

# **Request for Proposal (RFP) for Selection of an Agency to provide Manpower on Outsourcing Basis for a period of 24 (Twenty- four) Months**

**Meghalaya Basin Management Agency (MBMA),**  
C/o-Meghalaya State Housing Financing Co-operative Society Limited,  
Upper Nongrim Hills, Shillong-793003

**Selection of Agency to provide manpower at various locations in Meghalaya on outsourcing basis at  
Meghalaya Basin Management Agency,  
Shillong, Meghalaya**

**Disclaimer**

The tender is being issued by Meghalaya Basin Management Agency (MBMA) for Hiring of an Agency for supply Human resource on such terms and conditions and other details set out in the RFP document.

It is hereby clarified that RFP is not an agreement and it not an offer or invitation by Meghalaya Basin Management Agency (MBMA) to any other party hereunder. The purpose of this RFP is to provide the bidder(s) with information to assist in the formulation of their proposal submission. The RFP document does not purport to contain all the information bidders may require. This RFP document may not be appropriate for all persons and it is not possible for MBMA to consider particular need of each bidder. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advise from appropriate sources. MBMA makes no representation or warranty and shall incur no liability financial or otherwise under any law, statute, rules or regulations or otherwise as to the accuracy, reliability or completeness of this RFP document.

MBMA in its absolute discretion, but without being under any obligation to do so, may update, amend or supplement the information in this RFP document.



(Executive Director)  
Meghalaya Basin Management Agency

**Data Sheet: List of important critical information in connection with the RFP**

|                                                                           |                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of the client/ Name of the issuer of this RFP                        | <b>Meghalaya Basin Management Agency (MBMA)</b> , Nongrim Hills, C/o-Meghalaya State Housing Financing Co-operative Society Limited, Upper Nongrim Hills, Shillong-793003                                                                                                                                                    |
| RFP Reference No.                                                         | PLN/MBMA/17779/2025/NF/ <b>230</b>                                                                                                                                                                                                                                                                                           |
| Date of issue of RFP                                                      | 4 <sup>th</sup> July 2026                                                                                                                                                                                                                                                                                                    |
| Last date and time of Submission of Proposal (Proposal Due Date)          | 24 <sup>th</sup> July 2026 by 15:00 Hrs                                                                                                                                                                                                                                                                                      |
| Last date and time for receipt of Pre-proposal queries for clarifications | 9 <sup>th</sup> July 2026 by 16:00 Hrs<br><b>Email:</b> <a href="mailto:procurementmbma@gmail.com">procurementmbma@gmail.com</a>                                                                                                                                                                                             |
| Date, time and venue of pre-proposal conference                           | <b>Date &amp; Time:</b> 10 <sup>th</sup> July 2026 at 12:30 Hrs<br><b>Venue:</b><br><b>Meghalaya Basin Management Agency (MBMA)</b> , Nongrim Hills, C/o-Meghalaya State Housing Financing Co-operative Society Limited, Upper Nongrim Hills, Shillong-793003                                                                |
| Mode of Submission of RFP                                                 | Off-line (Hard copies to be submitted in the office of MBMA)<br><br><b>Meghalaya Basin Management Agency (MBMA)</b> , Nongrim Hills, C/o-Meghalaya State Housing Financing Co-operative Society Limited, Upper Nongrim Hills, Shillong-793003                                                                                |
| Date & time of opening of Technical Proposal                              | 24 <sup>th</sup> July 2026 at 15:30 Hrs                                                                                                                                                                                                                                                                                      |
| Date & time of opening of Financial Proposal                              | To be notified separately to the Technically qualified bidder(s) upon completion of technical evaluation                                                                                                                                                                                                                     |
| Duration of services                                                      | 24 (twenty-four) months                                                                                                                                                                                                                                                                                                      |
| Earnest Money Deposit (EMD)                                               | EMD/Bid Security of <b>Rs 4,50,000/-</b> (Rupees Four Lakhs Fifty-thousand Only) in the form of a Demand Draft, Fixed Deposit Receipt or a Bank guarantee, payable at Shillong, in favor of " <b>Meghalaya Basin Management Agency</b> ", which shall remain valid at least for a period of 3 months from the date of issue. |
| Validity of EMD                                                           | 90 days from the date of issuance                                                                                                                                                                                                                                                                                            |
| Performance Bank Guarantee (PBG)                                          | 3% of the Contract Amount                                                                                                                                                                                                                                                                                                    |
| Contract amount                                                           | The Contract Amount shall be the fixed remuneration payable for the total manpower to be deployed for a period of one (1) year, as specified in the Notice of Award (NoA).                                                                                                                                                   |
| Validity of Proposal                                                      | 120 days from the Proposal Submission Due Date                                                                                                                                                                                                                                                                               |
| EMD Exemption                                                             | EMD exemption is not allowed.                                                                                                                                                                                                                                                                                                |
| Method of Selection                                                       | Least Cost System (LCS)                                                                                                                                                                                                                                                                                                      |
| Minimum qualifying score for technical eligibility                        | 70 (Seventy)                                                                                                                                                                                                                                                                                                                 |





## 1. Introduction

The CM Connect initiative aims to strengthen citizen–government interaction by establishing Citizen Facilitation Centres at the block level across Meghalaya. These centres are designed to make government services and grievance redressal systems more accessible, particularly for residents living in rural and remote areas who may otherwise face difficulties in reaching government offices or navigating administrative processes. By bringing these services closer to communities, CM Connect seeks to promote transparency, responsiveness, and greater public trust in governance.

To further strengthen the reach of the initiative, there is a need to expand the network to a total of 50 + centres across the state. These centres will function as human-assisted touchpoints, equipped with basic IT infrastructure and supported by trained personnel who can guide citizens in registering grievances, accessing government schemes, and obtaining information on public services. The presence of dedicated staff ensures that even citizens who may not be digitally literate are able to use the platform effectively.

In this context, the Meghalaya Basin Management Agency (MBMA), which serves as the nodal implementing agency for CM Connect, intends to engage a qualified Human Resource (HR) service provider. The selected service provider will be responsible for recruiting, deploying, and managing the required manpower for all CM Connect Centres across the state. This arrangement will ensure that the centres are staffed with competent personnel who can support day-to-day operations and maintain consistent service delivery.

The Meghalaya Basin Management Agency invites tenders for the engagement of an agency to provide human resources, as detailed in Table 1, along with payroll management services.

