



Engagement of Outsourced Manpower Agency for WAMUL, Panjabari-Guwahati &  
Cattle Feed Plant (CFP), Changsari-Kamrup-Assam,

**TENDER DOCUMENT**



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# West Assam Milk Producers' Co-operative Union Ltd.

## PURABI DAIRY

**Ref No: -WAMUL/Admin/Manpower/25-26/02**

**Date: 08-08-2025**

West Assam Milk Producers' Coop Union Ltd (WAMUL) a Milk Union Registered under the Assam Cooperative Societies Act, 1949 and managed by the National Dairy Development Board (NDDB) with a fully automated processing unit for 1,50,000 liters of liquid milk, Now Invites sealed quotations for Engagement of Outsourced Manpower, i.e. Skilled Manpower (Driver), Skilled manpower, Semi-skilled Manpower & Unskilled manpower for various activities at WAMUL (Purabi Dairy), Panjabari-Guwahati-781037 & Cattle Feed Plant (CFP), Changsari-781101-Kamrup-Assam.

Interested bidders are requested to submit both the technical and financial bid in a sealed envelope separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" and should be placed in a third sealed cover inscribing "Tender for Engagement of Outsourced Manpower at WAMUL (Purabi Dairy) & Cattle Feed Plant (CFP)".

The bids should reach WAMUL on or before 23-08-2025 addressing to "The Managing Director", West Assam Milk Producers' Co-op Union Limited, R. K. Jyoti Prasad Agarwala Road, Juripar Panjabari, Guwahati - 781037".

### Schedule of Bidding

Sl. No	Item	Start & Date
1	Bid Submission Start Date	08-08-2025
2	Bid submission End Date	23-08-2025

For any future clarification and/or corrigendum(s) shall be communicated at Purchase Department at WAMUL (Purabi Dairy) Head Office Panjabari.

Contact: Ph.: 9707013600/8011704917

Email: [sandhya@purabi.coop](mailto:sandhya@purabi.coop)/[dhritiman@purabi.coop](mailto:dhritiman@purabi.coop)

- Format of Quotation: BOQ as attached in Annexure: I for \* Skilled Manpower (Driver), Skilled manpower, Semi-skilled Manpower & Unskilled manpower.**
- Bidder Information Form: Attached Annexure-II**
- Scope of Work as attached in Annexure-III**

### GENERAL BID INFORMATION:

- Nature of Service:** Deployment of Outsourced Manpower at WAMUL area of Operations within the state of Assam.
- Required Manpower:** 94 Nos. (Approx.) which is Incl. of 36 Nos. Skilled Manpower (Driver), 2 Nos Skilled manpower, 7 Nos Semi-skilled Manpower & 49 Nos Unskilled manpower, However the required personal may increase or decrease as per the requirement.



## **1. TENDER SPECIFIC TERMS/CONDITIONS AND ELIGIBILITY CRITERIA FOR MANPOWER**

- a) The bidder should have at least 1 running contract of providing manpower services to any Agencies/Departments/Reputed Private Establishments/Industrial/Factory Setup/FMCG/Food Industry/Dairy Industry/ Perishable Good Industry within the state of Assam. having a minimum value of Rs.1 Cr (Documentary evidence: Work Order/Agreement along with GST Invoice copies to substantiate the tender/work value)
- b) The bidder should have an average annual turnover of not less than Rs.1.5 Cr. In the last 3 Financial Years i.e. 2021-22,2022-23 and 2023-24 (Documentary Evidence: CA Certified copy having valid UDIN or Audited Balance Sheet of the last 3 F.Y)
- c) The bidder should have a registered office in Guwahati, Assam
- d) The bidder must have permanent account number (PAN) issued by Income Tax Department.
- e) The bidder must have a GST Registration Certificate.
- f) The bidder must be registered with PF & ESI Act (Registration Number to be mentioned)
- g) The bidder must have valid Trade License, Labor License, Shop & Establishment Certificate and Professional Tax Registration Certificate.
- h) The bidder should not have been blacklisted by any State/Central Government Department/PSU/Agency in the past for breach of general or specific conditions of contract, fraudulent, unethical or corrupt business practices. In this regard an up to date affidavit on Non Judicial Stamp Paper from public notary/ legal competent authority is to be submitted.
- i) The bidder should have a minimum of 3 years of experience in providing manpower services in the reputed Organization of Assam. Relevant Work Order (WO) must be enclosed.

