



भारतीय राष्ट्रीय विज्ञान अकादमी

बहादुर शाह ज़फर मार्ग, नई दिल्ली-110002

<https://insaindia.res.in>

निविदा आमंत्रण सूचना (एनआईटी)

(खुली निविदा)

विषय: इन्सा में टेलीफोन ऑपरेटर और टेलीफोन तकनीशियन की सेवाएँ प्रदान करने के लिए वार्षिक संविदा।

एक वर्ष की अवधि के लिए दो बोली प्रणाली (तकनीकी बोली और वित्तीय बोली) के अंतर्गत उक्त कथित कार्य के लिए पात्र, पंजीकृत, प्रतिष्ठित, वित्तीय रूप से मजबूत और अनुभवी कंपनियों/ फर्मों/ एजेंसियों/ सहकारी समितियों से मुहरबंद निविदाएँ आमंत्रित की जाती हैं जिसे दोनों पक्षों की आपसी सहमति से समान नियमों और शर्तों पर वार्षिक आधार पर आगे दो (2) वर्ष की अवधि के लिए बढ़ाया जा सकता है।

फर्मों/ एजेंसियों के पास संविदा श्रम (क्रांति और उन्मूलन) अधिनियम, 1970 के अंतर्गत लेबर लाइसेंस होना चाहिए, वे ईएसआई, ईपीएफ, वस्तु और सेवा कर (जीएसटी) के साथ पंजीकृत हों, संबंधित विभागों/ प्राधिकरण / सांविधिक निकायों से उनका पैन हो और पिछले तीन वित्तीय वर्षों में सफलतापूर्वक निम्न कार्य किए हों:

1) अनुमानित लागत रूपये 18.0 लाख का 40% (चालीस प्रतिशत) के बराबर राशि की लागत वाली तीन सदृश्य पूर्ण सेवाएँ;

अथवा

2) अनुमानित लागत रूपये 18.0 लाख का 50% (पचास प्रतिशत) के बराबर राशि की लागत वाली दो सदृश्य पूर्ण सेवाएँ;

अथवा

3) अनुमानित लागत रूपये 18.0 लाख का 80% (अस्सी प्रतिशत) के बराबर राशि की लागत वाली एक सदृश्य पूर्ण सेवा;

सरकारी/अर्ध-सरकारी/स्वायत्त संस्थानों/सार्वजनिक क्षेत्र के उपक्रमों (पीएसयू) में पंजीकृत फर्म/एजेंसियाँ आवेदन करने के लिए पात्र हैं। कार्य के लिए चयनित कंपनी/फर्म/एजेंसी को केंद्र/राज्य सरकार, ईएसआई एवम् ईपीएफ आदि द्वारा निर्धारित न्यूनतम मजदूरी का अनुपालन सुनिश्चित करना होगा।

नियमों और शर्तों तथा कार्य के दायरे सहित निविदा दस्तावेज (अहस्तांतरणीय) दिनांक 2 फरवरी, 2023 को 18:00 बजे से सीपीपी पोर्टल से और इन्सा वेबसाइट: <https://insaindia.res.in> से भी डाउनलोड किया जा सकता है। विधिवत रूप से भरी हुई निविदा अंतिम तिथि और समय अर्थात् 13 फरवरी, 2023 को 17:00 बजे तक या उससे पहले जमा की जा सकती है। निविदाएँ 14 फरवरी, 2023 को 11:00 बजे सक्षम प्राधिकारी द्वारा नियुक्त समिति द्वारा इन्सा में खोली जाएँगी। अकादमी बिना कोई कारण बताए किसी भी या सभी निविदाओं को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखती है।

उप कार्यकारी निदेशक- I (वित्त एवम् प्रशासन)



INDIAN NATIONAL SCIENCE ACADEMY

Bahadur Shah Zafar Marg, New Delhi-110002

<https://insaindia.res.in>

NOTICE INVITING TENDER (NIT)

(OPEN TENDER)

Subject: Annual contract for providing the services of Telephone operator & Telecom Technician at INSA.