## 2. Scope of Work

The primary objective of the Request for Proposal (RFP) is to solicit proposals from the bidders through off-line, for participation in a bid process for selection of an agency, to provide required number of suitable manpower on outsourcing basis. The selected bidder, henceforth called 'Agency', will be responsible for providing the necessary outsourced manpower as outlined in the Table 1: Details of Manpower requirement of this RFP to Meghalaya Basin Management Agency (MBMA) initially for period of 24 (twenty-four) months from effective date. The resources shall be deployed across various locations in Meghalaya under the CM Connect program.

The agency's personnel shall be deployed under the CM Connect program. The agency shall ensure strict adherence to the Client's prescribed standards in the performance of all services, failing which penalty clauses under this Bidding Document shall apply.

### Major Scope of Services

**Staffing & Deployment:** Recruit, appoint, and deploy the required personnel at each centre, including Centre Executives, District Supervisors/Managers, Security Guards, Housekeeping staff and any necessary Technical Support staff. The staffing at every centre should be aligned with the requirements outlined in the Summary table.

**Onboarding & Training:** Ensure all deployed staff undergo necessary orientation and training on CM Connect operations (helpdesk procedures, grievance systems, digital tools) as per the Standard Operating Procedures (SOPs). The service provider will coordinate with MBMA/CM Connect PMU on capacity-building sessions for the workforce.

**Attendance & Payroll:** Attendance and time-logging for all personnel will be monitored through the biometric devices already installed at each centre. The Service Provider shall ensure proper attendance



tracking and maintain accurate time records for all deployed staff. The Service Provider will also be responsible for payroll management, including preparing and disbursing monthly salaries in accordance with the approved structure, covering Basic Pay, HRA, applicable allowances, and any eligible overtime. In addition, the provider shall maintain leave records and manage employee leave entitlements.

**Statutory Compliance:** Ensure strict adherence to all applicable labour and employment laws. The Service provider must follow minimum wage rules and all relevant labour law rules.

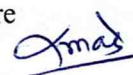
**Reporting:** Generate regular management reports for MBMA/CM Connect PMU. These should include monthly summaries of staffing levels, attendance/leave statistics, payroll expenses, and any incidents or grievances flagged. The provider will also assist in preparing any periodic performance or audit reports as directed by MBMA.

**General HR Support:** Provide support for staff-related issues such as replacement of absentees, conflict resolution, and performance monitoring. Ensure availability of backup personnel or substitutes if any employee is on leave. Participate in audits by MBMA to demonstrate compliance.

#### **Scope of Work for CM Connect Centre Staff**

1. Address citizen queries and concerns with sympathy, empathy, professionalism, and efficiency. Ensure all relevant details are captured accurately during registration.
  2. Provide clear and accurate responses regarding government schemes, services, and grievance procedures.
  3. Assist citizens in registering grievances through the CM Connect system (EPS - in case of Physical Petition, and CRM - in case of Grievances).
  4. Guide citizens on how to access services via digital platforms including (VDV App, MeghalayaOne, WhatsApp chat bot etc.)
  5. Coordinate with the central contact center in Shillong for updates, escalations, and feedback.
  6. With the consent of the citizen, the centre staff may also receive and track certificates (Example: Birth, Death Certificates) on behalf of the citizen to facilitate follow-up and ensure timely delivery of services.
3. **Contract Duration:** The duration of the contract (contract duration) will be valid for a period of 24 (twenty-four) months from the date of execution of the contract. The Authority may extend contract duration for an additional period as per program requirement, subject to satisfactory performance of the service provider, on existing terms and conditions, based on exigency of the circumstances.
4. **Obligations of Selected Service Provider:** The selected service provider will be completely responsible for reaching out to potential candidates for their deployment in sync with all the applicable Government Orders issued by Government of Meghalaya, while ensuring that the applicants meet the minimum eligibility conditions for selected professionals and experts as mentioned at Annexure I, and managing the payroll for the provided Human Resources.
5. **Variation in scope of work:** The Procuring Entity reserves the right, at its sole discretion, to increase or decrease the quantum of resources specified in Annexure II, for each category, as deemed appropriate, without any additional terms and conditions. In case of an increase in requirement, the time allowed to the agency for deployment of additional resources shall be the same as that prescribed for replacement/substitution under the contract.

Work orders shall be issued periodically by the Procuring Entity based on actual requirement. The Procuring Entity shall not be under any obligation to issue work orders for all the resources indicated in Annexure I or other parts of this document, and no claim whatsoever shall lie against the Procuring Entity on this account.





6. At any time prior to the deadline (or as extended by MBMA) for submission of proposals, MBMA for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing the same on the website of MBMA i.e [www.mbda.gov.in](http://www.mbda.gov.in), and these will be binding on all the bidders. MBMA, at its discretion, may extend the deadline for the submission of proposals.
7. **Selection of Bidder:** The final selection of the Bidder would be based on Least Cost Selection/System (LCS), provided that the Bidder has met all the requisite Pre-qualification criteria as mentioned in **Clause 8 i.e Minimum Eligibility Criteria** and scored 70 (seventy) marks or above in the technical evaluation as mentioned in **Clause 9 i.e Technical Evaluation Criteria**

Only those Bidders whose Technical Bid Score is 70 points or more (out of a total 100) shall qualify for evaluation of their Financial Bids.

**Tie-breaking clause:**

In the event that two or more bidders quote the same lowest Service Charges (expressed as a percentage), the Successful Bidder shall be determined in the following order:

- **First-Technical Evaluation Score:** The bidder obtaining the higher technical evaluation score shall be selected.
- **Second-Relevant Experience in the State of Meghalaya:** If the technical evaluation scores are equal, the bidder having a higher number of Government clients in the State of Meghalaya for the supply of similar categories of manpower shall be selected.
- **Third-Average Annual Turnover:** If the tie still persists, the bidder having the higher average annual turnover during the financial years 2022–23, 2023–24, and 2024–25 shall be selected.
- **Fourth-Draw of Lots:** If the bidders remain tied after applying all the above criteria, the Successful Bidder shall be determined through a draw of lots conducted in the presence of the concerned bidders who choose to attend. The outcome of the draw shall be final and binding on all bidders.

