

BIHAR STATE MINORITIES FINANCIAL CORPORATION LTD., PATNA
(Govt. of Bihar Undertaking)
34, Harding Road (Ali Imam Path), Patna-1
(www.bsmfc.org, Tel-0612-2204975, Fax-2215994, Email-bsmfclpatna-bih@gov.in)
(CIN No.-U65110BR 1984SGC 001964)

Tender No. 02/2026-27

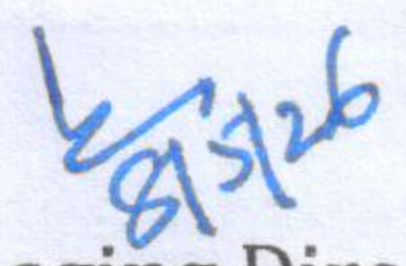
Date. 08/05/2026

TENDER NOTICE
FOR SELECTION OF MANPOWER SERVICE PROVIDER
FOR PROVIDING SERVICES OF COMPUTER OPERATOR

The Bihar State Minorities Financial Corporation Limited (BSMFCL) invites short e-tender for selection of Manpower Service Provider through e-proc 2.0 portal from eligible agencies for supply of Computer Operator in the offices located in different districts of the state under the administrative control of the Minority Welfare Department, Govt. of Bihar for an initial period of one year (extendable for a further period with one year in one go subject to satisfactory service). Estimated requirement / eligibility criteria / terms & conditions of the contract have been mentioned in the tender documents.

The Tender Document is available online at <https://eproc2.bihar.gov.in> as well as on the website of BSMFCL www.bsmfc.org. Bidders are advised to read the tender document carefully and related corrigendum, if any, and check their eligibility before participating in the bid.

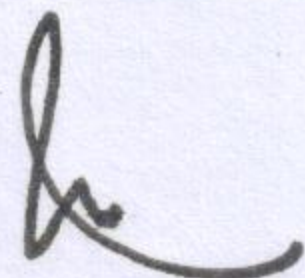
The interested bidders shall upload their bids separately along with duly signed copies of all the relevant certificates, documents etc. in support of their technical and financial bids on the aforesaid portal. The bids will be opened online as per tender timeline.


Managing Director
BSMFCL, Patna

Summary Sheet

Sr. No.	Information	Details
1.	Name of the Company	Bihar State Minorities Financial Corporation Limited
2.	Name of Work	Selection of Manpower Service Provider for Computer Operator to various offices under the administrative jurisdiction of the Minority Welfare Department, Bihar.
3.	Date of issue of Tender	08.05.2026
4.	Date of pre-bid meeting	14.05.2026 at 03:00 P.M.
5.	Last date of submission of Bid	29.05.2026 till 06.:00 P.M.
6.	Opening of Technical Bid	01.06.2026 at 03:00 P.M.
7.	Date of Technical Presentation	02.06.2026 at 11:00 A.M.
8.	Opening of Financial Bid	To be intimated in due course
9.	Address of Communication	Bihar State Minorities Financial Corporation Ltd., 34, Harding Road, Patna - 800001
10.	Availability of Tender Document	https://eproc2.bihar.gov.in and www.bsmfc.org
11.	Validity of Proposal	Proposals must remain valid 180 days after the submission date.
12.	Tender Documents Fee (Non-refundable)	₹ 25,000 (Rupees twenty-five thousand only) payable through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
13.	Tender Processing Fee (Non-refundable)	As applicable, fee will be required to be paid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.
14.	Earnest Money Deposit (EMD)	₹ 5, 00,000/- (Rupees five lakhs only) EMD to be submitted online through e-proc portal https://eproc2.bihar.gov.in . (Exemption as per law)
15.	Performance Security	₹ 10, 00,000/- (Rupees ten lakhs only) through Unconditional Bank Guarantee as prescribed in Annexure VI.
16.	Bidders having common network	Not permitted
17.	Consortium or JV or Agencies associated with BSMFCL	Not permitted

- The Technical & Financial Bidding will be through e-proc 2.0 portal only. The bidders shall upload all the documents as per the eligibility criteria.
- Any corrigendum / addendum to this tender will be notified through the aforesaid websites only.
- The Managing Director / Tender Committee of BSMFCL reserve the right to accept or reject any or all the bids without assigning any reason at any stage.



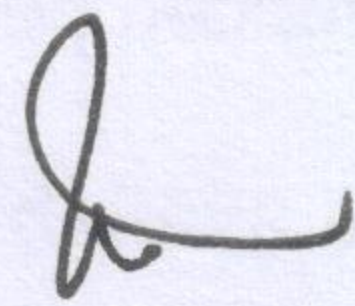
INTRODUCTION

In order to implement the direction of the Minority Welfare Department, Govt. of Bihar (the Administrative Department), BSMFCL intends to select reputed Manpower Service Providers having relevant experience of providing services of Computer Operator.

The selected bidder would be expected to provide services of computer operator at the various offices under the administrative jurisdiction of the Minority Welfare Department situated in different districts of the State. The above-mentioned support would be for a definite period and will not amount to any kind of employment obligation on the part of BSMFCL or the requisitioning authority.

The selection will be initially for a period of one year, which may be extended / renewed through mutual consent for a further period of one year in one go subject to the service being found satisfactory. The responses received pursuant to this Tender Document will be evaluated as per the criteria specified in this document as well in the relevant laws.

Interested bidders may view and download the tender document containing the detailed terms & conditions from the e-procurement portal <https://eproc2.bihar.gov.in> and website www.bsmfc.org.



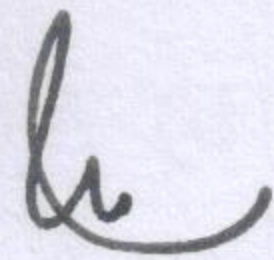
Scope of Work

1. Defined Scope of Bidder

The scope of work shall be hiring of services for providing various categories of manpower on outsourcing basis. Various services to be rendered by the selected manpower service provider (the Agency) shall include but not being limited to the following: -

- i. Manpower supply is required on the position of Computer Operator. The qualification of the outsourced personnel shall be as per the tender document. The remuneration of the outsourced personnel shall be reimbursed by the requisitioning authority and the Agency has to ensure that all statutory deductions / payments in this regard have been made.
- ii. Outsourced personnel will have to perform the job anywhere and at any place in Bihar as per the instructions of BSMFCL.
- iii. The outsourced personnel will have to adhere to the rules and regulations of BSMFCL and comply its instruction and the agency will have to indemnify for any loss caused to BSMFCL or to the establishment of work place due to the outsourced personnel.
- iv. The Agency has to ensure the availability of required number of above manpower as per the requirement of BSMFCL.
- v. Coordination and supervision of jobs shall be within the Agency's scope of work.
- vi. The Agency shall have to maintain all statutory registers as required under the Contract Labor Regulation and Abolition Act, Payment of Wages Act, Minimum Wages Act etc. and furnish the statutory returns to be filed with the Statutory Bodies as required under relevant Acts and Rules.
- vii. Minimum wages to all manpower shall be paid by the Agency as per the latest notification of the State Government.
- viii. The Agency has to follow the provisions of Employee's Provident Fund (EPF) as per rules. EPF remittance for the manpower engaged shall be done on a monthly basis. Records of wages, EPF, etc. to be produced along with monthly bills.