Sealed tenders are invited from eligible, registered, reputed, financially sound and experienced companies/ firms/ agencies/ co-operative societies for the above said work under **Two Bid System** (Technical Bid and Financial Bid) for a period of one year which can be extended for further period of two (2) years on yearly basis on the same terms & conditions with mutual consent of both the parties.

The firms/agencies having labour licence under Contract Labour (Revolution & Abolition) Act, 1970, registered with ESI, EPF, Goods & Service Tax (GST), PAN from concerned departments/authority/statutory bodies and have successfully carried out work in last three financial years.

- 1) Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost of Rs. 18.0 Lakhs;
OR
- 2) Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost Rs. 18.0 Lakhs;
OR
- 3) One similar completed services costing not less than the amount equal to 80% (eighty percent) of the estimated cost Rs. 18.0 Lakhs.

The firms/agencies should registered in Govt./ Semi-Govt./ Autonomous Institutions/ Public Sector Undertakings (PSUs) are eligible to apply. The company/ firm/ agency selected for the work will have to ensure the compliance of minimum wages fixed by Central/State Government, ESI & EPF etc.

The tender document (Non-transferable) with terms & conditions and scope of work can be downloaded from CPP portal and INSA website: <https://insaindia.res.in> also from 2nd February, 2023 at 18:00 hours onwards. The tender duly filled up may be submitted on or before last date and time i.e. 13th February, 2023 till 17:00 hrs. The tenders shall be opened by a committee appointed by the competent authority on 14th February, 2023 at 11:00 hrs. at INSA. The Academy reserves the rights to accept or reject any or all the tenders without assigning any reason thereof.

Deputy Executive Director-I (F&A)

TENDER NO.

: INSA/ESTATE/TELE. OPERATOR/2022-23/

TENDER DOWNLOADED BY:

**TENDER DOCUMENT
(OPEN TENDER)**

**ANNUAL SERVICE CONTRACT FOR PROVIDING THE SERVICES
OF TELEPHONE OPERATORS & TELECOM TECHNICIAN
AT INSA
BAHADUR SHAH ZAFAR MARG, NEW DELHI - 110 002**

**DATE & TIME TENDER AVAILABLE
ON CPP PORTAL and INSA WEBSITE**

: 02.02.2023 at 18:00 Hrs.

**LAST DATE & TIME FOR SUBMISSION
OF TENDER AT INSA**

: 13.02.2023 (up to 17:00 Hrs.)

DATE & TIME OF OPENING OF TENDER

: 14.02.2023 at 11:00 Hrs.



INDIAN NATIONAL SCIENCE ACADEMY

Bahadur Shah Zafar Marg, New Delhi - 110002

**Tel: 91-11- 23 221931 - 23221950 (EPABX), Fax: 91-11- 23235648, 23231095
E-mail: estate@insa.nic.in, insaestate@gmail.com; Website: <https://insaindia.res.in>;**

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

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Note:

Tenderers should confirm that they have received all the above documents. The nature and the site of works can be seen personally. **The parties are required to mention their full address, contract number and email ID on the envelope for any future correspondence.**

Tender can be downloaded from CPP Portal and Academy's website: <https://insaindia.res.in> from **02.02.2023 at 18:00 Hrs** onwards. The tenderer does not need to submit the tender fee along with tender at the time of submission. The Academy will not charge any fee against the tender cost.