## 8. Minimum Eligibility Criteria

| SN | Parameters                                                   | Pre- Qualification Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Documents required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Legal Entity/<br>Registration &<br>Qualification<br>Criteria | <p>a) The Bidder shall be a registered legal entity and must have been in continuous operation in India for at least 7 (Seven) years as on 31.05.2026, with experience in providing manpower services.</p> <p>b) Bidder should have its own GST Registration No. and PAN Number.</p> <p>c) The Agency must be registered/ have license under Contract Labour (Regulation &amp; Abolition) Act, 1970.</p> <p>d) The Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.</p> <p>e) The bidder must have obtained a valid license for operating a private security agency in accordance with the provisions of the Private Security Agencies (Regulation) Act, 2005,</p> | <p>a) Copy of Certificate of Incorporation or Registration as the case may be.</p> <p>b) Copies of the oldest and the most recent work orders/ contracts relating to the provision of manpower services, or work completion certificates/proof of completion of such services, demonstrating that the bidder has been engaged in providing manpower services continuously for at least 7 (seven) years preceding 31.05.2026.</p> <p>c) Copies of valid GST Registration Certification and PAN Card Number</p> <p>d) Copies of the certificate mentioning Registration and License Number from any state Under the Contract Labour (Regulation &amp; Abolition) Act, 1970.</p> <p>e) Copies of the registration with EPF and ESIC</p> <p>f) Copy of Valid PSARA License of the Firm.</p> |
| 2  | Trade License                                                | <p>The bidder shall possess a valid and current Trade License issued by the competent authority within the State of Meghalaya, such as the concerned Municipal Board or Autonomous District Council, as applicable.</p> <p>In the case of a tribal bidder, a valid Scheduled Tribe (ST) Certificate recognized by the Government of Meghalaya may be submitted in lieu of a Trade License.</p>                                                                                                                                                                                                                                                                                                                                                | A copy of the valid Trade License/ST Certificate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3  | Annual Average Turnover                                      | The bidder must have an Annual Average Turnover of not less than INR 23 Crores during the last three financial years, i.e., FY 2022-23, 2023-24 & 2024-25.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>- Copies of audited balance sheets and profit &amp; loss accounts for the relevant financial years; and</p> <p>- A certificate from a Chartered Accountant indicating the annual turnover for each of the specified years.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| SN | Parameters                    | Pre- Qualification Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Documents required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | Experience 1                  | <p>The bidder shall have experience in providing manpower services comprising at least 300 (three hundred) semi-skilled or above professional human resources for a minimum duration of one year to one Government client in any State in India, under a single contract/work order during the preceding FIVE (5) years ending on 31.05.2026.</p> <p>The ongoing contract which are more than 9 (NINE) months old as on 31.05.2026 may also be considered.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>i) The work experience should mainly be of supplying Semi Skilled or above Multi-Tasking Operators; i.e. Secretarial Assistant, Data Entry Operator, Computer Operator, Quality Check Operator, Helpdesk / Call support/calling agent, admin assistant etc.</li> <li>ii) Manpower provided as Security Guard, Housekeeping staff, Gardener, Daily labour etc will not be considered as skilled persons.</li> <li>iii) Extension of contract with same client will be considered as one client.</li> </ul> | <p>Copy of work order/contract along with client's certificate of successful completion/ part completion (in the case of ongoing work) of work issued by the client. The work order/contract and/or client's certificate for experience should show the nature of work done, the profile/ job description of resource provided, number of resource under each profile, date of start, date of completion and satisfactory completion of work (part completion in case of ongoing contracts).</p> <p>In case nature of work not mentioned in work order/ contract/ completion certificate, bidder shall submit self-declaration on nature of work provided in such contracts/ work orders.</p> |
| 6  | Experience 2                  | <p>The bidder shall have experience in providing manpower services comprising at least 200 (two hundred) semi-skilled or above professional human resources for a minimum period of one year to one Government client in the State of Meghalaya, under a single contract/work order during the preceding FIVE (5) years ending on 31.05.2026.</p> <p>Ongoing contracts that have been in operation for more than 9 (nine) months as on 31.05.2026 shall also be considered for the purpose of meeting this requirement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Copy of work order/contract along with client's certificate of successful completion/ part completion (in the case of ongoing work) of work issued by the client.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7  | Single Entity                 | Bidder should be a single entity and not a consortium                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Certificate / Declaration from the Authorized Signatory                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8  | Blacklisting & non-conviction | The bidder shall not have been barred or blacklisted by any Central Government, State Government, Public Sector Undertaking, or any other local body or authority established under or controlled by the Central or State Government in India during the last <b>five (5)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Self-declaration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |



| SN | Parameters | Pre- Qualification Criteria                                                                                                                                                                                                                                                                    | Documents required                                                                                                                                                       |
|----|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |            | <b>years</b> preceding the date of publication of the tender notice.                                                                                                                                                                                                                           |                                                                                                                                                                          |
| 9  | EMD        | Bidder shall submit the EMD of Rs 4,50,000/- (Rupees Four Lakhs Fifty Thousand Only) in the form of a Demand Draft, Fixed Deposit Receipt or a Bank guarantee, payable at Shillong, in favor of “ <b>Meghalaya Basin Management Agency</b> ”<br><br><b>Note:</b> EMD exemption is not allowed. | In the Form of Demand draft or Fixed Deposit Receipt or a Bank guarantee, original copy of the EMD must be submitted along with the proposal as a part of Technical Bid. |

## 9. Technical Evaluation

The evaluation committee (“Evaluation Committee”) constituted by MBMA will carry out the evaluation of Proposals on the basis of the following evaluation criteria and points system. If required, the MBMA may seek specific clarifications from any or all Bidder (s) at this stage. Technical evaluation of only those Bidder(s) shall be carried out of those meeting all the defined minimum eligibility criteria. The technical score would be calculated for each Bidder by MBMA and all the Bidders who gets a **minimum of 70 (seventy) marks out of 100 (one hundred)** would be considered for opening of financial proposal for the financial evaluation purposes. Bidders who get a technical score of less than 70 out of 100, would not be considered for the financial evaluation. After the technical evaluation each Proposal will be given a technical score (TS) as detailed below. The maximum points/ marks to be given under each of the evaluation criteria are:

| Sl No | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                       | Maximum Scores | Evidence Required                                                                                                                                                                                                                                                                                                                          |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | The bidder must have an Annual Average Turnover of not less than <b>INR 23 Crores</b> during the last three financial years, i.e., from FY 2022-23, 2023-24 & 2024-25.<br><br>i) $\geq 23$ Crore to $\leq 25$ Crore = 15 marks<br>ii) $> 25$ Crore to $\leq 30$ Crore = 20 marks<br>iii) $> 30$ Crore = 25 Marks                                                          | 25             | -Copies of audited balance sheets and profit & loss accounts for the relevant financial years; and<br><br>- A certificate from a Chartered Accountant indicating the annual turnover for each of the specified years.                                                                                                                      |
| 2     | Number of years of experience as on 31.05.2026 in providing manpower to Government Departments; Statutory/ Autonomous Bodies; state government, Public Sector Undertakings, Nationalized Banks and Financial Institutions in India:<br><br>i) $\geq 7$ years to $\leq 8$ years = 15 marks<br>ii) $> 8$ years & $\leq 10$ years = 20 marks<br>iii) $> 10$ years = 25 marks | 25             | Copies of the oldest and the most recent work orders/ contracts relating to the provision of manpower services, or work completion certificates/proof of completion of such services, demonstrating that the bidder has been engaged in providing manpower services continuously for at least 7 (seven) OR more years preceding 31.05.2026 |