- ix. The Agency shall abide by the legal provisions regarding health, welfare and safety of persons engaged by him as per relevant act and rules. The Agency shall also be responsible for the medical care of their personnel engaged. The manpower requirement is subject to change, which may increase or decrease and the Agency shall have to provide manpower as per actual requisition of BSMFCL.

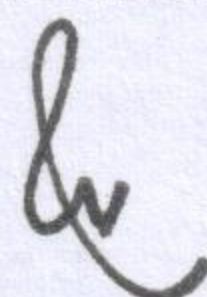


Manpower Requirement, Remuneration and Minimum Qualification

Sr. No.	Name of Position	Manpower Requirement (In No.)	Minimum Qualification
1.	Computer Operator	50	<p>a) Minimum 10+2 (Intermediate) or graduation from a recognized Board/University and must have passed a computer course of 1 year duration from recognized Institution.</p> <p style="text-align: center;">OR</p> <p>b) A certificate in Computer Application (e.g., DCA, ADCA, or O Level from DOEACC/NIELIT) is preferred.</p> <p style="text-align: center;">OR</p> <p>c) Minimum 10+2 (Intermediate) and must have completed and passed a Computer Course of Domestic Data Entry Operator of 400 hours under skill training program run by BSDM.</p> <p style="text-align: center;">AND</p> <p>d) Proficiency in both Hindi and English typing is, with a minimum speed of 30 WPM or 8,000 key depressions per hour often required with good knowledge of MS Excel, MS Word, MS PowerPoint and internet usage.</p>

The computer operator deployed by the agency has to fulfill the following responsibilities: -

- (a) To obey instruction(s) of superiors in office management.
- (b) To perform the official job assigned to them.
- (c) Observing console screens, dashboards and environmental controls to ensure performance and security.
- (d) Running, managing, and maintaining batch jobs in scheduling software.
- (e) Addressing system malfunctions, error logs, and hardware issues (printers, CPUs).
- (f) Performing regular backups, managing data storage, and entering/updating data with high accuracy.
- (g) Installing software updates and maintaining daily logs of activities and operational issues.
- (h) Any other work assigned by superior authorities.



2. Instructions to the Bidders

- a) The e-tender is being invited for selection of manpower service provider through e-procurement portal <https://eproc2.bihar.gov.in>. All the instructions of e-proc 2.0 are applicable.
- b) The bidder will submit the tender at e-Procurement platform at www.eproc2.bihar.gov.in only. The bid received through physical mode shall not be considered at all.
- c) The bidder must have the Class III Digital Signature Certificate (DSC) and e-Tendering User id of the e Procurement website before participating in the e-tendering process. The bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user id they have to get registered themselves on the e-procurement portal www.eproc2.bihar.gov.in and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published on e-procurement portal.
- d) The bidders shall submit their eligibility and qualification details, Technical Bid, Financial Bid etc. (in prescribed Annexures only), in the standard formats given in e-Procurement portal at the respective stage only. The bidders shall upload the original scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate / documents in the e-Procurement portal. The bidder shall digitally / manually sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- e) The bidders may get exemption in the light of Office Memorandum F20/2/2014-PPD (Pt.) dated 20/09/2016 of Department of Expenditure, Ministry of Finance, Govt. of India.
- f) All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
- g) **Tender Document Fee**
The Bidder will have to pay ₹ 25,000 (Rupees twenty-five thousand only) as Tender Document fee (non-refundable) through <https://eproc2.bihar.gov.in> during bid submission. Tender Document Fee (TDF) to be paid through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.

h) Tender Processing Fee

Tender Processing Fee, as may be charged by the e-procurement portal while submitting the tender, will be required to be paid by the bidders through e-Payment mode (i.e. NEFT / RTGS, Net Banking, Credit / Debit Card) only.

i) Earnest Money Deposit (EMD)

Bidders are required to furnish Bid Security of an amount equal to ₹ 5,00,000/- (Rupees five lakhs only) to be submitted online through e-procurement portal (<https://eproc2.bihar.gov.in>) except those which are exempted under the law.

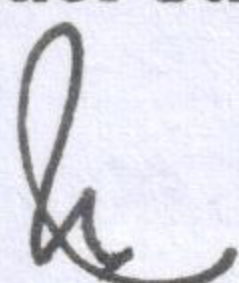
Bids received without EMD / relevant document claiming exemption will not be considered and summarily rejected. The EMD of the unsuccessful bidder will be refunded in due course without accrual of any interest.

The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the agreement.
- In any other case, as prescribed in Notification No. 13183/F dated 09.12.2024 issued by the Finance Department, Govt. of Bihar.

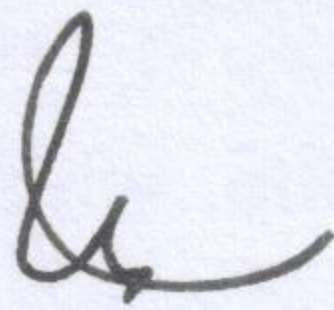
The EMD of successful bidders will be returned after submission of Performance Security in the form of Unconditional Bank Guarantee as prescribed in Annexure VI in favor of the "Bihar State Minorities Financial Corporation Limited".

- i. The bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions mentioned in the tender document / applicable statutes. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
- j. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the BSMFCL on the basis of this TENDER Document.
- k. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result in the disqualification of the concerned bidder and the tender submitted by them will be excluded from consideration.



- l. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender, unattested documents and tender without enclosing all the required documents will summarily be rejected.
- m. The Managing Director / Tender Committee of BSMFCL reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract.
- n. It requires that the bidder observes the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this, BSMFCL will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare an agency ineligible either indefinitely or for a stated period.

