



भारतीय राष्ट्रीय विज्ञान अकादमी

बहादुर शाह ज़फर मार्ग, नई दिल्ली – 110 002

www.insaindia.res.in

निविदा आमंत्रण सूचना (एनआईटी)

विषय : इन्सा में टेलीफोन ऑपरेटरों (04 जन) एवम् टेलीकोम तकनीशियन की सेवाएँ प्रदान करने हेतु वार्षिक सेवा संविदा।

पात्र, प्रख्यात और अनुभवी फर्मों/ एजेंसियों से एक वर्ष की अवधि के लिए द्विबोली प्रणाली के अंतर्गत उपर्युक्त कार्यों के लिए मुहरबंद निविदाएँ आमंत्रित की जाती हैं। एजेंसी के पास ठेका श्रम (विनियमन एवं उन्मूलन) अधिनियम, 1970 के अंतर्गत सरकार के सांविधिक निकायों यथा – श्रम विभाग, ईएसआईसी, ईपीएफ और वस्तु एवम् सेवा कर प्राधिकरणों से पंजीकृत वैध श्रम लाइसेंस अवश्य होना चाहिए। सरकारी/ अर्धसरकारी/ स्वायत्त संस्थानों/ प्रतिष्ठित सार्वजनिक क्षेत्र के उपक्रम में पिछले तीन वर्षों के दौरान सफलतापूर्वक निम्न कार्य पूरे करने वाली पार्टियाँ ही आवेदन के लिए पात्र हैं:

1. एकल संविदा के अंतर्गत 15.50 लाख रुपये अथवा इससे अधिक राशि की एक वर्ष में कम से कम एक संविदा।
2. एकल संविदा के अंतर्गत 7.75 लाख रुपये अथवा इससे अधिक राशि की एक वर्ष में प्रत्येक कम से कम दो (2) संविदाएँ।

कार्य के लिए चयनित एजेंसी को केन्द्र/राज्य सरकार द्वारा निर्धारित न्यूनतम मजदूरी, ईएसआईसी, ईपीएफ और वस्तु एवम् सेवा कर (जैसा लागू हो), का अनुपालन सुनिश्चित करना होगा।

निबंधन और शर्तों सहित निविदा दस्तावेज (अप्रतिदेय/ अहस्तांतरणीय) दिनांक 29.01.2020 से अपराह्न 6:00 बजे से सीपीपी पोर्टल और इन्सा वेबसाइट से डाउनलोड किया जा सकता है। विधिवत् भरी हुए निविदा को अंतिम तिथि और समय पर अथवा उससे पहले जमा करा सकते हैं। विधिवत् भरे हुए निविदा दस्तावेजों को जमा करने की अंतिम तिथि 10.02.2020 को अपराह्न 5:00 बजे तक है। निविदाएँ दिनांक 11 फरवरी, 2020 को अपराह्न 3:00 बजे इन्सा में सक्षम प्राधिकारी द्वारा पहले से नियुक्त एक स्थायी समिति द्वारा खोली जाएँगी। अकादमी बिना कारण बताए किसी एक अथवा सभी निविदाओं को रद्द करने का अधिकार अपने पास सुरक्षित रखती है।

उप कार्यकारी निदेशक-॥ (वित्त एवम् प्रशासन)



INDIAN NATIONAL SCIENCE ACADEMY
Bahadur Shah Zafar Marg, New Delhi-110002
www.insaindia.res.in

NOTICE INVITING TENDER (NIT)

Sub.: Annual Service Contract for providing the services of Telephone Operators (04 Nos.) & Telecom Technician at INSA.

Sealed tenders are invited from eligible, reputed and experienced firms/agencies for the work cited above in Two Bids system for a period of one year. The agencies must have a valid labour licence under Contract Labour (Regulation and abolition) Act, 1970, Registered with Government's Statutory Bodies such as Labour Department, ESIC, EPF and Goods & Service tax authorities. The party must have carried out successfully the works during last three years in Govt./Semi Govt./Autonomous Institutes/ Public Sector Undertaking of repute are eligible to apply:

1. At least one contract amounting to Rs. 15.50 Lakhs or above per annum under a single contract.

OR

2. At least two (2) contracts each amounting to Rs. 7.75 Lakhs or above per annum under a single contract.

Agency selected for the work will have to ensure compliance of Minimum Wages fixed by the Central/State Government, ESIC, EPF & Goods & Service Tax (as applicable).