| Sl No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Evaluation Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Maximum Scores | Evidence Required                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------|
| 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Experience in providing manpower services comprising at least 300 (three hundred) semi-skilled or above professional human resources for a minimum duration of one year to any Government client(s) in any State in India, under a single contract/work order during the preceding five (5) years ending on 31.05.2026, shall be required.</p> <p>Scoring Criteria:</p> <p>(i) <math>\geq 300</math> to <math>\leq 400</math> = 20 marks<br/> (ii) <math>&gt; 400</math> to <math>\leq 500</math> = 25 marks<br/> (iii) <math>&gt; 500</math> = 30 marks</p> | 30             | Copy of work order/copy of contract or client's completion certificate showing the number of manpower provided. |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Experience in providing manpower services comprising at least 200 (two hundred) semi-skilled or above professional human resources for a minimum period of one year to one Government client in the State of Meghalaya, under a single contract/work order during the preceding FIVE (5) years ending on 31.05.2026.</p> <p>Scoring Criteria:</p> <p>(i) <math>\geq 200</math> to <math>\leq 300</math>: 10 marks<br/> (ii) <math>&gt; 300</math> to <math>\leq 500</math>: 15 marks<br/> (iii) <math>&gt; 500</math>: 20 marks</p>                          | 20             | Copy of work order/copy of contract or client's completion certificate showing the number of manpower provided. |
| <p><b>Note:</b> In cases where a bidder has provided 300 (three hundred) or more semi-skilled or above professional human resources for a minimum period of one year to a government client in the State of Meghalaya under a single contract/work order during the preceding five (5) years ending on 31.05.2026, the said work order may be considered for both Criteria 3 and Criteria 4.</p> <p>However, where the number of manpower provided under the said contract is less than 300 (three hundred), the work order shall be considered for Criteria 4 only.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                |                                                                                                                 |

#### 10. Submission of proposal:

The Technical and Financial Proposals shall be submitted in separate sealed envelopes, each clearly marked as "Technical Proposal" and "Financial Proposal" respectively, in hard copy, and both shall be placed inside a single outer sealed envelope to be submitted at the prescribed address, clearly labeled as: **"RFP for selection of an agency to provide Contractual Manpower under CM Connect"**; the outer envelope shall also bear the name and address of the bidder, and any submission not complying with this requirement may be liable for rejection.

Any submission in which the Technical and Financial Proposals are placed together in a single envelope, or not submitted in separate sealed envelopes as specified, shall be liable for rejection.

#### 11. Financial Bid

a) Financial Proposals of only those Bidder(s) shall be opened/evaluated who shall meet all the



defined Pre-Qualification Criteria and achieve a minimum of 70 (seventy) marks in Technical Evaluation.

- b) The final selection of the Bidder would be based on Least cost selection (LCS), provided that the Bidder has met all the requisite Minimum Eligibility criteria as mentioned in Clause 8 and scored 70 (seventy) marks or above in technical evaluation as mentioned in Clause 9.
- c) Financial Bid shall not be conditional.
- d) The service charges quoted by the selected service provider shall remain firm and unchanged throughout the duration of the contract. Any increase or decrease in the number of required resources during the contract period shall not affect the agreed service charges, which shall remain constant.

## 12. Selection of the Bidder & Notification of Award

- a) Selection of the successful bidder shall be carried out under the **LCS (Lowest Cost System)**. The bidder quoting the **lowest service charges (in %) towards service charges** shall be declared as the **L1 bidder**, subject to fulfilling all eligibility criteria and complying with the terms and conditions of the tender. **The service charge quoted shall be not less than 3.85% and not more than 7%. Bids quoting service charges outside this prescribed range shall be treated as non-responsive and rejected.**
- b) MBMA will notify through Notification of award (NOA) the successful Bidder in writing by letter or by email, to be confirmed in writing by letter, that its bid has been accepted. Within 7 days of receipt of this NOA, the bidder has to render his acceptance of notification of this award.
- c) The acceptance of notification of award will constitute the acceptance of the Terms and Conditions as mentioned in the NOA.
- d) Upon the successful bidder's furnishing performance security as mentioned in the data sheet, MBMA will promptly notify each unsuccessful bidder.

## 13. Performance Bank Guarantee & EMD (Bid Security)

- a. Within 14 days after the issuance of Notification of Award by MBMA to the Bidder but before the signing of the contract, the successful Bidder shall furnish the Performance bank guarantee of the required amount in accordance with format to be shared while issuing the NoA.
- b. Failure of the successful Bidder to comply with the requirements of this section shall constitute sufficient grounds for annulment of the award and forfeiture of the Earnest Money Deposit (EMD). In such an event, MBMA may, at its discretion, extend the offer to the next eligible bidder.
- c. The Performance Security to be submitted by the Agency shall remain valid for a period of sixty (60) days beyond the expiry of the Contract and shall be furnished in favor of Meghalaya Basin Management Agency in the form of a Bank Guarantee issued by a scheduled bank.
- d. The Earnest Money Deposit (EMD)/Bid Security of Rs.4,50,000/- (Rupees Four Lakhs Fifty-thousand Only) shall be submitted in the form of a Demand Draft, Fixed Deposit Receipt, or Bank Guarantee, payable at Shillong, in favor of "Meghalaya Basin Management Agency." The EMD/Bid Security shall remain valid for a minimum period of three (3) months from the date of issue. In the event that the Bid Security expires prior to the completion of the bidding process, MBMA may require the bidder to extend the validity of both the EMD and the bid, as necessary.

## 14. Local Conditions

- a) It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on its performance and / or the cost.



- b) It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the Engagement as described in the bid documents.
- c) It is the sole responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the Engagement contract awarded under the bidding documents will be entertained by the MBMA and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by MBMA on account of failure of the Bidder to appraise themselves of local laws /condition.

#### 15. Amendment of the bid document

- a) At any time prior to the last date and time for receipt of bids, MBMA, may, for any reason, whatsoever whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
- b) The amendment will be notified by MBMA in its website and binding on all bidders.
- c) In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, MBMA may, at its sole discretion, extend the last date for the receipt of Bids.