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal www.eproc2.bihar.gov.in before the date and time specified in the NIT. The BSMFCL doesn't take any responsibility for the delay / non-submission of Tender / non-reconciliation of online payment caused due to non-availability of Internet Connection, Network Traffic / holidays or any other reason."



3. Pre-Bid Meeting

The BSMFCL will organize a Pre-bid Meeting on the scheduled date and time at 34, Harding Road, Patna - 800001 and may incorporate any changes in the Tender Document based on acceptable suggestions received during the interactive pre-bid meeting. The decision of the Managing Director / Tender Committee of BSMFCL regarding acceptability of any suggestion shall be final in this regard and shall not be called upon in question under any circumstances.

The prospective bidders shall submit their questions in writing to reach BSMFCL on or before date and time mentioned in Summary Sheet. It may not be possible at the pre-bid meeting to answer question which are received late. The responses will be conveyed to all the prospective bidders (by way of hosting amendments / clarifications on the website i.e. at www.eproc2.bihar.gov.in) and no participant would be intimated individually about the response of the BSMFCL.

Maximum 1 (one) personnel, with due authorization letter, from each bidder will be allowed to participate in the pre-bid meeting.

4. Amendment in Tender Document

The BSMFCL may, for any reason, whether at own initiative or in response to a clarification requested by any prospective bidder, modify the bidding document by amendment. All the amendments made in the document would be published on the e-procurement portal www.eproc2.bihar.gov.in. All such amendments shall be binding on bidders. The bidders are advised to visit the said portal on regular basis for checking necessary updates. The BSMFCL reserves the rights to amend the dates mentioned in Summary Sheet.



5. Pre-Qualification & Technical Evaluation: -

The Bidders must carefully examine the below-mentioned eligibility criteria to be eligible for evaluation of its bid. The Bidder shall fulfil the following:

BSMFCL will scrutinize the bids received to determine whether they are complete and as per the RFP requirement. The Bids meeting the criteria will be taken forward to the next stage of evaluation i.e. technical evaluation. If the documents are found to match with the format, the Bidder will be eligible for technical evaluation. All the supporting documents / documentary evidence must be attached as per specifications.

Bidder's Eligibility Criteria

Sr. No.	Criteria	Document to be submitted
1.	The bidder must be a proprietorship firm / partnership firm / Limited Liability Partnership (LLP) / Company or Body Corporate registered under respective acts. The bidders must have registered / branch office in Bihar for providing manpower services.	Certificate of Incorporation and copy of MOA & AOA including details of all directors, in case of Company / Body Corporate. Copy of Partnership Deed including details of all the partners, in case of Partnership Firm. For LLP, Certificate of Incorporation, details of partners and LLP Agreement. Self-attested copy of Aadhar of the Principal Officer for all class of bidders.
2.	The bidder should have been providing services of computer operator for at least 3 years.	Documentary evidence in the form of work order and work completion certificate to be provided.
3.	The bidder must have at least 1 (one) running contract of providing services of computer operator having annual contract value of not less than ₹ 5 lacs.	Copy of work order and copy of agreement, wherein annual contract value is clearly indicated.
4.	The bidder should have Average Annual Turnover of not less than ₹ 5.00 crore in last three financial years.	Copy of Audited Financial Statements together with Audit Report of three financial years 2022-23, 2023-24 and 2024-25.
5.	The bidder should not be defaulter/ blacklisted in any organization, where it has previously worked / working.	Declaration of blacklisting / non-blacklisting in Annexure IV.

6.	The bidder incurred loss during the financial year 2024-25 shall not be eligible.	Audited Financial Statements for the financial year 2024-25.
7.	The agency / firm must be registered and compliant with EPF Act, 1952, ESI Act, 1948, Payment of Bonus Act, 1965, Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labor (Regulation and Abolition) Act, 1970 and Industrial Dispute Act, 1947.	Attested copy of the Certificates (EPF, ESI Registration Certificate, Labor License) issued by the concerned authorities together with copy of latest challans under EPF Act and ESI Act.
8.	The bidder should be registered with Tax Authorities and must be compliant.	Attested copy of PAN, GSTIN and ITR Acknowledgement for preceding three Assessment Years.
9.	Self-attested copy of Form GSTR 3B (Oct to December, 2025) and Form GSTR 9 for the financial year 2024-25.	Copy of Form GSTR 3B and (Oct to December, 2025) together with Form GSTR 9 for the financial year 2024-25.
10.	The bidder must have positive net worth in preceding three financial years i.e. 2022-23, 2023-24 & 2024 -25.	Net worth certificate (with UDIN) issued by the practicing Chartered Accountant / Cost Accountant / Company Secretary.

Note:

In technical bid, the bidders will submit information and declaration as prescribed in Annexure – I, II, III and IV.

The Bidders shall be evaluated on the following parameters: -

Sr. No	Requirement	Maximum Marks	Evaluation Criteria
1.	Bidder's Credentials (No. of years in operation)	10	<ul style="list-style-type: none"> ➤ >=10 years - 10 Marks ➤ >= 5 Years = 5 Marks ➤ < 5 years - 2.5 Marks
2.	Turnover as per Audited Financial Statements	10	Annual Turnover of FY 2024-25 <ul style="list-style-type: none"> ➤ >= ₹ 5 crore = 10 Marks ➤ <= ₹ 5crore > ₹ 1 crore = 7.5 Marks ➤ <= ₹ 1 crore = 5 Marks
3.	Number of Government Contracts (including past and running contract)	10	<ul style="list-style-type: none"> ➤ >=10 contracts =10 marks ➤ <=10 contracts > 5 contracts = 7.5 Marks ➤ < 5 contracts = 5 marks
3.	Technical Presentation (Technical Presentation date to be notified to bidders via e-mail / phone)	20	Technical Presentation to be done on the following parameters: - <ul style="list-style-type: none"> ➤ Introduction and bidder's profile and relevant experience; ➤ HR Compliances; ➤ Supervisory Mechanism; and ➤ Timelines of deployment.

4.	Grand Total	50	➤ A minimum 30 marks is required to qualify further evaluation (i.e. to be a part of financial bid)
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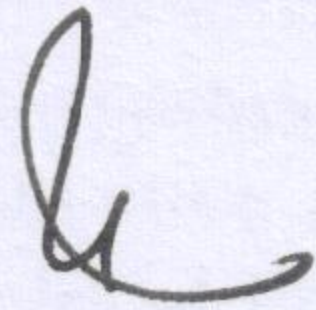
Note:

Bidders who score at least 30 marks out of 50 in technical evaluation criteria will be considered as technically qualified.