The tender documents (Non-returnable/ non-transferable) with terms and conditions can be downloaded from CPP portal and INSA website also from 29.01.2020 at 6:00 pm onwards. The tender duly filled up may be submitted on or before last date and time. The last date for submission of the duly filled up tender documents is 10.02.2020 till 5:00 pm. The tenders shall be opened by a standing committee already constituted by the competent authority on 11th February, 2020 at 3:00 pm at INSA. The Academy reserves the rights to reject or accept any or all the tenders without assigning any reason thereof.

Deputy Executive Director-II (F&A)



भारतीय राष्ट्रीय विज्ञान अकादमी
INDIAN NATIONAL SCIENCE ACADEMY

निविदा दस्तावेज
TENDER DOCUMENT

इन्सा में टेलीफोन ऑपरेटरों तथा टेलिकॉम टेक्निसियन की
सेवाओं के लिए वार्षिक सेवा संविदा

ANNUAL SERVICE CONTRACT FOR PROVIDING THE SERVICES OF
TELEPHONE OPERATORS & TELECOM TECHNICIAN
AT INSA

भारतीय राष्ट्रीय विज्ञान अकादमी

बहादुर शाह जफर मार्ग, नई दिल्ली-110 002

Indian National Science Academy

Bahadur Shah Zafar Marg, New Delhi-110 002



INDIAN NATIONAL SCIENCE ACADEMY
Bahadur Shah Zafar Marg, New Delhi - 110 002

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NOTICE INVITING TENDER

1. Sealed tenders are hereby invited for **Annual Service Contract for providing the services of Telephone Operators (04 Nos.) and Telecom Technician (01 No.)** from the eligible, reputed and experienced firms/ agencies in two bid system. The technical and financial bids should be separately submitted super-scribing on the envelope “**Tender for Annual Service Contract for providing the services of Telephone Operators and Telecom Technician at INSA**”, **Technical Bid** and **Financial Bid**. The financial bid will be opened when the firm is qualified the eligibility criteria of NIT. The mode of submission for offers is explained in the **APPENDIX - A** attached herewith.
2. The scope of work is given in **APPENDIX - B** of this tender’s scope of work. Please work out and quote your monthly rates.
3. Tenders should be submitted on the specified form (Non-transferable) which can be downloaded from CPP Portal and Academy’s website: www.insaindia.res.in from 29.01.2020 at 06:00 PM onwards.
4. The tender is to be submitted to the Deputy Executive Director – II (Finance & Administration), **Indian National Science Academy**, Bahadur Shah Zafar Marg, New Delhi -110 002 up to 5:00 PM on or before **10th February, 2020** along with earnest money deposit (EMD) of Rs 20,000/- (Rupees Twenty Thousand only) in the form of Demand Draft/ Banker’s Cheque/ Pay Order in favour of **Indian National Science Academy** payable at New Delhi drawn on any nationalized bank. **The tenders shall be opened on 11th February, 2020 at 03:00 PM by a standing committee already constituted by the competent authority in presence of parties or representatives of the firms at INSA.** Tender should be submitted at the reception of the Academy on or before the last date and time of submission of tender as mentioned above. Tenders received without earnest money (EMD) will be treated as invalid.
5. Canvassing in any manner in connection with the tender is prohibited and the tender submitted by the tenderer who resort to canvassing is liable for rejection.
6. Total Earnest money deposit will be forfeited if the contractor fails to commence the work as per letter of award or the time to start the work is duly extended on the basis of valid reason if provided by the contractor to whom the work has been awarded.
7. The tenderer shall not be permitted to tender for works in the Academy in case his relative is posted in the Academy. He shall also intimate the names of persons who are working with him in any capacity or subsequently employed by him and whose relatives are as mentioned above.
8. The complete contract documents to be complied with by the tenderer whose tender may be accepted, can be seen at the office of the Assistant Executive Director- II (Estate) at INSA, Bahadur Shah Zafar Marg, New Delhi-110 002.
9. Tender shall be submitted remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be extended by mutual consent and with approval from the competent authority.
10. The Tenderer should quote rates in figures as well as in words, which he shall also work out the amount for each item of work and write in both figures and words. On checking, if there are differences between the rates quoted by the tenderer in words and in figures or in the amount worked out by him the following procedure will be followed:

- a) When there is a difference between the rates in figures and in words, the rates which correspond to the amount worked out by the tenderer shall be taken as correct.
 - b) When the amount of an item is not worked out by the tenderer or it does not correspond with the rates written either in figures or in words, the rate quoted by the tenderer in words shall be taken as correct.
 - c) When the rates quoted by the tenderer in figures and in words tallies but the Amount is not worked out correctly the rate quoted by the tenderer shall be taken as correct and not the amount.
 - d) Overwriting in tender document is not allowed.
11. The Academy has reserved the right to accept or reject/cancel any or all the tenders without assigning any reason thereof.

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ELIGIBILITY CRITERIA :

S.N.	DESCRIPTION
1.	Company Registration with Statutory body of State/ Central Government
2.	ESIC Registration
3.	EPF Registration
4.	PAN Number
5.	GST Registration
6.	The charges towards the tender cost will be free as per the GFR 2017 Rules
7.	Earnest Money Deposit (EMD) of Rs. 20,000/- (Demand Draft/Bankers cheque drawn in favour of India National Science Academy payable at Delhi The exemption in regard of EMD bid security will be consider as per Government of Indian rules on production of supporting document/papers
8.	Work Experience- At least one contract amounting to Rs. 15.50 Lakhs or above per annum under a single contract of similar nature. OR At least two (2) contracts each amounting to Rs. 7.75 Lakhs or above per annum under a single contract of similar nature.

MODE OF SUBMISSION:

The sealed tender will have to be submitted by the tenderer in two bid system (two separate bids). One is '**Technical Bid**' and another is '**Financial Bid**'. The technical and financial bids may be submitted separately, super-scribing on the envelopes "**Tender for Annual Service Contract for providing the services of Telephone Operators and Telecom Technician at INSA**". The financial bid will be opened when firm qualifies technically.

1. The offer may be inclusive of latest minimum wages as per NCT of Delhi rates, ESIC, EPF, administrative charges and GST. No enhancement in consolidated amount on any account will be entertained by INSA except VDA announced in between the year. This will be reimbursed if paid by the agency to his workers.
2. All covering letters and information to be included in the offer shall be submitted in original or attested copies and all the pages of the offers are to be signed and stamped by the contractor.
3. You are advised to submit your offer strictly according to the terms and conditions, indicated in the **ANNEXURE -I.**
4. In case of any clarifications/doubts, you are advised to contact Shri B. K. Rajput, Assistant Executive Director-II Estate, on any working day between 10:00 AM to 5:00 P.M. on or before 10th February, 2020 except weekly off (Saturday and Sunday) and holidays.
5. Please return the documents even if you do not intend to quote the rates.
6. The Deputy Executive Director-II (F&A), Indian National Science Academy, reserves the rights to accept or reject any or all the tenders without assigning any reason thereof.
7. Tender papers are not transferable.

First Envelope (Technical Part Details):

First Envelope should contain details of following:

1. The offer shall accompany your organization bio-data giving details of successfully carried out at least one contract/work of similar nature having annual contract value of Rs.15.50 Lakhs (approx.) or above **OR** at least two (2) contracts each amounting to Rs. 7.75 Lakhs or above in Govt./ Semi Govt./Public Sector Undertaking (PSUs) ,Central/ State Govt's Autonomous Institutions of repute during the last three (3) years.
2. Annual contract(s) during the last three years to be supported by Performance Certificate (Issued by the Head of Division or by the organization which awarded the work).
3. The details of registration of firm with statutory body i.e. Labour Department of NCT of Delhi under Contract Labour Act, EPFO & ESIC registration detail and PAN Number under the Income Tax Act and registration with GST. Registration of firm with labour department or any other statutory body of State/Central Govt., ESIC, EPF, PAN and GST is essential. Attested copy of registration documents should be enclosed.