**16. Details/Types of manpower requirement:** Initially, manpower shall be deployed in accordance with the requirements for 23 blocks, as specified in Annexure II (Table 3). However, the number of deployed resources may be increased in line with the details provided in Annexure I (Table 1) for 52 blocks.

| S N | Type of resources                   | No. of Resources Required for each centre | Total Requirement | Minimum Qualification                                                                                                                                                                                                                                                                                                     | Monthly Basic in INR (Fixed remuneration) |
|-----|-------------------------------------|-------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| 1   | Supervisor / District Level Manager | 1                                         | 12                | *Graduate in any discipline from a recognized University<br>*Minimum 4 years of relevant experience in administration and public service delivery<br>* Age should not be more than 40 years as on 30-04-2026.                                                                                                             | 39,000/-                                  |
| 2   | Executive                           | 2/3/4                                     | 112               | *Graduate in any discipline with basic computer proficiency and crowd management skills.<br>*Minimum 1 year of relevant work experience.<br>*Typing speed requirement of 25 words per minute (wpm) in English or 20 words per minute (wpm) in Garo/Khasi/Pnar<br>* Age should not be more than 37 years as on 30-04-2026. | 22,100/-                                  |
| 3   | Security Guard                      | 1 / 2                                     | 52                | *Minimum class 10 <sup>th</sup> pass with at least 2 years of experience as Security Guard<br>* Age should not be more than 37 years as on 30-04-2026.                                                                                                                                                                    | 14,040/-                                  |
| 4   | Housekeeping Staff                  | 1                                         | 52                | *Minimum class 10 <sup>th</sup> pass.<br>* Relevant experience in housekeeping services                                                                                                                                                                                                                                   | 14,040/-                                  |



|                                                                                                                                                                                                                                                |                   |   |            |                                                                                                                                                                                                                                                                                               |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|                                                                                                                                                                                                                                                |                   |   |            | * Age should not be more than 37 years as on 30-04-2026.                                                                                                                                                                                                                                      |          |
| 5                                                                                                                                                                                                                                              | Technical support | 1 | 3          | *Bachelor's degree in Computer Science or Information Technology or Electronics, or any related field from a recognized university.<br>*Minimum 2 years of experience in technical support, IT helpdesk or system administration.<br>* Age should not be more than 37 years as on 30-04-2026. | 26,000/- |
|                                                                                                                                                                                                                                                | <b>Total</b>      |   | <b>231</b> |                                                                                                                                                                                                                                                                                               |          |
| <b>Note:</b> Resources deployed by the service provider at the client location shall, upon completion of one year of continuous engagement, be eligible for a 5% increment in remuneration, effective from the commencement of the 13th month. |                   |   |            |                                                                                                                                                                                                                                                                                               |          |

**17. Schedule of requirement:** The initial requirement is specified in **Annexure II**.

#### **18. Payments**

- i. The Agency shall submit the monthly invoices (completed in all aspects) in triplicate enclosing the certificates as mentioned in the RFP which shall be duly verified by the Office in-charge of the concerned office and the same shall be processed within 10 days thereof after making recovery, if any.
- ii. All payments will be accounted in Indian Rupee and credited through Electronic Clearance System (ECS).
- iii. Penalties, if any, for violating the Service Levels will be computed at the end of each payment cycle. These Penalties would be adjusted in the payment due to the agency in the subsequent month.
- iv. The Tax Deduction at Source (T.D.S) shall be made as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by the concerned office.
- v. The Agency shall make regular payment of remuneration and other payments (which are being paid by **MBMA** to its outsourced manpower deputed under service contract and furnish necessary proof every month. The payments to outsourced manpower by the second party would be made on or before 7th day of the following month. In case 7th day being a holiday, monthly remuneration should be paid on the preceding working day of the month.
- vi. The Agency shall ensure the remittance of the salary to the outsourced manpower deployed by them under **CM Connect program** through Bank Account transfer and a copy of the bank statement shall be furnished to the concerned office every month along with the invoices for the subsequent month.
- vii. The Agency shall be responsible to submit a copy of challan or receipt issued by concerned statutory authorities for the payment made towards statutory obligations like EPF, ESI, GST, Income Tax (whichever applicable) of previous months along with the invoices of current month. In case of any default, **MBMA** may deduct the dues from the monthly invoices of the agency and release the remaining balance amount to the Agency, besides initiating other suitable action against the agency.
- viii. The Agency hereby undertakes not to charge any money/fees/deductions in whatever manner, name, or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Agency further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case **MBMA** shall have the right to take appropriate independent actions including termination of the Contract and actions as per organizations policy can also debar the bidder for not less 5 (five) years.
- ix. The service provider shall provide monthly invoices based on the sum of the total deployed

resources multiplied by the corresponding Remuneration per resource and the applicable service charge as quoted by the bidder. Taxes as applicable shall also be included in the invoice (GST & and other relevant taxes shall be applicable as per relevant Government policies. The same may get amended from time to time, as per relevant government rules).

- x. Payment to the Agency will be made only as reimbursement i.e., after the remuneration has been disbursed at the applicable rates to the outsourced human resources deployed **CM-Connect program** and applicable taxes and service charges. Attendance sheet of previous month to be submitted to the agency along with the invoice. The Agency has to first pay the salary of the previous month to the outsourced human resources deployed at **CM Connect** by the 7th day of the next month and then submit its bill for payment to **MBMA**, preferably by the 10th day of the month. Payment of bills will be made on monthly basis through online transfer only, provided the services rendered by the outsourced human resources of the Agency were satisfactory during the month and subject to deduction of penalty imposed, if any, as per terms and conditions of this tender/contract. The attendance report must be duly certified by the Project Management Unit (PMU), CM Connect.

#### 19. Service Level Agreements (SLA) and Penalties

| S No. | SLA                                                                                                                                                                                      | Timeline#                                      | Penalty                                                                                                                                   |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Deployment of outsourced manpower by the Agency at the location after signing of the Contract and intimation by MBMA or any subsequent requirement from MBMA during the Contract period. | Within 45 days of Work Order                   | Penalty @ Rs. 300.00 (Rupees three hundred only) per day per person for the number of days delayed beyond permissible forty-five days.    |
| 2     | Replacement of outsourced manpower by the agency at request of MBMA.                                                                                                                     | Within 30 days of receipt of request from MBMA | Penalty @ Rs. 300.00 (Rupees three hundred only) per day per person counting from the 11th day of the absence of the outsourced manpower. |
| 3     | Replacement of outsourced manpower at the request of the Agency                                                                                                                          | Replacement giving substitute on the next day. | Penalty @ Rs. 300.00 (Rupees three hundred only) per day per person on from the third day of the absence of the outsourced manpower.      |
| 4     | Non-payment of remuneration/wages to the deployed resources                                                                                                                              | By 7 <sup>th</sup> day of subsequent month     | 100% of the Service Charges to be deducted for the resource not paid for the month.                                                       |
| 5     | Non-payment of statutory dues on time                                                                                                                                                    | As applicable as per law                       | 100% of the Service Charges to be deducted for the resource not paid the dues till proof of payment                                       |



