File No: NEHHDC/ADMIN/MANPOWER/2026-27/279/7425 **Date: 19.08.2026**

TENDER CLARIFICATION NOTICE

With reference to the **Request for Proposal (RFP) for Selection and Appointment of a Manpower Service Provider for Providing Outsourced Manpower Services to North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC)** vide Tender No. **NEHHDC/ADMIN/MANPOWER/26-27/7389** Tender ID **2026_NEHHD_286673_1**, published through the Government e-Procurement System on **06.08.2026**, the last date for submission of queries/clarifications from prospective bidders was **12.08.2026 at 12:30 PM**.

In response to the above RFP, **queries/clarifications have been received from two prospective organisations** within the stipulated timeline. The queries relate primarily to the applicability of wages and statutory compliances, and commercial break-up and reimbursement of statutory components. Agency Service Charge, Tender Fee, eligibility documentation and eligibility of registered societies are hereby issued as follows:

Sl. No.	Query Raised by Bidder	Relevant RFP Provision	Clarification by NEHHDC
1	**Wages:** Kindly confirm whether the wages specified in the RFP are to be considered as per Central Government Minimum Wages or applicable State Government Minimum Wages.	**Clause 5.4 – Determination of Remuneration; Chapter 8 – Statutory Compliance and Labour Law Obligations**	The RFP does not require bidders to quote wages in the Financial Bid. For each deployment, NEHHDC shall specify the approved remuneration, place of deployment, manpower category/skill level and the wage notification considered applicable in the Manpower Requisition/Deployment Order. In no case shall wages be below the minimum rates notified by the appropriate Government and applicable to the establishment, employment, category and location from time to time. The Agency shall independently ensure correct classification, timely payment and compliance with all applicable labour laws. Where the approved remuneration is higher than the statutory minimum, the approved remuneration shall be paid.

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2	**Wages & Statutory Compliance – Commercial Break-up:** Kindly provide/confirm the applicable commercial break-up of wages and statutory compliances including PF, ESI, Bonus, Gratuity, Leave, etc., and whether these are calculated as per statutory provisions or specific rates/percentages prescribed in the tender.	**Clauses 5.4, 5.6, 5.8 and Chapter 8**	The Financial Bid shall contain only the Agency Service Charge in the prescribed format. Approved wages and employer contributions towards EPF and ESIC, wherever applicable, shall be reimbursed against employee-wise proof of wage payment and statutory deposit. Bonus, gratuity, statutory leave liability, insurance or any other statutory liability shall be reimbursable only where legally applicable, expressly admissible under the Contract, actually paid or incurred during the Contract Period, and supported by prescribed employee-wise documentary evidence. No notional provision, unsupported percentage, penalty, interest or administrative loading shall be reimbursed. GST shall be dealt with as applicable under law.
3	**Service Charges:** Is there any minimum or maximum limit prescribed? Are bidders required to quote at/above/below any benchmark? If below benchmark is permitted, is there any restriction on discounted/reduced Service Charge?	**Clause 5.5 and 5.5.1 – Agency Service Charge / Basis of Financial Evaluation**	**The bidder shall quote the Agency Service Charge as a percentage of the defined reimbursable monthly manpower cost. Subject to confirmation of applicability of Department of Expenditure OM No. F.6/1/2023-PPD dated 06.01.2023, the quoted Service Charge shall not be less than 3.85%, exclusive of GST. Nil, zero, negative or below-minimum Service Charge shall render the Financial Bid non-responsive.** No separate recruitment, administrative, supervision, office or incidental charge shall be payable outside the quoted Service Charge. The quoted rate shall remain firm during the Contract Period, except where expressly provided in the RFP. NEHHDC does not guarantee any minimum deployment, bill value or revenue.
4	**Tender Fee:** RFP mentions Rs. 10,000 plus applicable taxes. Kindly confirm the applicable tax amount and total amount payable.	**Clause 1.5 – Tender Fees**	The **Tender Fee is Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred) inclusive of taxes, GST @ 18%,** as expressly provided in Clause 1.5.1 of the RFP. The bidder shall pay **Rs. 11,800/-, as applicable under the prevailing law on the date of payment.** The bidder shall make payment through the mode/account specified in the RFP and submit documentary proof of payment. **Any exemption specifically available under applicable Government/GFR norms shall continue to be governed by the RFP and applicable rules.**

कार्यालय एन.ई.एच.एच.डी.सी. Corporate Office N.E.H.H.D.C. Ltd. गारचुक गुवाहाटी-35 Gorchuk Guwahati-35 A Govt. of India Enterprise (भारत सरकार का उद्यम)

5	**Average Annual Turnover Certificate – Annexure VI:** Bidder has an existing/current turnover certificate in a different format. Can it be accepted if it contains all required details and is duly certified by CA/competent authority?	**Eligibility Criteria / Annexure VI – Turnover Certificate**	The bidder should preferably submit the certificate in the prescribed Annexure VI format. An alternative format may be accepted only if it contains every material particular and declaration required by Annexure VI, clearly states the relevant financial years and turnover figures, and is certified by the Chartered Accountant/Statutory Auditor, as applicable, with verifiable UDIN. It must be supported by the audited financial statements required under the RFP. This clarification concerns format only and does not relax the minimum turnover criterion or any documentary requirement.
6	**Eligibility of Registered Societies:** Under Clause 4.2, Point 6, "Any other entity legally permitted under the laws of India to provide manpower outsourcing services." Kindly clarify whether Societies registered under the Societies Registration Act, 1860 or applicable State Act are eligible.	**Clause 4.2 – Legal Status, particularly the provision covering "Any other entity legally permitted under the laws of India to provide manpower outsourcing services."**	A duly registered Society may participate under the 'any other legally permitted entity' category only where its governing law and constitutional documents/objects authorise it to undertake manpower outsourcing or allied services. It must independently satisfy every eligibility, experience, turnover, net-worth, technical and statutory condition of the RFP. It shall submit its registration certificate, governing documents/bye-laws, PAN and GST, EPF, ESIC, labour licence and other registrations/documents, as applicable. Registration as a Society, by itself, shall not establish eligibility or constitute any relaxation.

This is Issued with the Approval of the Competent Authority.

DGM (Technical)

NEHHDC Ltd.

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