4. The firm should have at least minimum one year's experience in the field of providing/supply of manpower i.e. **telephone operators/computer operators/data entry operators or similar works and telecom technician in Govt./Semi-Govt./Autonomous organizations/PSUs etc.**
5. Banker's cheque/bank draft of Rs. 20,000/- as earnest money deposit (EMD) drawn on any nationalized bank in favour of **Indian National Science Academy** payable at New Delhi.

Second Envelope (Financial Part):

1. Second envelope should contain a '**Financial Bid**' containing terms & conditions **ANNEXURE - I** and scope of work **APPENDIX - B** given in the tender form duly signed and stamped by the firm/agency /contractor.
2. Financial Bid (**ANNEXURE - II**) should be duly signed and stamped by the firm/ contractor.

The last date of submission of complete tender documents is **10th February, 2020 at 5:00 pm**. The tenders shall be opened on **11th February, 2020 at 3:00 pm** by a standing committee appointed by the competent authority of the Academy (INSA) in presence of tenderers/parties or their authorized representatives at INSA.

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TERMS AND CONDITIONS OF CONTRACT:

1. The work shall be carried out as per scope of work. Wherever it is mentioned in the scope of work that the contractors shall provide certain facilities/materials. It is implied that the contractor shall do so at his own cost.
2. The tender form shall be clearly filled in ink legible or typed. The tenderer should quote amount tendered by him/them in figures and as well in words. Each sheet of the tender form should be signed by the tenderer himself. The forwarding letter should be signed along with quotations. Copies of the PAN number and satisfactory performance certificate issued by the concerned agency(s), organizations where such type of work jobs have been performed by the contractor earlier should also be enclosed.
3. The Academy will deduct income tax/TDS and other taxes from monthly bill as per Govt. Rules, if applicable.
4. If any bidder or tenderer quote the administrative charge/ service charge as "NIL or Zero (0)" then the Academy will reject/ cancel the tender as per GFR-2017.
5. Providing of suitable manpower as and when required in addition to the requirement already mention in the tender.
6. Within 15 days of the receipt of award letter from the Academy, the successful firm shall furnish the security deposit of 10% of the annual value of contract by Pay Order/Bank's Cheque/Demand Draft in favour of the **Indian National Science Academy payable at New Delhi** for due performance of the contract. EMD amount will be adjusted with total amount of security. In the event of any breach/violation contravention of any terms & conditions contained herein by the contractor, the said security deposit shall be forfeited by the Academy. No interest shall be paid by the Academy on earnest money or security deposit (SD) deposited in INSA.
7. The work shall be carried out as per scope of work mentioned in Appendix-B. Wherever it is mentioned in the scope of work that the contractor shall provide certain facilities/materials, if required. It is implied that the contractor shall do so.
8. The contractor shall prepared an agreement on a non-judicial stamp paper of Rs.100/- after due approval by INSA. The first payment shall be released only after the agreement is signed. The contractor will provide the stamp paper at their own cost.
9. No worker below the age of 18 years shall be deployed at INSA. The contractor shall pay not less than the minimum wages as per the Govt. of NCT of Delhi to his workers plus ESIC & EPF as applicable and keep INSA indemnified in this respect. The contractor will submit challans of ESIC, EPF, ECRs of ESI and EPF and proof of payment made to his persons deployed at INSA with monthly bill to the Academy.