Documentary evidence must be submitted for each criterion and undertaking or declaration made by the Bidder must be on the letterhead and is to be signed by an authorized signatory only.

Completion Letter / Reference Letter from relevant Senior Executive of the client to be attached for each engagement reference cited in project experience.

Bids submitted will be evaluated by the Tender Committee of BSMFCL. If any of the criteria information is not deducible from the submitted documents, marks will not be awarded in those criteria, though the Tender Committee can ask for clarifications on their own discretion.



6. Financial Bid Evaluation

- i. The marks scored in the technical bid which essentially rates the Bidder on technical criteria will be given weightage of 70%. The financial bids will be given a weightage of 30%. The combined score of technical and financial will determine the ranking of the firms. In case of a tie in the combined score between Bidders, the Bidder with higher technical score will be given a higher rank. BSMFCL will appoint the top ranked agency based on the ranking derived from the combined score. The corporation reserves the right to prioritize Substantially Responsive Bids
- ii. Bidders secured at least 30 or more out of 50 marks in technical evaluation will be eligible to participate in the financial bid opening process. The Financial Bids of the technically qualified bidders will be opened on the date to be notified bidders. Representatives of Bidders may witness the opening of financial bids.
- iii. The Bidders are required to quote their total fee (inclusive of GST as applicable) for the assignment. This amount / quote is to be used for financial evaluation purpose and award of Work Order (if selected).
- iv. After opening of financial bids of eligible bidders, the financial scoring will be done.
- v. The lowest financial quoted rate will receive highest marks i.e. 100. Scoring to other higher quoted rate will be assigned using formula as below:
- vi. Financial Score = (Lowest Quote among the Bidders/Quote of the Bidder) * 100
- vii. After weighted scoring of both technical and financial bids, they will be combined together and ranked. Highest scorer will secure Rank 1, then Rank 2 and so on.
- viii. The Bidder with Rank One (most responsive bid) based on QCBS system will be selected as the most suitable Bidder using a weightage of 70:30 for Technical and Financial respectively.
- ix. Illustration for calculation of combined score is as under:

A	B	C	D	E	F	G	H	I
Sr. No.	Name of the bidder	Technical Score secured	Weighted Technical Score (Col. C*0.70)	Actual Financial Rate/Quote	Financial Score (Lowest Rate/Quoted Rate) * 100	Financial Score Weighted (Col F * 0.30)	Total Score (Col. D+ Col. G)	Rank

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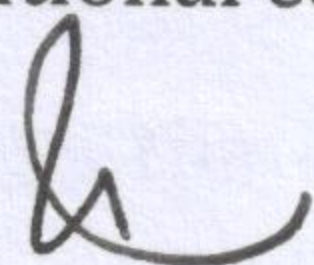
- x. If a Bidder quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered. Abnormally low financial bids will be handled as per the guidelines issued by the Government.
- xi. Errors and Rectification: If there is a discrepancy between words and figures, the figure indicated in words will prevail".
- xii. The total cost is be quoted by also including all the cost associated as defined in the tender.

7. Award Criteria: -

- i. The Contract will be awarded on QCBS (70:30). BSMFCL reserves the right to empanel the bidder for providing services of Computer Operators.
- ii. Initially work will be assigned to the Rank 1 bidder. In case of non-acceptance or assignment / unsatisfactory performance by the said bidders, the work will be assigned to the Rank 2 bidder, who matched the price quoted by Rank 1 bidder.
- iii. In case of non-adherence or non-compliance of orders / directions of BSMFCL or requisitioning authority, any applicable statute, guideline, circulars, notifications by the selected agency at any time during the currency of agreement, the work will be assigned to the successive bidder, who matched the price quoted by the Rank 1 bidder.

8. Restrictions regarding personnel deployment

- a. The manpower agency shall deploy suitable and eligible candidates by following a transparent procedure.
- b. The Agency shall ensure to get the Police verification for all the manpower deployed by them and shall ensure that the manpower deputed should bear good moral character. The Agency shall engage only such personnel, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
- c. The Agency shall provide manpower strictly as per the eligibility criteria and guidelines of the requisitioning authority.
- d. The Agency shall appoint supervisors for monitoring deployed staffs provided by them with no additional cost.

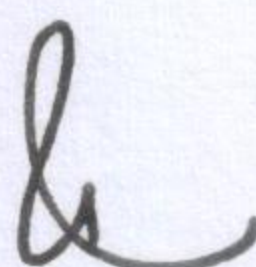


- e. All the grievances and payment-related issues of the deployed staff shall be addressed by the Agency only. There shall be a contract for service instead of contract of service for all practical purposes. The Agency shall make this clear to the staff to be deployed and get an undertaking that he / she shall not have any claim for permanent service in any government organization as a consequence of his / her engagement as outsourced staff as a stopgap temporary arrangement and no representation on this behalf shall be entertained by the BSMFCL / requisitioning authority, in any case.
- f. The service providers should ensure that the persons to be deployed are not alcoholic, drug addict and do not indulge in any activity prejudicial to the interest of BSMFCL and the requisitioning authority. The Agency shall be fully responsible for the conduct of his staff. Such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to BSMFCL and the requisitioning authority.
- g. The personnel deployed by the Agency should have requisite experience and skills for carrying out the work assigned to them. The BSMFCL or the requisitioning authority shall have the right to ask for the removal / replacement of any manpower of the agency, so deployed, who is not considered to be orderly in discharge of their duties.
- h. The Agency shall replace immediately any of its personnel if they are unacceptable to the office of the requisitioning authority because of unauthorized absence during office hours, security risk, incompetence, conflict of interest and breach of confidentiality or improper misconduct, upon receiving written notice from the requisitioning authority.
- i. The Agency would be responsible for all required documents verifications of the proposed person for deployment. In Case of any discrepancy or forgery BSMFC reserves the right to terminate an employee deployed through Agency.