### **Note:**

- 1. Contractors currently engaged with WAMUL for manpower supply at Dairy Plant activities are not eligible to participate in the bidding process.**
- 2. WAMUL has full right to reject the bid of any agency that has been rendering poor service or rendered poor service during past occasions at WAMUL or any other organization.**

## **2. SCOPE OF WORK:** As specified in the attached annexure – III

### **3. Terms of Reference (TOR)**

- i. The contract will be for a period of **1(one) year** the contract period may further extended subject to satisfactory performance during the contract tenure.
- ii. The Labour Contractor/Service provider will not employ any person below the age of 18 years.
- iii. The Labour Contractor/Service provider will furnish the name and background of all the, Skilled(Driver), Skilled, Semi-skilled and un-skilled manpower to Admin Department of WAMUL. No personnel Skilled(Driver), Skilled, Semi-skilled and un-skilled manpower shall be replaced without written consent from WAMUL.





- iv. The Labour Contractor/Services Provider will also ensure that outsourced manpower remain detached from influence of local anti-social inhabitants and do not indulge in any political or Union activities.
- v. The Labour Contractor/Services Provider will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, Employees State Insurance, Maternity Benefit and other labour laws in respect of the persons deployed in WAMUL. The service provider will be liable to pay the outsourced manpower at least the minimum wages as per wages fixed under the Minimum Wages Act by O/o The Labour Commissioner, Govt. of Assam by 7th day of every month.
- vi. The agreement will be a commercial agreement and is not of employment. There will be no employer-employee relationship between the WAMUL and Agent's employee as per this Agreement. The WAMUL shall not be liable for any statutory requirement under different labour legislations as far as the employees of the Agent are concerned.
- vii. WAMUL will provide all items that are required for handling WAMUL and its related products i.e. Aprons, Caps, Gloves Gumboots/Safety Shoes, Raincoats, Umbrellas etc. along with registers, stationeries, & torch light (including cells), whenever required.
- viii. Accommodation of the Outsourced Manpower will be arranged by the service provider.
- ix. Payment of Overtime/Extra duties should be as per WAMUL's rules.
- x. In case of any Lockdown or any other restriction imposed by the Govt. the service provider/contractor will provide transportation of the workers to ensure smooth functioning of the dairy plant (As milk is considered essential commodity per Government of India promulgated Milk and Milk Product Order (MMPO) 1992 on 9/6/92 under the provisions of Essential Commodities Act, 1955)
- xi. Monthly bills should be supported by copies of deposit challans of PF, ESI of the preceding month, Salary Slips of deployed outsourced manpower along with their bank account details/statement for cross verifications. In case of these contributions being deposited in lot by the same challans certificates on the copies of such challans should be given by the Agent indicating that the contributions in respect of the manpower.
- xii. If any dispute difference arises between WAMUL and the Agency in respect of this agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities, duties of the two parties, the same shall be referred to Sole Arbitrator or an Officer appointed by the Managing Director of WAMUL.
- xiii. The Award of the Arbitrator shall be final and binding on the parties to this contract. In the event of death of arbitrator or arbitrators being unable to act for any reasons, it shall be lawful for the West Assam Milk Producers' Cooperative Union Ltd. to appoint another Arbitrator in place of the outgoing arbitrator in the manner aforesaid.
- xiv. Subject as aforesaid, the Arbitration Act, 1940, and Rules there-under and any statutory modification thereof for the time being the force shall be deemed to apply for the arbitration proceedings under this Clause.
4. **EMD:** The bid security (EMD) of **Rs.2,36,000.00/-** should be paid by Demand Draft in favor of "West Assam Milk Producers Cooperative Union Ltd" payable at Guwahati. The EMD can be forfeited by the Purchaser, if the bidder is not earnest about their bid and withdraw it before the validity period is over. The EMD of unsuccessful tenderers will be returned without any interest, after a decision is taken regarding the award of the contract.
5. **Performance Security** The successful bidder shall furnish a performance security @**10%** of the bid value in the form of Bank Guarantee or a Bank Draft from any Nationalized/Scheduled Bank in favor of "West Assam Milk Producers Cooperative Union Limited, Juripar, Panjabari, Guwahati-781037" within 30 days along with the acceptance copy of the agreement and shall be valid till the contract completion period. The Performance Security furnished by the successful bidder will be retained by the office up to the entire contract period and returned within 60 days of expiry of the contract. The PBG held by the office till it is returned to the successful bidder will not earn any interest.
6. **Validity of the Quotation:** Quotation must be valid for 120 days from the due date of Submission The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
7. **Price Bid**
- 7.1 The rates shall be quoted in INR (Indian Rupee) only.