10. The Contractor shall comply with all the relevant laws and statutory requirements covered under various laws/Acts such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act 1970, EPF, ESIC and various other Acts as applicable from time to time with regard to the persons engaged by the contractor at INSA.
11. The contractor shall pay the Bonus to his employees in an accounting year in accordance with the provisions of this Act, (Payment of Bonus Act 1965) provided he has worked in the establishment for not less than thirty working days in that year.
12. As far as EPF is concerned, it shall be duty of the contractor to get EPF code numbers (UAN) allotted by RPFC against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with respective EPF authorities within 7 days of close of every month. Giving particulars of the employees engaged for the INSA works, is required to be submitted to the INSA. In any eventuality, if the contractor failed to remit employee/ employer's contribution towards EPF subscription etc. within the stipulated time, INSA is entitled to recover the equal amount from any money due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for the INSA.
13. The contractor will provide ESIC and EPF numbers/smart card of persons to whom the payments/wages are paid by him in INSA. Statement of deduction of EPF, ESIC and wage sheet shall be provided by the contractor of every month with monthly bill.
14. The contractor will provide EPF statement/Universal Account Number (UAN) and ESIC smart cards to his persons deployed in the Academy.
15. The contractor will maintain attendance register/sheet on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the INSA. While raising the bill, deployment particulars of the personnel engaged during each month, shift wise should be shown. The contractor's manpower shall be available all the time as per their duty chart/roaster and they shall not interchange their duties from one another or shall not leave their place of duty without prior permission.
16. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the officers/staff/visitors and should project an image of utmost discipline. The INSA shall have right to have any person removed in case of officer/staff/visitors complaints, if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
17. The contractor shall get persons screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Only physically and mentally fit personnel shall be deployed for duty at INSA.
18. The ESIC and EPF are mandatory elements, without ESIC and EPF registration the tenders shall not be accepted by the Academy. The contractor will provide ESIC & EPF statement/smart cards to his employees.

19. Monthly payments to the workers will be subject to on-the-spot check by INSA.
20. The contractor will provide the services of manpower whenever is required by the Academy on extra hours duty.
21. The contractor will pay OTA to his workers in case they are retained for extra work as per the minimum wage rates. EPF will not be claimed on OTA amount and ESIC will be paid on OTA as applicable.
22. The agency shall be responsible to provide immediate replacement of their staff under intimation to concern officer of INSA who is not available for duty at the place of posting. In case of absence from duty of the worker and if no substitute is provided, the Academy shall make deductions from the monthly bill in accordance with their wages paid to them by contractor keeping in view the total absence of the worker from duty plus suitable penalty as decided by INSA. This exercise should not be repeated frequently, otherwise Academy will take appropriate action in the matter.
23. That the agency staff shall be available all the time as per their duty timings and they shall not leave their place of duty without prior permission of Estate Supervisory staff.
24. The agency staff shall work under overall supervision and direction of this Academy's Estate Section will be given to the contractor from time to time. The attendance register be maintained by the contractor and that shall be produced when required by the Academy.
25. Tender must be unconditional. The conditional tenders shall not be accepted by the Academy.
26. The contractor will provide all manpower having adequate experience in the relevant field as mentioned in the tender. The manpower deployed at INSA will be interviewed by dealing officer(s) to know their aptitude before they are deployed to work at INSA, where it is necessary.
27. The Academy shall have the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty.
28. The Agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
29. That the tenders not conforming to these requirements will be rejected and no correspondence thereof shall be entertained whatsoever.
30. The Academy reserves the right to withhold the payment in the event of unsatisfactory performance of the work contract. In such eventuality, the Academy further reserves the right to get the work done through other agencies and payment will be recovered from the contractor's monthly bill or his security deposit and same may be forfeited.
31. Any dispute or differences whatsoever arising between the parties relating to meaning scope, operation or effect of this contract/agreement or validity or breach thereof shall be settled by arbitration of a single arbitrator to be appointed by President of this Academy (INSA) and the

award made in pursuance thereof shall be binding on the parties. The venue of arbitration proceeding shall be in New Delhi. The court at New Delhi shall only have the jurisdiction over the matter in case of any dispute.