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9. Payment Procedure

- i. The outsourced agency shall generate monthly bill of the deployed staffs taking into account the days of service / duty.
- ii. The bill shall be addressed to the requisitioning authority with a copy to the BSMFCL.
- iii. The payment of the bill after proper checking will be made by the requisitioning authority to the Agency.
- iv. The Agency shall disburse the monthly wages directly into bank account of its employees immediately after completion of the month.
- v. The Agency is also required to issue pay slips to all employees every month.
- vi. The agency shall submit to the requisitioning authority the details of the remuneration paid to the outsourced personnel to claim reimbursement of the same.
- vii. The requisitioning authority shall examine the bill raised by the agency and reimburse the amount as admissible in accordance with the rate agreed upon.
- viii. All payments shall be subject to deduction of applicable taxes as per applicable laws and the payment to the selected agency would be made on a monthly basis. While submitting the bill for the month, the service provider must enclose the following documents: -
 - Details of payment of wages credited to their Bank Account of deployed staffs along with details of deduction and payment in respect of ESI/EPF.
 - Proof of payment of ESI / EPF contribution employee wise along with challan and proof of payment of GST also.
 - A certificate that the Agency is complying with all the applicable Statutory Labor Laws.
- ix. All the payment to the deployed staffs to be made by the agency through bank transactions only. Cash payment shall be treated at par with nonpayment of wages.



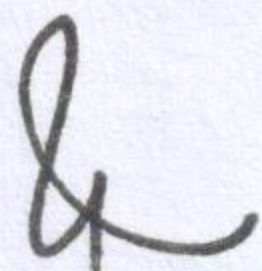
10. General Terms and Conditions:

a) Commencement of Contract

- i. BSMFCL will notify the selected bidder and the work order will be issued to the official e-mail id of the concerned bidder. The successful bidder shall acknowledge the same and will revert with the letter of acceptance of the work order immediately.
- ii. The selected bidder shall arrange the Performance Security in accordance with the Clause of the tender document within 7 days of acceptance of the order.
- iii. Subject to fulfilment of condition mentioned hereinabove, successful bidders shall execute an agreement on non-judicial stamp paper of ₹ 1,000/- within 7 days of issue of work order for commencement of contract. Non-fulfilment of the condition of executing a contract by the Agency would constitute sufficient ground for annulment of the award and forfeiture of Earnest Money.
- iv. The agency shall submit undertakings obtained from each staff to be deployed that the employment is temporary in nature before commencement of the contract.
- v. The BSFMC reserves the absolute right to waive any formalities, minor deviations, or specific documentary requirements in the tender process for Computer Operators, provided such waivers do not compromise the fairness or competitiveness of the bid."

b) Contract Period:

- i. The agreement will be for a period of one year from the date of execution of Agreement with the selected bidder and BSMFCL, which may be extended on same terms, conditions and rates of the original contract on mutual consent for a further period of one year in one go, if the performance / service found satisfactory in the discretion of the BSMFCL. The Managing Director, BSMFCL reserves the right to curtail or extend the validity of the agreement.



c) Performance Security:

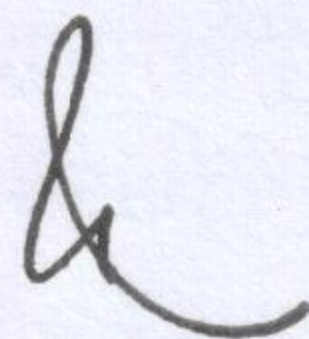
- i. The successful bidder shall furnish, a Performance Security of ₹ 10,00,000/- (Rupees Ten lakhs only) within 7 days of the receipt of the LOI / Work Order. The Performance Security can be furnished in the form of Demand Draft / Bankers Cheque / Unconditional Bank Guarantee (as prescribed in Annexure VI), from any Scheduled Commercial Bank in favor of the "Bihar State Minorities Financial Corporation Limited". Failure to do so shall entail cancellation of the letter of acceptance of tender / award of work and forfeiture of EMD.
- ii. The Performance Security shall be valid for sixty days beyond the date of completion of all contractual obligations. The refund of security deposit shall be subject to right of the Managing Director of BSMFCL to deduct or appropriate its dues against the agency under the contract in case bidder fails to fulfill any of their contractual obligations or violates specific terms and conditions of the tender. The Security Deposit will not bear any interest whatsoever and will be liable for forfeiture in case of the breach of any terms and conditions of the contract.

d) Confidentiality

The information given in this document is confidential and is for use by the bidders to whom it has been issued. Each party, i.e. the BSMFCL and the bidders, shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order / Agreement confidential including the price information.

e) Compliance of Terms and Conditions

It is essential that all the bidders should agree to all the terms and conditions mentioned in this document and they should submit one statement to that effect on the letterhead of the bidder along with the Technical Bid otherwise the offer shall be rejected.



f) Applicable law and jurisdiction of court

This tender shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Patna.

g) Compensation Clause.

- i. In the event of failure / inability to provide personnel as per deployment plan / requirement, the requisitioning authority may deduct up to 5% of the monthly invoice value of the wages apart from deduction of daily wages for each day of absence of the number of personnel deployed.

h) Indemnity

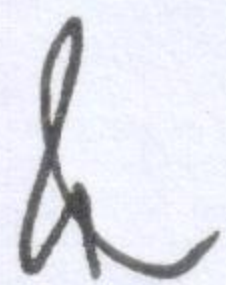
- i. The Agency shall indemnify, protect and save the BSMFCL / requisitioning authority and hold them harmless from and against all claims, losses, costs, damages, expenses relating to or resulting directly or indirectly from an act or omission of the authorized signatory, its agents, or partners etc. in the performance of the services provided by the agency.
- ii. Any liability arising out of non-payment or delayed payment of statutory liabilities of deployed personnel and non-compliance of the provisions of labor legislations will be indemnified by the Agency.

i) Termination of Agreement and Blacklisting

The agreement with the Agency may be terminated at the discretion of the BSMFCL on account of following or without assigning any reason: -

- i. On refusal or failure to take up the assignment, discontinuation of the service during contract period or in case their agency stands dissolved.
- ii. On not abiding by the terms and conditions stipulated in the agreement with the agency.
- iii. If the performance of the agency is not found satisfactory.
- iv. In case of violation in compliance of the provisions labor laws including non-payment of statutory liabilities within prescribed time limit and
- v. Any other reason at the discretion of BSMFCL.

Further, the BSMFCL will reserve the right to terminate the contract / cancel the agreement, forfeit the performance security and blacklist the Agency after giving one month's notice after giving a reasonable opportunity to the Agency for improvement in the services. This reasonable period will not exceed more than 30 days after a communication is sent to the Agency by the Corporation to this effect.



During the course of the contract, if the selected Agency is found to be indulge in any corrupt practices causing any loss to BSMFCL, Agency's Performance Guarantee shall be forfeited.