NOTICE INVITING TENDER

1. Sealed tenders are hereby invited for **Annual Service Contract for providing the services of Telephone Operators and Telecom Technician at INSA** from eligible, reputed and experienced firms/ agencies in two separate bids. The technical and financial bids should be submitted separately super-scribing on the envelope "Tender for 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 technically qualified. The mode of submission for offers is explained in the **APPENDIX - A** attached herewith.
2. The scope of work is given as **APPENDIX - B** of this tender's scope of work. Please work out and quote your monthly rates accordingly.
3. Tenders should be submitted on the specified form (Non-transferable) which can be downloaded from CPP Portal and Academy's **website: <https://insaindia.res.in>** from 02.02.2023 at 18:00 Hrs.
4. The tender will be addressed to the Deputy Executive Director-I (Finance & Administration), **Indian National Science Academy**, Bahadur Shah Zafar Marg, New Delhi - 110002 and same will be submitted at reception of the Academy up to 17:00 Hrs. on or before **13th February, 2023** along with earnest money deposit (EMD) of Rs 36,000/- (Rupees Thirty Six Thousand only) in the form of Demand Draft/ Banker's Cheque/ Pay Order in favour of **Indian National Science Academy** of any nationalized bank payable at New Delhi.
5. 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. The tender shall be opened at INSA on **14.02.2023 at 11:00 Hrs.** by a committee appointed by the competent authority.
6. 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.
7. Total Earnest Money Deposit (EMD) 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.
8. 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 name(s) of persons who are working with him in any capacity or subsequently employed by him and whose relatives are as mentioned above.
9. Complete tender documents to be complied with by the tenderer who intends to submit the tender, the tenderer may see the tender document at the office of the Assistant Executive Director-II (Estate), Bahadur Shah Zafar Marg, New Delhi-110 002 at INSA. If he face any problem in downloading tender from CPP portal and INSA website also.

10. Tender submitted remains 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 by the competent authority.
11. 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 both in 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:
- 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.
 - 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.
 - When the rate 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.
 - Overwriting in tender document is not allowed.
12. The Academy reserves the rights to accept or reject any or all the tenders without assigning any reason thereof.

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ELIGIBILITY CRITERIA:

The following documents are mandatory to attach with the tender as per minimum eligibility criteria.

S. N.	DETAILS OF DOCUMENTS
1.	Registration with Statutory Body/agencies i.e. Labour Department under contract labour (Regulation & Abolition), Act 1970 to provide services of contract manpower in organizations.
2.	ESI Registration
3.	EPF Registration
4.	PAN Number
5.	GST Registration
6.	Power Attorney, if applicable
7.	Office address: The firm/party must have their office (branch/registered/head office) in Delhi NCR.
8.	The charges towards the tender cost will be free as per the GFR 2017 Rules.
9.	The EMD of Rs. 36,000/- through banker's cheque/demand draft/ online mode
10.	Exemption of EMD: MSMEs firms are exempted for the submission of EMD subject to submission of valid UDYAM certificate.
11.	Work Experience: 1) Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost of Rs. 18.0 lakhs in last three years; OR 2) Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost of Rs. 18.0 lakhs in last three years; OR 3) One similar completed services costing not less than the amount equal to 80% (eighty percent) of the estimated cost of Rs. 18.0 lakhs in last three years

MODE OF SUBMISSION:

The sealed tender will have to be submitted by the tenderer in two separate bids. One is 'Technical Bid' and another is 'Financial Bid'. The technical and financial bids shall be submitted separately, super-scribing on the envelopes "Tender for 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 firm qualifies in their technical bid (technically).

1. The offer may be inclusive of latest minimum wages as per Govt. of NCT of Delhi rates (VDA), EPF, ESI, Goods & Service Tax (GST), administrative charges and other charges including uniforms and identity cards etc. (Details given in financial bid).
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 authorized signatory.
3. Tenderers are advised to submit their 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 Assistant Executive Director-II (Estate) on any working day from 10:00 AM to 5:00 PM.
5. The Deputy Executive Director-I (Finance & Administration), Indian National Science Academy reserves the rights to accept or reject any all the tenders without assigning any reason thereof.
6. Tender papers are not transferable.

First Envelope (Technical Bid):

First Envelope should contain details of following:

Work Experience:

- 1) Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost of Rs. 18.0 lakhs in last three years;
OR
- 2) Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost of Rs. 18.0 lakhs in last three years;
OR
- 3) One similar completed services costing not less than the amount equal to 80% (eighty percent) of the estimated cost of Rs. 18.0 lakhs in last three years.