32. Any person who is an employee of the Academy shall not be made a partner to the contract by the contractor directly or indirectly in any manner whatsoever.
33. The contractor will pay/disburse monthly wages to his workers on or before 10th day of every month positively through RTGS/ECS or cheque in presence of representative of INSA. The contractor cannot disburse the payment in cash to his employees in any case/occasion without getting the prior approval from the Academy.
34. The contractor will provide to INSA name(s) of person/employee/partner authorized to sign the papers/deal with INSA.
35. In case any accident during course of duty of a worker at the site, the contractor will take care of the person in all respects. INSA will not be bound to pay any compensation in this respect.
36. The contractor shall indemnify the Academy against all other damages/charges and expenses for which the Academy may be held liable or pay on account of the negligence of the contractor or his employees or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person of in executing the work or otherwise and against all claims and demands thereof.
37. If any information furnished by contractor is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit (SD) is liable to be forfeited by the Academy.
38. The contract can be terminated by giving one month's notice in writing on either side before the expiry of said term of said contract without assigning any reasons thereof.
39. The contractor and his staff shall follow the guidelines/norms of INSA as directed to them from time to time.
40. The contractor shall promptly notify to INSA of any subsequent change in the constitution of their firm. It shall be open to INSA to terminate the contract on the death, retirement, dissolution, insanity or insolvency of any person being a partner without the approval in writing of INSA but such option, shall not be exercised or withheld unreasonably.
41. The contractor shall certify in writing, that there is no dispute between the contractor and his workmen if any sort regarding statutory requirement. The contractor will also certify that persons deployed in the Academy do not have any criminal record. The bonafide of the work.
42. The contractor will rotate his persons from time to time with full knowledge of INSA and provide substitute thereof the staff engaged by the contractor shall work within the ambit of the scope of work.

43. This is an annual service contract (contractual agreement) and not one of creating any employment. There shall be no employer/ employee relationship between INSA and contractor or his employee. The contractor will be liable to discharge statutory liabilities to its employees and furnish photocopies or proof of having done so. The contractor shall give an undertaking that the persons so deployed in the Academy are on his pay rolls.
44. INSA will have no liability as far as contractor's staff is concerned. Any claim/compensation will be settled by the contractor directly with his workers without INSA's involvement. In case labour case is filed and expenses shall be borne by the contractor to settle the case.
45. Any claim/compensation will be settled by the contractor directly with his workers without INSA's involvement. In case labour case is filed the expenses shall be borne by the contractor to settle the case.
46. The contractor will provide latest colour photograph, photo identity cards such as Aadhaar card/Voter card, PAN card, address (permanent & correspondence) proof and qualification certificates dully attested by the gazetted officer along with Curriculum Vitae (CV) of all the persons selected for this job at INSA and after getting clearance only such persons will be deployed.
47. The contract period will be for one year from the date of commencement as mentioned in award letter. This contract may be further extended on yearly basis upto maximum of two (2) years by the Academy on same terms & conditions, if the services of agency/company/firm are found satisfactory during the period of previous contract(s).
48. The persons/manpower engaged by the contractor shall not take part in any union and association activities.
49. The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
50. In case of any person either on duty or off time is found drunk or found involved in activities unbecoming to ethics or negligence to be removed immediately and suitable penalty will be imposed on the contractor maximum up to Rs. 500/- (Rupees five hundred only).
51. During the course of contract, if any person of the contractor is found to be indulging in any corrupt or illegal practices causing any loss of revenue to the INSA shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Security
52. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's person (s) shall attend the court as and when required.
53. In case any of contractor's person(s) deployed under the contract is (are) absent, a penalty equal to the wages of the number of person(s) absent on that particular day shall be levied by the INSA and the same shall be deducted from the contractor's monthly bill.

54. INSA will not be liable or responsible to provide any residential accommodation to the person(s) deployed at its premises.
55. The INSA shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The INSA does not recognize any employee-employer relationship with any of the workers of the contractor.
56. If as a result of post payment audit of any overpayment is detected in respect of any work done by the agency/contractor or alleged to have done by the agency under the tender, it shall be recovered by the INSA from the agency.
57. The contractor will provide the **Police Verification Report (PVR)** of all his employees before deployment at INSA under this contract.
58. The contractor shall get workers screened for visual, hearing, gross physical defects and contagious diseases and will provide a **Medical Fitness Certificate** to this effect for each personnel deployed. Only physically and mentally fit personnel shall be deployed for duty.
59. If any underpayment is discovered, the amount shall be duly paid to the agency by the INSA.
60. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the INSA.
61. The contractor will provide to his employees the **complete uniform along with company logo/badges** and identity cards duly stamped and signed by the authorized signatory of the agency/firm before deployment of manpower at INSA.
62. The Academy reserves the right to accept or reject any or all the tenders at any time during its process without assigning any reasons thereof.

