is provided.

- x. No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the agency/service provider directly or indirectly to any person, firm or whosoever.
- y. Either party can terminate the agreement by giving 1 (one) month notice in advance. If the agency fails to give 1 (one) month notice in writing for termination of the agreement, then Performance Bank Guarantee (PBG) will be forfeited.
- z. That on the expiry of the agreement, unless extended formally, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues.
- aa. In the event of any dispute arising touching any of the clauses of the agreement, the matter will be referred to the competent authority of NIELIT Aizawl Centre, Aizawl, Mizoram, whose decision shall be binding on both the parties.
- bb. The personnel of the agency/service provider shall not join any labour union or resort to strikes or demonstrations or any other agitation of this nature. The personnel shall neither directly or indirectly join nor assist any commotion of civil nature and they will render their sincere services during any kind of natural calamities to their best extent. The personnel must not in any way act against interest of NIELIT Aizawl Centre, Aizawl, Mizoram
- cc. The Contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract lies within the jurisdiction of High Court of Mizoram.

H. MANDATORY DOCUMENTS TO BE SUBMITTED

The bidders are required to submit the following self-certified copy of documents along with the Technical bid. The documents are:-

- a. Certificate of Registration of firm.
- b. Proof of office address (telephone bill, electricity bill etc.)
- c. An undertaking by the agency for Acceptance & Compliance of all terms & conditions mentioned in this tender.
- d. Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be enclosed.
- e. PAN Card.
- f. GST Registration number
- g. Employees' Provident Fund Registration number/details
- h. ESI registration number
- i. Income Tax Return and Audited Balance Sheet of the last financial year if any.
- j. Non-relation certificate with the employees of NIELIT Aizawl Centre, Aizawl on the letterhead of the firm.
- k. Self declaration of Not blacklisted certificate in the form of affidavit.

TYPE OF BIDS TO BE SUBMITTED

The bidders are required to submit two types of sealed bids along with necessary and supportive documents. They are:-

1. The first sealed bid should be superscripted with “TECHNICAL BID” and should contain the following along with their list:-

- a. Tender documents fee as mentioned at point no. B
- b. Earnest Money Deposit (EMD) as mentioned at point no. C
- c. Mandatory Documents as mentioned at point no. F
- d. Mandatory Documents as mentioned at point no. G The format of ‘Technical Bid’ to be submitted on the letterhead of the bidder is given as at ANNEXURE-II.

2. The second sealed bid should be superscripted with “FINANCIAL BID” and should contain an only the signed “commission percentage sheet”. The format of Financial Bid to be submitted on the letterhead of the bidder is given as at ANNEXURE-III.

The Technical and Financial bids should be placed in a large sealed envelope which should be superscripted with “Tender For Providing Manpower Services On Outsourcing Basis at NIELIT Aizawl Centre” and should be addressed to The Director NIELIT Aizawl Centre, Aizawl Mizoram, 796017.

J. BID OPENING AND EVALUATION

All the bids will be opened and evaluated as per standard procedure & time, date and place as mentioned above by a committee constituted by the competent authority of NIELIT Aizawl Centre, Aizawl, Mizoram in the presence of the participating bidders, if any. Only one authorized representative from each bidder will be allowed to attend the bid opening and evaluation process on submission of the authorization letter. In case the date fixed for opening of bids is subsequently declared as holiday by the government or the office remains closed on that day for any other reason, the bids will be opened on next working day. The time and venue remaining unaltered. The committee will open and evaluate the ‘Technical Bids’ of the bidders. The ‘Financial Bids’ of only those bidders who qualify in the ‘Technical Bids’ shall be opened. In case of a tie in the Financial Bid the lowest bidder will be selected on the basis of the following conditions in sequence:-

- a. Numbers of years of experience.
- b. Annual turnover during the last financial year.
- c. Number of manpower outsourced at present.

The competent authority of NIELIT Aizawl Centre, Aizawl, Mizoram reserves the right to disqualify any or all the bids without assigning any reasons thereof.

K. SIGNING OF CONTRACT

The selected bidder(s) shall be required to enter into a contract with NIELIT Aizawl Centre, Aizawl, Mizoram within 7 (seven) days of the award of the contract or within such extended time period as may be specified. The contract will be for a period of 12 (twelve) months which

will be in force from date of deployment of manpower. The contract may be extended for further periods depending upon the requirement and performance of the agency/service provider and same will be purely on discretion of the competent authority of NIELIT Aizawl Centre.

L. PENALTY FOR NON-PERFORMANCE OF THE CONTRACT

There will be a levy of an appropriate penalty upon the agency/service provider for non-performance of the contract and violation of any terms & conditions of the contract. The extent and amount of penalty will be decided by the competent authority of NIELIT Aizawl Centre which will be binding upon the bidder.