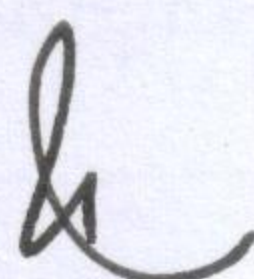
Apart from the above, the BSMFCL will refer the matter relating to non-compliance of labor legislations in any manner to the Appropriate Authority under the provisions of applicable statutes.

j) Resolution of Dispute

- i. All disputes or differences arising out of or in connection with the agreement or any part thereof, shall be settled by negotiation among the stakeholders;
- ii. Any complaint arising out of or relating to the Agreement or performance, which cannot be settled amicably, will be filed by the Agency before the Chief Financial Officer, who will decide the issue after affording an opportunity of being heard to the stakeholders;
- iii. In case the Agency is aggrieved by the order / decision of the Chief Financial Officer, he may file an appeal against the order before the Managing Director, BSMFCL within the 30 days of the order of the Chief Financial Officer. The Managing Director's decision in this regard will be final and binding.

11. Miscellaneous Terms and Conditions

- a. The agencies will have to abide by all the provisions of applicable statutes including labor laws, taxation laws and other laws applicable, for the time being in force, to its establishment during the period of its engagement and shall be responsible and accountable for breach or violation of any of the provisions of any Act, Rules, Regulation, Notification, Circulars, Guideline issued by the Appropriate Government or Authorities.
- b. The requisitioning authority will not be liable to pay any amount other than settled in the contract. Any payment under provision of the ESI Act, 1948, Workmen Compensation Act, 1923, Payment of Gratuity Act, 1948 and Employee's Provident Fund and Miscellaneous Provisions Act, 1952 or any other statutory liability shall be made by the agency and challans / receipts must be enclosed with the monthly bill.



- c. The rates quoted by the selected agency will be firm for a period of one year from the date of commencement of the contract. However, in the event of revision of minimum wages by the State Govt., the minimum wages so revised will become payable from the date it is revised during the currency of the contract.
- d. The agency will provide additional manpower in any number within a reasonable time but not exceeding 07 days, if so required on the written requisition of BSMFCL / the requisitioning authority at approved rates and terms and conditions.
- e. The agency will execute the jobs undertaken by it directly and with its own resources and will not give out any part of the assignment on sub- contract.
- f. BSMFCL, Patna is not bound to accept the lowest or any tender or to assign any reason thereof.
- g. The BSMFCL has the right to increase or decrease the manpower at any site or to add or delete any site of deployment after giving notice in writing.
- h. The agency shall ensure compliance with the provisions of Minimum Wages Act, 1948 and any amendment thereof under any circumstances.
- i. The agency shall be solely responsible and liable for its personnel under the provisions of Contract labor (R&A) Act, labor laws and other applicable laws. A certificate to this effect will have to be submitted by the Agency.
- j. In case of negligence, dereliction of duty, disorderly behavior, and other misconduct of deployed personnel, the agency will take proper disciplinary action against them.
- k. This Tender Document and annexures thereto including corrigendum / addendum, if any, shall be forming part of the agreement to be executed with the successful bidder.

Contact e-proc 2.0

Toll Free Number: 1800 572 6571

Email Id: eproc2support@bihar.gov.in

Working Hours: 8AM to 7PM

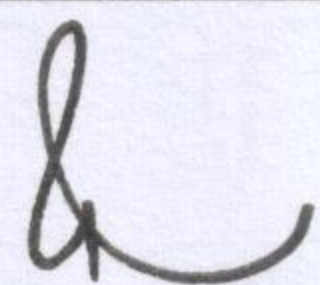
(All days in week except Saturday & Sunday and few selected state holidays)

e-Proc 2.0 Help Desk Address:

RJ Complex, 2nd Floor, Opposite Vidyapeeth Institute, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar.

Checklist

Sr. No.	Criteria	Document to be submitted	Yes / No
1.	The bidder must be a proprietorship firm / partnership firm / Limited Liability Partnership (LLP) / Company or Body Corporate registered under respective acts. The bidders must have registered / branch office in Bihar for providing manpower services.	<p>Certificate of Incorporation and copy of MOA & AOA including details of all directors, in case of Company / Body Corporate.</p> <p>Copy of Partnership Deed including details of all the partners, in case of Partnership Firm.</p> <p>For LLP, Certificate of Incorporation, details of partners and LLP Agreement.</p> <p>Self-attested copy of Aadhar of the Principal Officer for all class of bidders.</p>	
2.	The bidder should have been providing services of computer operator for at least 3 years.	Documentary evidence in the form of work order and work completion certificate to be provided.	
3.	The bidder must have at least 1 (one) running contract of providing services of computer operator having annual contract value of not less than ₹ 5 lacs.	Copy of work order and copy of agreement, wherein annual contract value is clearly indicated.	
4.	The bidder should have Average Annual Turnover of not less than ₹ 5.00 crore in last three financial years.	Copy of Audited Financial Statements together with and Audit Report of three financial years 2022-23, 2023-24 and 2024-25.	
5.	The bidder should not be defaulter/blacklisted in any organization, where it has previously worked / working.	Declaration of blacklisting / non-blacklisting in Annexure IV.	
6.	The bidder incurred loss during the financial year 2024-25 shall not be eligible.	Audited Financial Statements for the financial year 2024-25.	
7.	The agency / firm must be registered and compliant with EPF Act, 1952, ESI Act, 1948, Payment of Bonus Act, 1965, Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labor (Regulation and Abolition) Act, 1970 and Industrial Dispute Act, 1947.	Attested copy of the Certificates (EPF, ESI Registration Certificate, Labor License) issued by the concerned authorities together with latest copy of challan under EPF Act and ESI Act.	



8.	The bidder should be registered with Tax Authorities and must be compliant.	Attested copy of PAN, GSTIN and ITR Acknowledgement for preceding three Assessment Years.	
9.	Self-attested copy of Form GSTR 3B (Oct to December, 2025) and Form GSTR 9 for the financial year 2024-25.	Copy of Form GSTR 3B and (Oct to December, 2025) together with Form GSTR 9 for the financial year 2024-25.	
10.	The bidder must have positive net worth in preceding three financial years i.e. 2022-23, 2023-24 & 2024-25.	Net worth certificate issued by the practicing Chartered Accountant / Cost Accountant / Company Secretary.	