- 7.2 The GST, if applicable, shall be quoted separately. GST, charges in connection with the services shall be taken into account in evaluation
- 7.3 The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be adjusted/ amended on any account except in case of statutory changes as per Government notifications from time to time.
- 7.4 The bidder should submit only one quotation. The bidder shall abstain from meeting/ contacting other bidders in matters related to this bid.

#### 8. **Evaluation of Bids**

- 8.1 **Technical Evaluation:** The first cover of the bid i.e. the technical cover will be evaluated as per eligibility criteria that contains all relevant details and documents to confirm bidder's eligibility criteria as referred in Pages 5-6 of the SBD. Technically qualified bidders shall be notified of the date of opening of financial bid.
- 8.2 **Financial Evaluation:** The Purchaser will evaluate and compare the bids determined to be substantially responsive i.e. qualified in the 1st cover (Technical) and are:
- a) Properly signed and furnished with supporting documents
  - b) Conforming to the terms and conditions and submission of relevant details and documents at cited above.
  - c) Meeting the criteria of least quoted rate as specified in the format of quotation at Annexure-I.
  - d) The evaluation shall be made for the complete set of requirement as described in the tender.

#### 9. **Selection and Award of contract:**

WAMUL will award the contract to the bidder whose quotation has been determined to be substantially responsive, confirms to the eligibility criteria, other terms and conditions and who has quoted the lowest evaluated quoted price. The acceptance of a tender will rest with WAMUL which does not bind itself to accept the lowest tender.

9.1 Notwithstanding the above, WAMUL reserves the right to accept or reject any bid and cancel the bidding process at any time prior to the award of contract.

9.2 The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period.

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10. **Cancellation and Rejection of Contract:** WAMUL shall be free to cancel the contract if the service provider is not able to comply to the terms and conditions laid down in the agreement by giving three months' prior notice to the Service Provider.

11. For any dispute/legal issues, the jurisdiction will be at Guwahati only.

Quotation can be submitted in person on or before the due date and time specified above. Such quotation should be dropped in the tender box only kept at the Office of the "West Assam Milk Producers Cooperative Union Limited, Juripar, Panjabari-Guwahati-781037"

Alternatively, the bidder can submit the quotation by registered post so as to reach the above address on or before the due date and time specified above. Quotation received after due date and time will not be considered and WAMUL shall not be liable or responsible for any postal delays.

The completed Tender document duly signed on all the scanned signed pages by WAMUL should be submitted by the bidder along with the offer letter.