M. PAYMENT TERMS

The agency/service provider will raise invoice in duplicate in respect of a particular month in the subsequent month and it should be addressed to NIELIT Aizawl Centre, Industrial Estate, Aizawl, Mizoram.

The payment will normally be released within 7 (Seven) days from the date of receipt of invoice after necessary deduction at source. On the basis of duly certified attendance sheets by NIELIT Aizawl Centre the agency/service provider will first release salary of their deployed staff and then raise the invoice for payment.

N. AMENDMENTS & WITHDRAWAL OF TENDER DOCUMENTS

The competent authority of NIELIT Aizawl Centre, Aizawl, Mizoram reserves all the rights for the amendment & withdrawal of the tender documents. The amendment & withdrawal of the tender documents may be done by issuing corrigendum/addendum. Any corrigendum/addendum issued in this regard will be intimated through proper notice.

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ANNEXURE-1

Details of Non-Scientific & Technical (Non-S&T) Manpower Requirement at NIELIT Aizawl Centre

Sl. No.	Position	Quantity	Minimum Qualification (from recognized institution)	Experience	Duties & Responsibilities	Place of duty
1.	Office Assistant	2 Nos.	Graduate in any stream		Any office & academic related clerical works	1 for NIELIT Aizawl and, 1 for NIELIT Lunglei
2.	Driver	3 Nos.	Driver's License holder issued by Govt.		For official vehicles- Students Bus and Light Motor Vehicle	NIELIT Aizawl
3.	Receptionist/Front Office Counsellor	1 no.	Class 12 passed		Visitors Interaction, issue and maintenance of documents,	NIELIT Aizawl.
4.	Despatch Rider cum Peon	1 No.	Class 8 passed with Driver's License holder issued by Govt.		For official duty.	NIELIT Aizawl.
5.	Hostel Cook	2 Nos.	Class 8 passed	Experience in cooking	For Boys and Girls Hostels	NIELIT Aizawl.
6.	Hostel Caretaker	1 No.	Class 8 passed		For Boys and Girls Hostel	NIELIT Aizawl.
7.	Housekeeping Staff/Peon	4	Class 8 passed		For official duty	3 nos. for NIELIT Aizawl and, 1 no. for NIELIT Lunglei.
8.	Watchmen	4	Class 8 passed		To look after security matters	NIELIT Aizawl.

ANNEXURE-II
FORMAT OF TECHNICAL BID
(To be submitted on letterhead of the firm)

To

The Director
NIELIT Aizawl Centre
Industrial Estate, Zuangtui, Aizawl.

Sub: Submission of Technical Bid for providing manpower services on outsourcing basis.

Sir,

With response to your tender mentioned above, the technical bid of our firm to provide manpower service on outsourcing basis at NIELIT Aizawl Centre is submitted herewith along with the following mandatory documents as mentioned in the tender documents.

Sl. No.	Documents to be submitted	Relevant details	Remarks
1.	Tender Document Fee	Online Transaction details Amount: Rs. 100/-	
2.	Earnest Money Deposit (EMD)	DD No: Date: Bank Name: Amount: Rs 20,568/- In Favour of	
3.	Copy of Certificate of Firm Registration		
4.	Proof of Office Address (Telephone Bill, Electricity Bill, etc.)		
5.	Details of Bank Account of the firm. A cancelled cheque of the account of the firm to be enclosed.		
6.	PAN Card		
7.	GST Registration		
8.	Provident Fund Registration Number.		
9.	ESI Registration Number.		
10.	Income Tax Return and Audited Balance Sheet of the last financial year if any.		
11.	Non-relation certificate with the employees of NIELIT Aizawl Centre on the letterhead of the firm		

12	Self-Declared Not blacklisted certificate in the form of affidavit.		
13.	An undertaking by the agency for Acceptance & Compliance of all terms & conditions mentioned in this tender		

Thanking you,

Yours faithfully,

Name and Signature of authorized signatory

Date:-

(Seal of the firm)

ANNEXURE-III
FORMAT OF FINANCIAL BID
(To be submitted on letterhead of the firm)

To

Director
NIELIT Aizawl Centre,
Industrial Estate, Zungtui, Aizawl.

Sub: Submission of financial bid for providing manpower services on outsourcing basis.

Sir,

With response to your tender mentioned above, our firm will be pleased to provide the manpower service on outsourcing basis at NIELIT Aizawl Centre. Our quote for % of Commission is as under.

% of Commission (in both figure and words)	Remarks
	% of commission should be same for all categories of manpower

Thanking you,

Yours faithfully,

Name and Signature of authorized signatory

Date:- (Seal of the firm)