1. Annual contract(s) during the last three (3) years to be supported by Performance Certificate (Issued by the Head of Division or by the organization which awarded the work).
2. Details of Registration of the firm with Statuary Body, EPF, ESI registration detail and PAN Number under the Income Tax Act and registered with Goods & Service Tax (GST) Department. Attested copies should be attached with the tender.
3. The firm should have registered in Govt./ Semi-Govt./ Autonomous Institutions/ Public Sector Undertakings (PSUs) are eligible to apply. The company/ firm/ agency selected for the work will have to ensure the compliance of minimum wages fixed by Central/State Government, ESI & EPF etc.
4. The firm should have at least two (2) years' experience in providing the contract services of telephone operator and telecom technician in Central/State Govt. /Semi-Govt./Autonomous/ Govt. Institutions/Public Sector Undertakings of repute.
5. Registration with Statutory Body/agencies i.e. Labour Department under contract labour (Regulation & Abolition), Act 1970 to provide services of contract manpower in organizations.
6. List of clients where contract manpowers were deployed for providing the services of telephone operator and telecom technician at INSA.
7. Registration of Company with Statuary Body of State/Central Government.
8. It is mandatory that the firm/contractor must have their own office (head/ registered/ branch) in Delhi for dealing day to day affairs of contract.

Second Envelope (Financial Bid):

Second envelope should contain a 'Financial Bid' as per the terms and conditions **ANNEXURE - I** and scope of work is given in the tender form **APPENDIX - B** respectively.

The tender shall be opened on **14.02.2023 at 11:00 Hrs.** by a committee appointed by the competent authority. The last date of submission of completed tender document is **13th February, 2023 till 17:00 hrs.**

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TERMS AND CONDITIONS OF CONTRACT:

1. The work shall be carried out as per scope of work as 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.
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 as in words. Each sheet of the tender form should be signed by the tenderer himself. The forwarding letter attached along with tender should be signed by the party. 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. If the quoted amount by the two or more bidders/tenderers matches with each other, then the Academy will decide the successful bidder (lowest one) based on the number of successfully completed works and their contract values in last three (3) years.
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 manpowers as and when required in addition to the requirement already mention in the tender.
6. The Manpower as mentioned in the tender document may increase or decrease at any time as per the site requirement during the currency of contract.
7. The following information should be indicated on the envelope:
 - a) Tender for contract providing the services of telephone operators (04 nos.) and telecom technician (01 no.) at INSA.
 - b) Name of the firm with complete address, telephone/mobile number & email id.
8. No staff shall be reshuffled by the contractor without notice to INSA and the staff engaged by the contractor shall work within the ambit of scope of work.
9. The Academy will deduct income tax/ TDS and other taxes as applicable from time to time from monthly bill as per Govt. of India Rules.
10. At the time of award of work from the Academy, the successful firm shall furnish the security deposit of 3% of the total value of annual contract by Pay Order/ Bank Draft in favour of the **Indian National Science Academy** for due performance of the contract. In the event of any breach/violation contravention of any terms and 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 Security Deposits (SD) deposited by the contractor. **The contractor will have to submit security deposit over and above 3%, if there is any amendment made by the Government during the currency of the contract.**