## 20. Other terms and conditions

- 20.1 The Agency shall ensure that the individual outsourced human resources deployed at CM-Connect conforms to requirement of educational qualifications and experience prescribed in the RFP. The agency must provide uniforms to the deployed staff for which no additional payment is to be made by MBMA.
- 20.2 The details of requirements for all 52 blocks are provided in Annexure I. However, the initial deployment of resources shall be based on the requirements specified in Annexure II. The agency shall be issued work orders from time to time, as and when there is a need for deployment of resources in additional blocks.
- 20.3 Payment of remuneration will accrue from the date of such reporting/joining to MBMA.
- 20.4 **The Agency must ensure having/keeping of the following documents with them in respect of each individual outsourced human resources who will be deployed before the commencement of work. MBMA may verify the following testimonials/documents of the manpower at any stage and point of time. Agency must provide one set of those documents of the selected candidates to MBMA.**
- (a) List of persons deployed;
  - (b) Bio-data of the persons along with copies of the certificates in respect of educational/professional qualifications etc.
  - (c) Attested copy of certificate containing date of birth.
  - (d) Detailed proof of identity like Aadhar number, driving license, bank account details, proof of residence and recent photograph of the person deployed by the agency.
  - (e) Police verification Report
- 20.5 The Agency shall ensure that the outsourced human resources deployed is medically fit during the entire contract period. The Agency shall withdraw such contractual outsourced human resources that is not found medically suitable by the office immediately on receipt of such a request.
- 20.6 Agency shall nominate 1 (one) coordinator for the coordination purposes during the tenure of the agreement, no salary or remuneration for such coordinator shall be payable by MBMA.
- 20.7 The coordinator will be responsible for interacting with the designated Officer(s) of MBMA in all matters related to deployment of manpower, submission of bills, submission of certificates related to statutory authorities/ payments, providing replacements on time-bound basis etc.
- 20.8 The Agency's representative should be available at all times to take instructions from MBMA. On instructions, its representatives should meet the designated officer of MBMA for discussions on the date/time given without fail.
- 20.9 The Agency's deployed human resources working with CM-Connect should be polite, cordial, positive and efficient, while handling the assigned work. In case, the person employed by the Agency commit any act of omission/ commission which amounts to misconduct/ indiscipline/ incompetence, the Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work.
- 20.10 For all intents and purposes, the Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of outsourced human resources so employed and deployed under this contract. The persons deployed by the Agency at CM Connect shall not have claims of any Master and Servant relationship against CM Connect/ MBMA.
- 20.11 The Agency shall be solely responsible for the redressal of grievance/ resolution of disputes for settlement of such issues whatsoever like non- payment of salaries on time, less payment/remuneration etc. In case any grievance is received by MBMA, such grievance shall be forwarded to the agency and it is the sole responsibility of the agency to redress such grievances within the time so specified by MBMA in its communication.
- 20.12 The Agency will be responsible for compliance of all statutory provisions in vogue related to remuneration, Provident Fund, and Employees State Insurance, GST etc. in respect of persons deployed by it at CM Connect.
- 20.13 The Agency shall replace any of its outsourced human resources within the agreed timeline who are found unacceptable to MBMA on account of incompetence, conflict of interest, improper conduct or



for any other reason upon receiving written notice from the concerned officer of the MBMA. It will be the responsibility of the Agency to provide a suitable substitute as per agreed timeline. The delay in providing a suitable substitute beyond the agreed timeline would attract penalty on the Agency.

- 20.14 The Agency shall make regular payment of salaries due to its outsourced human resources deployed by them at CM Connect/MBMA under service contract and furnish necessary proof whenever required.
- 20.15 The Agency will be responsible for fulfilling the requirements of all statutory provisions of the applicable statutes including but not limited to the Minimum Wages Act, ESIC, EPF & etc.
- 20.16 MBMA shall not be responsible for any financial loss or other injury to any person deployed by Agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- 20.17 In case of termination of this contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any continuation/absorption in MBMA.
- 20.18 The agency should maintain Employee Master Database by capturing all relevant information of the employee deployed at CM Connect and update the database periodically. Agency should share soft copies of the Employee Master Database to MBMA every month.
- 20.19 **Notification of Award and Signing of Contracts:** Prior to the expiration of the period of Bid validity, the Bidder will be notified that its Bid has been accepted. MBMA shall facilitate signing/issuing of the contract. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of deployment. All reference timelines as regards the execution of the project and the payments to the Bidder shall be considered as beginning from the date of deployment.
- 20.20 **Failure to agree with the Terms and Conditions of the Bid:** Failure of the bidder to agree with the Terms and Conditions of the Bid shall constitute sufficient grounds for the annulment of the contract. The contract may be awarded to the next eligible Bidder.
- 20.21 **Contract Durations and extension:** The duration of the Contract ("Contract Duration") shall be for a period of twenty-four (24) months from the date of execution of the Contract. MBMA may, at its discretion, extend the Contract for a further period, subject to its requirements and the satisfactory performance of the Agency during the initial term.
- 20.22 **Right to Accept/Reject any or all Bids:** MBMA reserves the right to accept or reject any Bid / bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for MBMA's action
- 20.23 The Agency shall provide Photo Identity Cards to all the outsourced manpower
- 20.24 In addition to applicable holidays, outsourced personnel shall be entitled to 8 (eight) days of paid Casual Leave and 6 (six) days of paid Sick Leave in a calendar year. Casual Leave shall not be availed for more than 3 (three) consecutive days at a time. Eligibility to avail Casual Leave shall arise only after completion of at least two (2) months of continuous service. The personnel shall obtain prior approval from the competent authority before proceeding on leave.
- 20.25 The outsourced staff shall seek prior permission from the concerned officer of CM Connect/MBMA. Payment of service charges and wages/remuneration shall not be made to the Agency for the days of unauthorized absence of the outsourced manpower.
- 20.26 **Office timing:** Working hours would be minimum 8 hours per day during 6 (six) working days in a week.
- 20.27 The Agency will be responsible for managing the leave record of the outsourced manpower. The remuneration quoted by the Agency should be taken into account the substitute to be provided by the Agency in lieu of outsourced staff unauthorized absenting from the duty due to leave on any grounds/ sudden absence from duty/ leaving job etc. MBMA will follow the principle of NO WORK NO PAY, other than paid leave/holidays applicable.
- 20.28 Existing human resources working with the CM Connect/MBMA having job satisfactory certificate, will be continued by the successful Service Provider under the new contract, subject to their consent to the Terms and conditions of new contract concluded on the basis of this bid.
- 20.29 **Effectiveness of Engagement:** This Engagement shall come into effect on the date the work order/letter of Engagement is signed and submitted by the Manpower Agency with MBMA or the commencement of services by the successful bidder.