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Annexure - I
Agency's Details
 (On letter head of the bidder)

Annexure -I
Firm's Details

To
 The Managing Director
 Bihar State Minorities Financial Corporation Ltd.
 34, Harding Road, Patna - 800001

S. No.	Required Details	Response		
General Details				
1.	Name of the Agency / Firm			
2.	Complete postal address of the Agency / Firm			
3.	Telephone, Mobile and Email Id			
4.	Website address (if any)			
5.	Details of ownership / constitution			
6.	Date of Incorporation of the Agency / Firm			
7.	GST Registration No.			
8.	Income Tax PAN			
9.	ESIC Registration / Code No.			
10.	EPF Registration / Code No.			
11.	Labor License Number			
12.	Aadhar No. of Principal Officer			
13.	Acknowledgement No. of GSTR 3B			
14.	Acknowledgement No. of GSTR 9			
15.	In case of Company, Challan No. of Form MGT 7/7A and AOC - 4			
Financial Information				
Relevant Financial Year		2022-23	2023-24	2024-25
1.	Annual Turnover			
2.	Net Worth			
3.	Net Profit			
Experience				
1.	Contract Value of work of providing services of Computer Operator			

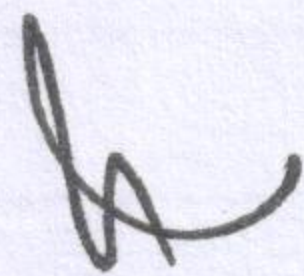
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2.	No. of personnel working as Computer Operator			
3.	Total no. of employees on role			
Bank Details				
1.	Bank Name			
2.	Branch Address			
3.	Account Number			
4.	IFS Code			
Others				
1.	Details of major assignments, if any			
2.	Any other important information considered relevant by the agency / firm			

Declaration:

I hereby declare that I have verified the details indicated above and also confirm that all the information submitted is true to the best of my knowledge.

Authorized Signatory
Designation



Annexure -II

(On letter head of the bidder)

To

The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road, Patna - 800001

Self-Declaration

I, son / daughter / wife of resident of
..... Proprietor / Director / Authorized Signatory of
the agency, mentioned above, is competent to sign this declaration and execute this tender
document.

I / we hereby certify that I / we have read the entire terms and conditions of the
tender documents including all annexure(s), which form part of the contract agreement
and I/we shall abide hereby by the terms/conditions/clauses contained therein.

The information / documents furnished along with the above application are true
and authentic to the best of my / our knowledge and belief. I / we 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.

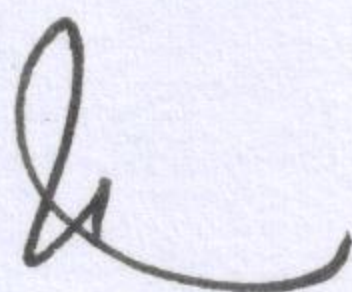
I / we hereby unconditionally accept the tender conditions of above-mentioned
tender document(s) in it's totally /entirely.

In case any provisions of this tender are found violated, then your organization shall
without prejudice to any other right or remedy be at liberty to reject this tender / bid
including the forfeiture of the full Earnest Money Deposit.

Authorized Signatory:

Name and title of the signatory:

Stamp of the Agency:



Annexure – III
Certificate Declaration regarding Blacklisting / Non-Blacklisting
(To be submitted on letterhead)

To
The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road, Patna – 800001

Sir,

I, proprietor of M/s hereby declare that the agency namely has not been blacklisted or debarred in the past by any organization from taking part in Government tenders.

Or

I / we, Partner(s) / Director(s) of M/s hereby declare that the agency namely has not been blacklisted or debarred in the past by any organization from taking part in Government tenders.

Or

I / we, Partner(s) / Director(s) of M/s hereby declare that the agency namely M/s was blacklisted or debarred by any Government Department from taking part in Government tenders for a period of years with effect from The period is over on and now the agency is entitled to take part in Government tender.

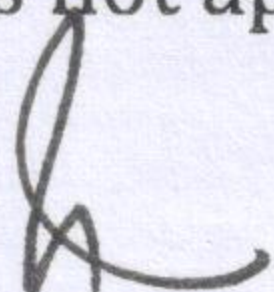
In case the above information is found false, I / we are fully aware that the tender / contract will be rejected / cancelled by the Bihar State Minorities Financial Corporation Limited and Earnest Money Deposit shall be forfeited accordingly.

Authorized Signatory:

Name and title of the signatory:

Stamp of the Agency:

Note: Strike off whichever is not applicable.



Annexure – IV
Declaration of Solvency
(To be submitted on letterhead)

To
The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road, Patna – 800001

Sir,

I, proprietor of M/s situated at
hereby declare as follows: -

I have made full enquiry on the affairs of the agency namely and
formed the opinion that the entity is capable of meeting its liabilities as and when they
become and the entity shall not be insolvent within a period of 02 years from the date of this
declaration.

Or

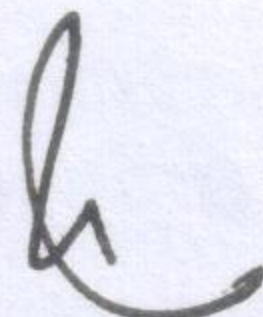
I / we, Partner(s) / Director(s) of M/s situated
at hereby declare as follows: -

I / We have made full enquiry on the affairs of the agency / company and formed the
opinion that the entity is capable of meeting its liabilities as and when they become and the
entity shall not be insolvent within a period of 02 years from the date of this declaration.

Authorized Signatory...

Name and title of the signatory...

Stamp of the Agency...



Annexure -V

Financial Bid

(To be uploaded Online on the portal in financial bid only)

To

The Managing Director
Bihar State Minorities Financial Corporation Ltd.
34, Harding Road, Patna - 800001

Subject: Quotations for award of contract for outsourcing Manpower

I / we herewith submit the Financial Bid for the providing manpower, as per the details give in Tender document and assessed the scope of works thoroughly and have also gone through the tender documents and understood the terms & conditions stipulated therein before quoting the rates hereunder: -

Sr. No.	Description of Manpower	Basic (Including Employee Contribution towards EPF & ESI) (In ₹)	Employer Contribution (In ₹)		Service Charge (In ₹)	Total (In ₹)
			EPF	ESI		
1	Computer Operator					

Note: In the above proforma, diurnal rate should be quoted.