11. The contractor shall prepare 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.
12. No worker below the age of 18 years and above the age of 60 years shall be deployed at site. The contractor shall pay not less than minimum wages as provided by Govt. of NCT of Delhi norms to his workers plus EPF & ESI and keep INSA indemnified in this respect. The contractor will submit monthly bill along with bill calculation sheet, copies of challans/ECRs of EPF & ESI and proof of payment made through electronically/digitally to his employees deployed under the contract at INSA.
13. 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, ESI and various other Acts as applicable from time to time with regards to the persons engaged by the contractor at INSA.
14. 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 persons engaged and equal employer's amount of contribution should be deposited with respective EPF authorities within stipulated time in every month. Giving particulars of the employees engaged for the works at INSA, 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 persons engaged at INSA under this contract.
15. The contractor will provide the EPF and ESI registration numbers of persons/workers deployed at INSA under this contract to the Academy to whom the wages/payment are paid by him. In case of any employee of the contractor which is not cover under the ESI, the contractor will provide insurance to their employee on their own cost or his employee. In this regard, the Academy will not take any responsibility.
16. The contractor will provide EPF statements/Universal Account Number (UAN) and ESI smart cards to his persons deployed in the Academy and contractor will help to their employees if face any difficulty in this regard.
17. The contractor will provide services of manpower whenever is required by the Academy on extra hours duty.
18. The contractor will pay OTA to his workers in case they are retained for extra hours/ works. EPF and ESI will be paid on OTA amount as per the Govt. of India rules. The Academy will reimburse the payment made by the contractor to their worker(s) on account of OTA.
19. The contractor and his employees shall follow the instructions & guidance of INSA as directed to them from time to time.

20. 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.
21. That the agency staff shall be available all the time as per their duty timings/roasters and they shall not leave their place of duty without prior permission of Estate Supervisory staff of the Academy.
22. The employees of agency shall work under overall supervision and direction of the Academy's Estate Supervisory staff 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.
23. The tender must be unconditional. The conditional tenders shall not be accepted by the Academy.
24. The contractor will provide all their staff/worker who is having adequate experience in the relevant field as mentioned in requirement of manpower (pg.14). The manpower deployed at INSA will be interviewed by dealing officer(s) to know their aptitude before they are deployed to work at INSA.
25. The Academy shall have the right to ask the contractor for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty.
26. The Agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
27. That the tenders not conforming to these requirements will be rejected and no correspondence thereof shall be entertained whatsoever.
28. The contractor will provide resume (CV) duly pasted recent coloured photograph along with valid ID proof i.e. Aadhar Card, voter ID, pan card, bank detail and proof of age, qualification and experience of all the persons for the job at INSA and after getting clearance from the Academy only such persons will be deployed.
29. The contractor shall deploy his persons only after obtaining the INSA approval duly submitting Curriculum Vitae (CV) of their persons, the INSA shall be informed at least one week in advance and contractor shall be required to obtain the INSA approval for all such changes along with their CVs.
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 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.

32. The contractor will pay monthly wages to his workers on or before 10th day of every month positively.
33. The contractor shall disburse/transfer the wages to his employees deployed in INSA every month through online mode i.e. RTGS/ECS/NEFT etc. The payment through cheque or cash be made by the contractor to his employees will only be allowed in special case in the presence of representative of the INSA on the basis of prior written permission from the Academy.
34. The contractor will provide to the Academy name(s) of person(s)/employee(s)/partner authorized to sign the papers/deals with INSA.
35. In case any accident happens during course of duty of a worker at the working site, the contractor will take care to their person(s) in all respects. INSA will not be bound to pay any compensation in this respect.
36. The contractor shall indemnify of 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 or 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 issue any notice and the security deposit is liable to be forfeited by the Academy.
38. The contract can be terminated at any time by giving one month's notice in writing on either side even before the expiry of said contract without assigning any reason.
39. 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.
40. The contractor shall be responsible for making good, to the satisfaction of INSA, any loss or any damage to all installations, in structure and properties belong to INSA or being got executed or procured by INSA or of other agencies within the premises of the Academy.
41. The contractor shall certify in writing that there is no dispute between the contractor and his employees of any sort regarding statutory requirement. The contractor will also certify that persons deployed in the Academy do not have any criminal record.
42. The contractor will rotate his persons from time to time with full knowledge of INSA and provide similar 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(s). The contractor will be liable to discharge statutory liabilities to their employees and furnish photocopies or proof 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.
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 the **Police Verification Report (PVR)** of all his employees before deployment at INSA under this contract.
47. 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 person deployed. Only physically and mentally fit personnel shall be deployed for duty.
48. The contractor will provide the **uniform with safety shoes duly labeled or logo** of his firm and identity card (ID card) duly pasted recent coloured photograph & stamped and signed by the authorized signatory to his all employees. No worker shall be allowed to work at site without full or partly uniform on any working day. If any contractor's employee found without full or partly uniform a **suitable penalty** will be imposed on the contractor on each occasion except any specific reason and habitual offender in this regard shall be removed from INSA.
49. The contractor will ensure that the persons deployed under this contract must have their own vehicle such as bicycle, motor cycle, scooter etc. so that they can attend their duties in shifts and in absence of availability of public transport due to any specific reason(s).
50. The persons deployed by the contractor under this contract should reside within the distance of 30 Kilometers (approx.) from the premises of the Academy.
51. In case any complaint of INSA employee's is received attributable to misconduct/ misbehavior of contractor's person, a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from contractor's monthly bill. Further the concerned person of the contractor shall be removed from the INSA premises immediately.
52. During the currency of contract, if any person of 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.
53. The contract can be terminated at any time by the Academy (INSA) even before the expiry of said term/period as mentioned in NIT without assigning any reasons.
54. The manpower engaged by the contractor shall not take part in any union and association activities.
55. The contract period will be **One Year** from the date of commencement as mentioned in award letter. This contract may be further extended maximum up to two (2) years on yearly basis by the Academy on same terms and conditions, if the services of company/firm are found satisfactory during the period of previous contract(s).
56. 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.