- 20.30 Expiration of Engagement: This Engagement Contract shall expire at the end of such time period as specified in the contract agreement.
- 20.31 Modifications or Variations: Any modification or variation of the terms and conditions, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties by the mutual consent. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party. In cases of substantial modifications or variations, the prior written consent of the MBMA is required.
- 20.32 Either party may terminate this Contract at any time, for whatsoever reason, by giving not less than ninety (90) days' prior written notice to the other party. Upon expiry of the notice period, the Contract shall stand terminated without any further obligations, save and except those obligations which are expressly stated to survive termination or which by their nature are intended to survive.
- 20.33 The deployed resources shall report directly to MBMA; however, they shall perform their functions in close coordination with the concerned BDOs and Deputy Commissioners.
- 20.34 The agency shall obtain prior approval from MBMA before deployment of resources. The performance of the deployed resources shall be reviewed periodically by MBMA in coordination with the CM Connect PMU.
- 20.35 The Service Provider shall ensure that all deployed resources are proficient in, and familiar with, the relevant regional dialect(s).
- 20.36 The agreement shall be executed between the Meghalaya Basin Management Agency, acting as the procuring entity, and the service provider; however, the manpower shall be deployed under the CM Connect Programme, Meghalaya.



## 21. Financial Proposal Format

| FINANCIAL PROPOSAL (PRICE BID) FOR SUPPLY OF MANPOWER SERVICES |                             |                                            |                                                                                                                                                                                                                         |
|----------------------------------------------------------------|-----------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sl no                                                          | Description of Services     | Unit                                       | Rate Quoted (Service Charges in %)<br><br>(Indicate both in numerals with two decimal point/ and in words. If there is mismatch between numerals and words, the figure indicated in words will be taken as the correct) |
| 1                                                              | Supply of Manpower Services | Percentage (%) of total monthly bill value |                                                                                                                                                                                                                         |

### Declaration:

- I. The quoted Service Charges shall remain firm throughout the contract period.

### Signature of Authorized Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal of the Firm: \_\_\_\_\_

Date: \_\_\_\_\_





**ANNEXURE I: Schedule of Requirement and Eligibility criteria of the resources**

| Sl. | Profile Name                        | No. of Resources Required for each centre | Total Requirement | Minimum Qualification                                                                                                                                                                                                                                                                                                     | Remarks                              |
|-----|-------------------------------------|-------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1   | Supervisor / District Level Manager | 1                                         | 12                | *Graduate in any discipline from a recognized University<br>*Minimum 4 years of relevant experience in administration and public service delivery<br>* Age should not be more than 40 years as on 30-04-2026.                                                                                                             | For each District (At a later stage) |
| 2   | Executive                           | 2/3/4                                     | 112               | *Graduate in any discipline with basic computer proficiency and crowd management skills.<br>*Minimum 1 year of relevant work experience.<br>*Typing speed requirement of 25 words per minute (wpm) in English or 20 words per minute (wpm) in Garo/Khasi/Pnar<br>* Age should not be more than 37 years as on 30-04-2026. | As per the Blocks (approved in DPR)  |
| 3   | Security Guard                      | 1 / 2                                     | 52                | *Minimum class 10 <sup>th</sup> pass with at least 2 years of experience as Security Guard<br>* Age should not be more than 37 years as on 30-04-2026.                                                                                                                                                                    | Depending upon the footfall          |
| 4   | Housekeeping Staff                  | 1                                         | 52                | *Minimum class 10 <sup>th</sup> pass.<br>* Relevant experience in housekeeping services<br>* Age should not be more than 37 years as on 30-04-2026.                                                                                                                                                                       |                                      |
| 5   | Technical support                   | 1                                         | 3                 | *Bachelor's degree in Computer Science or Information Technology or Electronics, or any related field from a recognized university.<br>*Minimum 2 years of experience in technical support, IT helpdesk or system administration.<br>* Age should not be more than 37 years as on 30-04-2026.                             | For each region (At a later stage)   |
|     | Total                               |                                           | <b>231</b>        |                                                                                                                                                                                                                                                                                                                           |                                      |

**Detailed Breakup of Overall requirements for all 52 blocks office (Table 2)**

| Sl. | Region | District                  | Block                 | Count of Manpower - Executives | Security Guard | Housekeeping Staff |
|-----|--------|---------------------------|-----------------------|--------------------------------|----------------|--------------------|
| 1   | Khasi  | East Khasi Hills District | Shella-Bholaganj      | 2                              | 1              | 1                  |
| 2   | Khasi  |                           | Pynursla              | 2                              | 1              | 1                  |
| 3   | Khasi  |                           | Khatarshnong-Laitkroh | 2                              | 1              | 1                  |
| 4   | Khasi  |                           | Sohiong               | 2                              | 1              | 1                  |
| 5   | Khasi  |                           | Mawlai                | 2                              | 1              | 1                  |
| 6   | Khasi  |                           | Mawkynrew             | 2                              | 1              | 1                  |