Sd/-  
Managing Director



Annexure: I (A)			
Manpower Details & Pay Structure for WAMUL HO, Panjabari including Milk Booth at Purabi Dairy			
Sl.No.	Pay Structure for Skilled, Semi- Skilled and Unskilled Manpower	Skilled Manpower - Driver (Amount in Rs.)	Unskilled Manpower (Amount in Rs.)
A	Minimum Wages + VDA (30 days/8hr shift)	18975.00	11550.00
B	Bonus (8.33% of SL No A)	1580.62	962.12
C	PF Employer ( 13 % of SL.No A)	1950.00	1501.50
D	ESIC Employer (3.25% of SL.No A)	616.69	375.38
E	<b>Total (In Rs) (A+B+C+D)</b>	<b>23122.31</b>	<b>14388.99</b>
F	Agency Charge (to be quoted in % applicable on SL. No A)		
G	<b>Total Monthly Cost</b>		
H	GST @ 18%		
I	<b>Total cost incl. GST Per Manpower</b>		
J	<b>Total cost incl. GST - (For 36 Nos. Skilled Manpower- Driver, 40 Nos. Unskilled Manpower)</b>		
The bidder shall quote as per the latest Minimum Wages and VDA Circular notified by the O/o Labour Commissioner, Assam. In case of the amount mentioned in SL NO A exceeds Rs. 15,000/-, the quoted PF amount should be on Rs. 15,000/- only. However, ESIC can be calculated as per actual amount mentioned in the SL NO A.			
Actual required manpower may vary at the time of Contract offered. However, it will be intimated while awarding the contract.			

Manpower details at WAMUL HO, Panjabari, Ghy. including WAMUL Milk Booth		
Sl No	Manpower Category	Qty
1	Skilled Manpower (Driver)	36 Nos
2	Unskilled Manpower	40 Nos
	<b>Total Manpower</b>	<b>76 Nos</b>





Annexure: I (B)				
Manpower Details & Pay Structure for CFP Changsari including Milk Booth at CFP.				
Sl.No.	Pay Structure for Skilled, Semi- Skilled and Unskilled Manpower	Skilled Manpower (Amount in Rs.)	Semi-Skilled Manpower (Amount in Rs.)	Unskilled Manpower (Amount in Rs.)
A	Minimum Wages + VDA (30 days/8hr shift)	16140.00	13380.00	11550.00
B	Bonus (8.33% of SL No A)	1344.46	1114.55	962.12
C	PF Employer ( 13 % of SL.No A)	1950.00	1739.40	1501.50
D	ESIC Employer (3.25% of SL.No A)	524.55	434.85	375.38
E	<b>Total (In Rs) (A+B+C+D)</b>	<b>19959.01</b>	<b>16668.80</b>	<b>14388.99</b>
F	Agency Charge (to be quoted in % applicable on SL. No A)			
G	<b>Total Monthly Cost</b>			
H	GST @ 18%			
I	<b>Total cost incl. GST Per Manpower</b>			
J	<b>Total cost incl. GST - (For 2 Nos. Skilled, 7 Nos. Semi-Skilled and 9 Nos. of Unskilled Manpower)</b>			
The bidder shall quote as per the latest Minimum Wages and VDA Circular notified by the O/o Labour Commissioner, Assam. In case of the amount mentioned in SL NO A exceeds Rs. 15,000/-, the quoted PF amount should be on Rs. 15,000/- only. However, ESIC can be calculated as per actual amount mentioned in the SL NO A.				
Actual required manpower may vary at the time of Contract offered. However, it will be intimated while awarding the contract.				

Manpower details at CFP, Changsari including CFP Milk Booth		
Sl No	Manpower Category	Qty
1	Skilled Manpower	2 Nos
2	Semi- Skilled Manpower	7 Nos
3	Unskilled Manpower	9 Nos
	<b>Total Manpower</b>	<b>18 Nos</b>



**Annexure-II**

**(Bidder information form)**

**Details of the agency interested in providing outsourced manpower for WAMUL.**

1. Name of the Company/Firm/Agency :

(Attach Certificate of Registration)

2. Name of the Proprietor/Director of

Company/Firm/Agency :