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1. SCOPE OF WORK:

The scope of the services to be rendered under the contract includes:

1. To operate telephone console of NEC, Japan EPABX system round the clock by providing four telephone operators one in each shift (shift - I, II & III) and one as reliever
2. Pickup external telephone calls and transfers these calls at the desired extension numbers.
3. To attend the guests and visitors visited at INSA reception during the seminars, symposiums, meetings and conferences in the office hours and beyond the office hours.
4. To provide the information required by the INSA officers, staff, guests and visitors time to time.
5. Call the taxi/cab for the INSA guests as and when they required.
6. He/she should be confident and polite with a pleasant telephone manner.
7. Handle and maintain the records of canteen coupons with INSA staff, guests, visitors and labours etc.
8. Lady operators will be employed during the day time only.
9. Operation of STD/ISD/PCO telephone and handling of cash collected as per instructions. The collected cash is deposited to the Finance Section on daily basis.
10. Works to help with polite nature to the visitors and guests staying in INSA guest house.
11. Regularity and punctuality in attendance and politeness, courteous behavior are necessary requirements.
12. Well versed in the testing procedure of incoming and outgoing junctions in the EPABX system.
13. Knowledge of charging system with respect to STD/ISD calls with reference to pulse rate system and charging slabs in various time slots during the day.
14. Receiving the mails/couriers after office hours, weekly off days (Saturday & Sunday) & holidays and handing over to Receipt (diary) Section at the earliest.
15. Attending the lift alarm as and when it is observed.
16. Fault reporting and fault pursuing in MTNL, Delhi.

2. REQUIREMENT OF MANPOWER:

Providing the manpower to work 6 days in a week as specified below:

Deployment of telephone operators
(Matriculates but not graduate with 3 years' experience
in telephone operation)

- 04 Nos.

Deployment of telecom technician
(Graduate and above with 3 years' experience or
10th pass with 7 years' experience in the field of
Maintenance of telephone systems)

- 01 No

3. INFORMATION REQUIRED

The contractors including individual firms are requested to provide the following information with necessary supporting documents.

- a) Contractor's identification data as per enclosed form - I
- b) Contractor's financial resources as per Form - II
- c) Contractor's previous experience as per Form - III

Experience in providing of Telephone operators and Telecom technician at various Central/State Govt./Semi-govt./Autonomous/Public institutions and PSUs etc.

- d) Contractor's current job details as per Form - IV

The following documents shall be submitted by the contractor along with the application.

- 1) The agency should carried out/completed successfully at least two work contracts each amounting to Rs. 15.50 Lakhs (approx.) or above per annum under a single contract during last three years in Central/State Govt./Semi Govt./ Autonomous Institutions/Public Sector Undertaking of repute are eligible to apply.
- 2) Details of at least one similar contract/work carried out in last three (3) years with value of amounting to Rs 15.50 Lakhs (approx.) per annum with copies of work orders and completion certificate, etc or at least two (2) contracts each amounting to Rs. 7.75 Lakhs or above in Govt./ Semi Govt./Public Sector Undertaking (PSUs) ,Central/ State Govt's Autonomous Institutions of repute during the last three (3) years
- 3) Performance/experience certificates issued by clients establishing the agency's credibility etc.

Incomplete applications or applications without supporting documents are not likely to be considered.

Applicant shall give details about himself or any of his partners/ shareholders who has ever been black listed/ removed from the approved list of agencies or demoted to lower class by order passed, banning/ suspending business with the applicant etc. by any department in the past. This is to be submitted as an undertaking in the letter head.

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FORM - I: CONTRACTOR'S IDENTIFICATION DATA

Affix duly
attested
P.P. size
photograph
of the tenderer

1. Name :

2. Firm Type :

3. Registration Data :
Date of registration and name(s) of
Govt. agency from where registered
(Attested or self-attested copy of registration
From statutory body may be enclosed)

4. Specialized work area :

5. Head Office with address :

6. Contact No.: Telephone Number :
Mobile Number :

7. List of names of Partners/directors
of your firm :

8. Delhi office address :

Note: Attach separate sheets, if required.