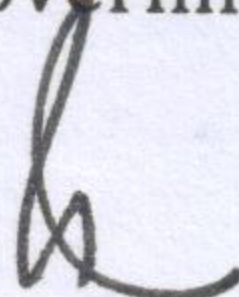
Authorized Signatory:

Name and title of the signatory:

Stamp of the Agency:

Note:

1. Subject to applicable laws, Service Charges shall be paid on whole bill amount excluding Govt. Taxes, Duties or Cess, GST etc.
2. Rates of Service Charges quoted should be in figures as well as in words and no over writing or cutting is allowed.
3. Service Charges quoted by bidder should include all Administrative Charges, Supervisory Charges, Charges for running establishment, charges for providing any other amenities to the manpower to be deputed.
4. Quoting rate less than minimum wages will be a disqualification for financial bid.
5. This form is illustrative, bidders shall submit the BOQ excel file given along with the tender documents.
6. All the clauses mentioned in Resolution No. M-4-06/2023-2988 dated 23/03/2023 of the Finance Department, Government of Bihar shall be mandatory and applicable.



Annexure -VI

FORMAT OF BANK GUARANTEE FOR SECURITY DEPOSIT

Date of Issue:

Effective Date:

Value of Bank Guarantee: 10,00,000.00

To

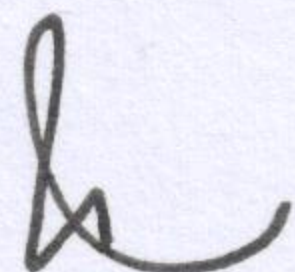
Bihar State Minorities Financial Corporation, Limited
34, Harding Road, Patna - 800001

In consideration of Bihar State Minorities Financial Corporation Limited incorporated under Companies Act, 1956 having its registered office at 34, Abdul Qayyum Ansari Memorial Bhawan, Harding Road, Patna - 800001 (here in after referred to as 'BSMFCL' which expression shall unless excluded by or repugnant to the subject or context, include its legal representatives, successors and permitted assigns) having agreed to take services of manpower from (name of the agency) having its office at (hereinafter referred to as the 'Service Provider'), which term shall unless excluded or repugnant to the subject or context include its legal representatives, successors and permitted assigns) intends to provide services of manpower to the Bihar State Minorities Financial Corporation Limited.

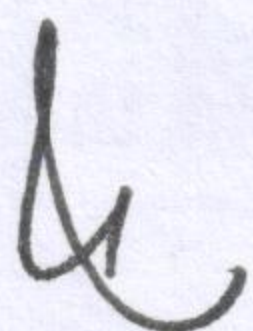
WHEREAS as per the terms and conditions enumerated in Tender Document floated by BSMFCL (Tender No. - dated), the Service Provider has to furnish a Performance Security of ₹ 10,00,000.00 to the BSMFCL to secure its obligations under the agreement.

We, (Name of the Bank) a banking company carrying on its business under the Banking Regulation Act, 1949 having its Registered Office / Head Office at and having one of its branches at (hereinafter referred to as "the Bank / the Guarantor" which expression shall unless, repugnant to the context or meaning thereof, include its administrators, successors and assigns) do hereby irrevocably and unconditionally guarantee and undertake to pay BSMFCL at such other place or places as may be directed by the BSMFCL all amounts payable by the Service Provider to the extent of ₹1000,000.00 (Rupees Ten lakhs only) at any time up to (Expiry Date) subject to the following terms and conditions: -

1. The Guarantor shall pay to the BSMFCL an amount not exceeding ₹ 10,00,000.00 (Rupees Ten lakhs only) on demand and without any demur, reservation, contest, recourse or protest and / or without any reference to the Service Provider. As to whether the occasion or ground has arisen for such demand, the decision of the BSMFCL shall be final.



2. The Bank Guarantee shall be in favor of the "Bihar State Minorities Financial Corporation Limited".
3. The BSMFCL shall have the fullest liberty without reference to the Guarantor and without affecting this guarantee to postpone at any time or from time to time, the exercise of all or any of its powers and rights under the arrangement made with the Service Provider. The Guarantor shall not be released from this Guarantee by any arrangement between the BSMFCL and the Service provider or any alteration thereof made with or without the consent of the Guarantor or by exercise or non-exercise by the BSMFCL of all or any of its powers and rights against the Service Provider, or any other forbearance, act of omission on the part of the BSMFCL or indulgence granted by or on behalf of the BSMFCL to Service Provider, which under the law relating to surety would but for this provision have the effect of releasing the Bank as Guarantor from their obligations under this guarantee.
4. The guarantee herein contained shall not be determined or affected by the winding up or insolvency of the Service Provider or withdrawal or cancellation of the nomination of the Service Provider, which under the law relating to surety-ship would but for this provision have the effect of releasing the Bank as Guarantor from their obligations under this guarantee.
5. It is also agreed that BSMFCL will be entitled at its option to enforce this guarantee against the Guarantor as a principal debtor in the instance notwithstanding any other security or guarantee that the BSMFCL may have in relation to the Service Provider's liability.
6. The liability of the Guarantor under this guarantee is restricted to 10,00,000.00 (Rupees ten lakhs only) and the Guarantee will remain valid for a period of 1 year 2 months from the date hereof i.e. up to (Expiry Date) or till such further period, as may be required and agreed by the Parties and agreed by the Guarantor before the expiry date. The BSMFCL can lodge a claim in writing within 1 year from the said expiry date i.e. on or before (Claim Expiry Date).
7. The guarantee shall cover all claims or demand of BSMFCL to the extent of the amount guaranteed i.e. ₹ 10,00,000.00 (Rupees ten lakhs only).
8. This guarantee can be enforced by the BSMFCL any number of times for their claim or demand to the total extent of ₹ 10,00,000.00 (Rupees ten lakhs only), as long as it remains in force.



9. Consequently, unless a written demand or claim under this guarantee is received by the Guarantor within the period mentioned in clause 6, all rights of the BSMFCL shall be forfeited and the Guarantor shall be relieved or discharged from all liabilities. Therefore, any written demand or claim under this guarantee should be received by us on or before the said claim expiry date.

10. The Bank guarantee is operative at our, Branch, Patna.

Notwithstanding anything contained hereinabove:

- a. Our liability under this Agreement shall not exceed ₹ 10,00,000.00 (Rupees Ten lakhs only).
- b. This Bank Guarantee shall be valid up to
- c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only, if a written claim or demand is served on the Bank on or before (Claim Expiry Date); and
- d. Thereafter the Bank shall stand discharged from all its liabilities under this guarantee and all your rights under this guarantee shall stand extinguished irrespective of the fact whether the guarantee in original is refunded back to us or not.

Signature of the Bankers

With date & Rubber Stamp