57. The INSA shall not be responsible for providing residential accommodation to any of the employee of the contractor.
58. 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 employees-employer relationship with any worker of the contractor.
59. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the INSA from the agency.
60. If any underpayment is discovered, the amount shall be duly paid to the agency by the INSA.
61. 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.
62. Any dispute or differences whatsoever arising between the parties relating to meaning scope, operation or effect of this contract/agreement or validity or branch thereof shall be settled by arbitration of a single arbitrator to be appointed by the 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.

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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. The telephone operators shall maintain the record of telephone numbers of vendors/parties and INSA staff members in a diary/register properly.
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/in general meeting hours.
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 during the office and 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:

The manpower required for telephone operation shall work on round the clock basis and 365 days in a year. The detail of manpower required is given as under:

S. N.	Description	Category	Number of persons
A.	<u>General Duty (Monday to Saturday):</u> Timings: 6:00 A.M. to 2:00 P.M.(in summer) and 7:00 A.M. to 3:00 P.M.(in winter)		
1.	<u>Telephone operator- Female only:</u> <ul style="list-style-type: none"> ➤ Graduate pass from Govt. Recognized University. ➤ One year diploma in computer application and having a good knowledge of MS Office and PowerPoint. ➤ The candidate must have good knowledge of writing, reading and fluency in English. ➤ The candidate must have 3 years work experience in telephone operation/data entry operation in any organization. 	Graduate & above	01 No.
B.	<u>Duty in shifts (Shift – A, Shift – B & Shift – C):</u> Shift A: 6:00 AM - 2:00 PM, Shift B: 2:00 PM - 10:00 PM, Shift C: 10:00 PM - 6:00 AM		
2.	<u>Telephone operators- Male only:</u> <ul style="list-style-type: none"> ➤ Graduate pass from Govt. Recognized University. ➤ One year diploma in computer application and having a good knowledge of MS Office and PowerPoint. ➤ The candidate must have good knowledge of writing, reading and fluency in English. ➤ The candidate should have 3 years work experience in telephone operation/data entry operation in any organization. 	Graduate & above	03 Nos.
C.	<u>General Duty (Monday to Saturday):</u> Timings: 9:00 A.M. to 5:30 P.M.		
3.	<u>Telecom Technician:</u> <ul style="list-style-type: none"> ➤ Graduate pass from Govt. Recognized University. ➤ The candidate must have 3 years work experience in maintenance of telephone system of similar nature. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ 10th pass/12th from Govt. Recognized School/Board. ➤ The candidate must have 10 years' work experience in maintenance of telephone system of similar nature. The candidate having knowledge of CCTV surveillance system and PA system will be given preference. 	Graduate & above	01 No.
	Total number of persons		05 Nos.