Note: If yours is a partnership firm then given name and address of both the partners.
If it is Pvt. Ltd. company - give names and addresses of authorized signatory(s) and directors
to act on behalf of your company.

FORM - II: CONTRACTOR'S FINANCIAL DATA

LATEST YEAR (2019 - 2020):

- a) Total annual turnover: -----
- b) Job work turnover: -----
- c) No. of clients/organizations: -----
- d) Income Tax Clearance Certificate (ITCC), if issued: -----

PREVIOUS YEAR (2018 - 2019):

- a) Total annual turnover: -----
- b) Work turnover: -----
- c) Assets: -----
- d) Income Tax Clearance Certificate (ITCC) furnished: -----

BANKERS:

- a) NAME:-----
- b) ADDRESS:-----

FORM - III: CONTRACTOR'S PREVIOUS EXPERIENCE DATA

I. EXPERIENCE (2017 - 2018):

- a) Name of the contract-I: -----
- b) Client's name: -----
- c) Client's address and telephone number: -----

- d) Start date:-----
- e) Nature of job: -----
- f) Completion date: -----
- g) Total value of work: -----
- h) Supporting documents: -----

II. EXPERIENCE: 2016 – 2017:

- a) Name of the contract-II: -----
- b) Client's name: -----
- c) Client's address and telephone number: -----

- d) Start date: -----
- e) Nature of job: -----
- f) Completion date: -----
- g) Total value of work: -----
- h) Supporting documents: -----

FORM - IV: CONTRACTOR'S CURRENT JOBS' DATA

I. EXPERIENCE (2019 - 2020):

- a) Name of the contract-I: -----
- b) Nature of work: -----
- c) Client's name: -----
- d) Client's address: -----

- e) Date of commencement: -----
- f) Completion date: -----
- g) Total value of work: -----
- h) Supporting documents: -----
- i) Number of Person/Manpower Deployed: -----

II. EXPERIENCE (2019 - 2020):

- a) Name of the contract-II: -----
- b) Nature of work: -----
- c) Client's name: -----
- d) Client's address: -----

- e) Date of commencement: -----
- f) Completion date: -----
- g) Total value of work: -----
- h) Supporting documents: -----
- i) Number of Person/Manpower Deployed: -----

Note: Please give details of actual current jobs in hand. Please attach separate sheet, if required

INDIAN NATIONAL SCIENCE ACADEMY
Bahadur Shah Zafar Marg, New Delhi-110002

FINANCIAL BID

Sub: Annual service contract for providing the services of Telephone Operators (4 Nos.) for operation of EPABX round the clock at reception and Telecom Technician (1 No.) at INSA.

S.N.	Particulars	Qty.	Charges Per Month/ Per Person
1.	Telephone Operators Matriculate but not graduate with three (3) years experience	04 Nos.	<ul style="list-style-type: none"> ➤ Minimum wages Rs...../- per person ➤ EPF Contribution @.....% = Rs...../- ➤ ESIC @.....% = Rs...../- Total Rs. _____ X 04 = Rs. _____/-
2.	Telecom Technician (Graduate and above with 3 years' experience or 10 th pass with 7 years' experience	01 No.	<ul style="list-style-type: none"> ➤ Minimum wages Rs...../- per person ➤ EPF Contribution @.....% = Rs...../- ➤ ESIC @.....% = Rs...../- Total Rs. _____ X 01 = Rs. _____/-
3.	Total (Item -1 to Item -2)		Rs. _____/-
4.	Admin charges @.....% (on Item -3)		Rs. _____/-
5.	Total (Item -3 & Item -4)		Rs. _____/-
6.	GST @%		Rs. _____/-
7.	Any other charges which the contractor may like to indicate/include		Rs. _____/-
8.	Net amount all inclusive (Item -5 to Item -7)		Rs. _____/-

(In words Rupees:
.....)

Name of the contractor:

Address:

.....

Phone No.:

Signature:

Affix rubber stamp

Note: Latest announced minimum wage by Delhi Govt. may be taken for calculation.