3. Full Address of Reg. Office with Reg.No. :

4. Telephone No. :

5. Fax. No. :

6. E-Mail Address :

7. PAN/GIR/TIN No.(Attach Attested Copy) :

8. Labour Reg.No. (Attach Attested Copy) :

9. GST Reg.No. (Attach Attested Copy) :

10. E.P.F Reg.No. (Attach Attested Copy) :

11. E.S.I Reg.No. (Attach Attested Copy) :

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5. Fax. No. :

6. E-Mail Address :

7. PAN/GIR/TIN No.(Attach Attested Copy) :

8. Labour Reg.No. (Attach Attested Copy) :

9. GST Reg.No. (Attach Attested Copy) :

10. E.P.F Reg.No. (Attach Attested Copy) :

11. E.S.I Reg.No. (Attach Attested Copy) :



### **Primary Scope of Work**

- Deployment of manpower/labour at WAMUL/CFP as per instruction by section in-charge.
- Handling of raw material and finished goods sacks/bags for production activities. (50kgs/25 kgs etc.)
- Preparation of materials for production.
- Cleaning & maintenance of plant and machineries.
- Cleaning & maintenance of estate (CFP)/ Milk booths.
- Cleaning and maintenance of vehicles by helpers. They should also handle deliveries, loading/ unloading of goods.
- Driving a vehicle safely and legally, maintaining the vehicle and ensuring the safety of passengers or goods.
- Drivers should follow routes and schedules as specified by WAMUL and traffic regulations.
- Penalties incurring against any violation of traffic rules & regulations will be borne by the drivers.

### **Other Specification:**

- All employees should be minimum 10<sup>th</sup> Pass. However, exceptions may be made for employees engaged in CFP and in case of drivers.
- All employees deployed at WAMUL should have Identity and Address proof.
- The drivers should have valid License issued under Motor Vehicles Act, 1988.
- The employees should have no criminal record in any Police Station. A relevant No Objection Certificate (NOC) must be submitted from the concerned Police Station.
- The driver should have a valid driving license for heavy vehicle.

### **Primary Requirements:**

- The Labour Contractor shall assure that the documents of all employees deployed at WAMUL be submitted to HR/Admin department and all employees shall necessarily be cross-examined by HR/Admin Head before deploying them.
- The agency shall take special responsibility to maintain the presence of employees at the time and number as stated. For this work you will have to coordinate the work with the concerned section incharge or shift incharge.
- Assure that the employees work as per the work shift wise chart annexure prepared by the respective departments. Each Shift Wise Attendance Sheet should be submitted by the Contractor/Supervisor to the Security Department for easy entry process of employees.





- The Contractor shall take special care that no situation arises where work is hampered or reduced due to absence of manpower. For this, personal presence or the presence of a responsible supervisor appointed by the contractor of behalf of agency is essential. In their absence, the contractor shall have to resolve the situation himself/herself by being present.
- Manpower employed by the Contractor have to punch their attendance on Biometric Attendance System. You or your supervisor will regularly prepare a list of employees to be placed on duty.
- All employees must have identity card. The Managing Director, General Manager, Production Head, HR Head, Head-Administration or other authorized person of the WAMUL may at any time demand the identity card from the employees engaged for the job work.
- If there is any loss or interruption in the work due to any issues raised with the officials of WAMUL, then the management of WAMUL will conduct an impartial inquiry and give their decision. If it is concluded that the situation has arisen due to the incompetence or questions of employees or supervisors under the Labour Contractor, then WAMUL has the right to withhold the current bill for that month until such issues are resolved.
- All the work assigned to the contractor shall be continued even on public holidays or festivals and if there is any interruption in the work, then any recovery may be deducted from the bill of the contractor. Completion should be done according to the quality otherwise, the contractor's performance may result in rejection and compensation for the loss caused due to it.
- The Contractor shall not replace the employed employees without reason or due to your personal queries without taking the permission of Branch Head/Admin Head of WAMUL.
- You will ensure that employees who are not at work do not enter or move around the premise unnecessarily. For any reason, in special cases, when such incidents happen or if the union delays payment to you, in such cases, you have to pay your employees in your own way.