INFORMATION REQUIRED

The contractor including individual firm is 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 enclosed Form-II
- c) Contractor's previous experience as per enclosed Form-III

The detail of work experience in the field of providing the services of telephone operator and telecom technician at INSA.

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

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

- 1) Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost of Rs. 18.0 lakhs in last three years;
OR
- 2) Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost of Rs. 18.0 lakhs in last three years;
OR
- 3) One similar completed services costing not less than the amount equal to 80% (eighty percent) of the estimated cost of Rs. 18.0 lakhs in last three years.

Performance/experience certificates issued by clients establishing the agency's credibility, etc.

Incomplete tender or tender without supporting documents is not likely to be considered.

Tenderer 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.

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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. agencies from where registered
(Copy of registration from statutory body
attested or self attested may be enclosed)
4. Specialized work area
5. Head Office address
6. Contact No. Telephone Nos.....
Mobile Nos.....
7. List of names of Partners/directors of your firm:
8. Delhi Office Address:

Note: Attach separate sheets, if required.

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

FORM-II

CONTRACTOR'S FINANCIAL DATA

LATEST YEAR 2022-2023

- a) Total annual turnover-----
- b) Job work turnover -----
- c) No. of clients/organizations-----
- d) ITCC, if issued-----

PREVIOUS YEAR 2021-2022

- a) Total annual turnover-----
- b) Work turnover-----
- c) Assets. -----
- d) ITCC furnished-----

FOR THE YEAR 2020-2021

- a) Total annual turnover-----
- b) Maintenance work turnover-----
- c) Assets. -----
- d) ITCC furnished-----

BANKERS

- 1. NAME:-----
- 2. ADDRESS:-----

FORM-III

CONTRACTOR'S PREVIOUS EXPERIENCE DATA

I. EXPERIENCE: 2021-2022

- 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-----
- i) Number of Person/Manpower Deployed-----

- II. 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-----
- i) Number of Person/Manpower Deployed-----

EXPERIENCE : 2020-2021

- 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-----
- i) Number of Person/Manpower Deployed-----

II.

- 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-----
- i) Number of Person/Manpower Deployed-----

FORM-IV

CONTRACTOR'S PREVIOUS EXPERIENCE DATA

I. EXPERIENCE : 2019-2020

- 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-----
- i) Number of Person/Manpower Deployed-----

- II. 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-----
 - 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 operator and telecom technician at INSA.

S.N.	Particulars	Qty.	Charges Per Month/ Per Person
1.	Graduate & above (Telecom Technician)	1 No.	<ul style="list-style-type: none"> ➤ Minimum wages Rs. 22,146.00 per person ➤ EPF Contribution, 15,000@13% = Rs. 1,950.00 <p>Total = Rs. 24,096.00 x 1 = Rs. 24,096.00</p>
2.	Graduate & above (Telephone operators)	04 Nos.	<ul style="list-style-type: none"> ➤ Minimum wages Rs 22,146.00 per person ➤ EPF Contribution, 15,000 @13% = Rs 1950.00 <p>Total = 24,096.00 x 4 = Rs. 96,384.00</p>
3.	Total (item no. 1 & 2)		Rs. 1,20,480.00
4.	Admin charges @.....% on total amount		Rs. _____/-
5.	Total (item no. 3 & 4)		Rs. _____/-
6.	GST @%		Rs. _____/-
7.	Any other charges which the contractor may like to indicate/ include		Rs. _____/-
8.	Net amount all inclusive (Item no. 5 to 7)		Rs. _____/-

(In words Rupees:
.....)

Name of the contractor: -----

Address: -----

Signature: -----

Phone No.: -----

Mob. No.-----

Affix rubber stamp