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| Sl. | Region  | District                          | Block          | Count of Manpower - Executives | Security Guard | Housekeeping Staff |
|-----|---------|-----------------------------------|----------------|--------------------------------|----------------|--------------------|
| 7   | Khasi   |                                   | Mawpat         | 3                              | 1              | 1                  |
| 8   | Khasi   |                                   | Mawsynram      | 2                              | 1              | 1                  |
| 9   | Khasi   |                                   | Mawryngkneng   | 2                              | 1              | 1                  |
| 10  | Khasi   |                                   | Mawphlang      | 2                              | 1              | 1                  |
| 11  | Khasi   | Ri Bhoi District                  | Umsning        | 2                              | 1              | 1                  |
| 12  | Khasi   |                                   | Umling         | 3                              | 1              | 1                  |
| 13  | Khasi   |                                   | Jirang         | 2                              | 1              | 1                  |
| 14  | Khasi   |                                   | Bhoirymbong    | 2                              | 1              | 1                  |
| 15  | Khasi   | South West Khasi Hills            | Mawkyrwat      | 2                              | 1              | 1                  |
| 16  | Khasi   |                                   | Ranikor        | 2                              | 1              | 1                  |
| 17  | Khasi   | Eastern West Khasi Hills District | Mairang        | 3                              | 1              | 1                  |
| 18  | Khasi   |                                   | Mawthadraishan | 2                              | 1              | 1                  |
| 19  | Khasi   | West Khasi Hills District         | Nongstoin      | 3                              | 1              | 1                  |
| 20  | Khasi   |                                   | Rambrai        | 2                              | 1              | 1                  |
| 21  | Khasi   |                                   | Ri Muliang     | 2                              | 1              | 1                  |
| 22  | Khasi   |                                   | Mawshynrut     | 2                              | 1              | 1                  |
| 23  | Khasi   |                                   | Shallang       | 2                              | 1              | 1                  |
| 24  | Garos   | South Garo Hills District         | Baghmara       | 2                              | 1              | 1                  |
| 25  | Garos   |                                   | Gasuapara      | 2                              | 1              | 1                  |
| 26  | Garos   |                                   | Rongara        | 2                              | 1              | 1                  |
| 27  | Garos   |                                   | Chokpot        | 2                              | 1              | 1                  |
| 28  | Garos   |                                   | Siju           | 2                              | 1              | 1                  |
| 29  | Garos   | West Garo Hills                   | Tikrikilla     | 2                              | 1              | 1                  |
| 30  | Garos   |                                   | Dalu           | 2                              | 1              | 1                  |
| 31  | Garos   |                                   | Batabari       | 2                              | 1              | 1                  |
| 32  | Garos   |                                   | Demdema        | 2                              | 1              | 1                  |
| 33  | Garos   |                                   | Gambegre       | 2                              | 1              | 1                  |
| 34  | Garos   |                                   | Dadenggre      | 2                              | 1              | 1                  |
| 35  | Garos   |                                   | Selsella       | 3                              | 1              | 1                  |
| 36  | Garos   | South West Garo Hills District    | Zikzak         | 3                              | 1              | 1                  |
| 37  | Garos   |                                   | Betasing       | 2                              | 1              | 1                  |
| 38  | Garos   |                                   | Rerapara       | 2                              | 1              | 1                  |
| 39  | Garos   |                                   | Purakhasia     | 2                              | 1              | 1                  |
| 40  | Garos   | North Garo Hills District         | Bajengdoba     | 2                              | 1              | 1                  |
| 41  | Garos   |                                   | Resubelpara    | 2                              | 1              | 1                  |
| 42  | Garos   |                                   | Adokgre        | 2                              | 1              | 1                  |
| 43  | Garos   |                                   | Kharkutta      | 2                              | 1              | 1                  |
| 44  | Garos   | East Garo Hills District          | Samanda        | 2                              | 1              | 1                  |
| 45  | Garos   |                                   | Dambo Rongjeng | 2                              | 1              | 1                  |
| 46  | Garos   |                                   | Songsak        | 2                              | 1              | 1                  |
| 47  | Jaintia | West Jaintia Hills District       | Laskein        | 3                              | 1              | 1                  |
| 48  | Jaintia |                                   | Namdong        | 2                              | 1              | 1                  |
| 49  | Jaintia |                                   | Amlarem        | 2                              | 1              | 1                  |

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| Sl. | Region  | District                    | Block      | Count of Manpower - Executives | Security Guard | Housekeeping Staff |
|-----|---------|-----------------------------|------------|--------------------------------|----------------|--------------------|
| 50  | Jaintia | East Jaintia Hills District | Saipung    | 2                              | 1              | 1                  |
| 51  | Jaintia |                             | Khliehriat | 3                              | 1              | 1                  |
| 52  | Jaintia |                             | Lumshnong  | 2                              | 1              | 1                  |
|     |         | Total                       | 52         | 112                            | 52             | 52                 |

**Annexure II: Detailed breakup of current requirements for 23 Blocks (Table 3)**

| Sl.          | Region  | District                          | Block                 | Count of Manpower - Executives | Security Guard | Housekeeping Staff | Technical support |
|--------------|---------|-----------------------------------|-----------------------|--------------------------------|----------------|--------------------|-------------------|
| 1            | Khasi   | East Khasi Hills District         | Shella-Bholaganj      | 2                              | 1              | 1                  |                   |
| 2            | Khasi   |                                   | Pynursla              | 2                              | 1              | 1                  |                   |
| 3            | Khasi   |                                   | Khatarshnong-Laitkroh | 2                              | 1              | 1                  |                   |
| 4            | Khasi   |                                   | Sohiong               | 2                              | 1              | 1                  |                   |
| 5            | Khasi   |                                   | Mawlai                | 2                              | 1              | 1                  |                   |
| 6            | Khasi   |                                   | Mawsynram             | 2                              | 1              | 1                  |                   |
| 7            | Khasi   |                                   | Mawryngkneng          | 2                              | 1              | 1                  |                   |
| 8            | Khasi   |                                   | Mawphlang             | 2                              | 1              | 1                  |                   |
| 9            | Khasi   | Ri Bhoi District                  | Umsning               | 2                              | 1              | 1                  |                   |
| 10           | Khasi   |                                   | Umling                | 3                              | 1              | 1                  |                   |
| 11           | Khasi   |                                   | Bhoirymbong           | 2                              | 1              | 1                  |                   |
| 12           | Khasi   | Eastern West Khasi Hills District | Mairang               | 3                              | 1              | 1                  |                   |
| 13           | Khasi   |                                   | Mawthadraishan        | 2                              | 1              | 1                  |                   |
| 14           | Khasi   | West Khasi Hills District         | Nongstoin             | 3                              | 1              | 1                  |                   |
| 15           | Garos   | South Garo Hills District         | Baghmara              | 2                              | 1              | 1                  |                   |
| 16           | Garos   |                                   | Gasuapara             | 2                              | 1              | 1                  |                   |
| 17           | Garos   | South West Garo Hills District    | Zikzak                | 3                              | 1              | 1                  |                   |
| 18           | Garos   |                                   | Betasing              | 2                              | 1              | 1                  |                   |
| 19           | Garos   | East Garo Hills District          | Samanda               | 2                              | 1              | 1                  |                   |
| 20           | Jaintia | West Jaintia Hills District       | Laskein               | 3                              | 1              | 1                  |                   |
| 21           | Jaintia | West Jaintia Hills District       | Jowai                 | 3                              | 1              | 1                  | 1                 |
| 22           | Garos   | West Garo Hills District          | Tura                  | 5                              | 1              | 1                  | 1                 |
| 23           | Khasi   | East Khasi Hills District         | Shillong              |                                |                |                    | 1                 |
| <b>Total</b> |         |                                   | <b>23</b>             | <b>53</b>                      | <b>22</b>      | <b>22</b>          | <b>3</b>          |

*Ymas*