

No.D.24012/1/2008-Protocol
Government of India
Planning Commission

Yojana Bhavan, Sansad Marg,
New Delhi, June 30, 2008.

TENDER NOTICE

1. Sealed tenders are invited from reputed, experienced and financially sound Companies/Firms/Agencies providing the services of experienced Female Telephone Console Operators (FTCOs) to Planning commission, initially, for a period of one year. The Sealed quotations with separate Technical and Financial bids filled in the specified proforma and addressed to the Under Secretary (Protocol), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi should reach latest by 3.00 P.M. on 21.07.2008 (Monday). The quotations should either be sent by post at the above mentioned address or dropped in the Tender Box placed at Reception Area of Yojana Bhavan, New Delhi by the stipulated date and time.
2. Complete Tender Document may be downloaded from the website of Planning Commission (<http://planningcommission.gov.in>).
3. The Technical bids shall be opened at 3. 30 PM on 21.07.2008 (Monday) in Room No. 344, Yojana Bhavan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present. The tenderers whose Technical bids are accepted will be informed about the date of the opening financial bid.
4. Bids received after the closing date and time shall not be considered.

[Mahender Chaudhary]
Under Secretary to the Government of India

Scope of work and general instructions for tenderers

1. 4 Female Telephone Console Operators (FTCOs) are required for manning the P.C. based operator consoles, attached to the EPABX system working in this Office. The number of workers may further increase or decrease at any time during the period of contract as per exigencies.
2. The FTCOs will be required to: (a) receive and forward all incoming telephone calls (b) assist Officers for internal telephonic conversations. The FTCOs should be well trained and polite in nature, have excellent communication skills in English and Hindi and experienced in operating P.C. based telephone operator consoles and handsfree headsets. Educational qualification of the FTCOs should be minimum Matriculates.
3. The tenderers are required to submit two separate bids - Technical and Financial, as per enclosed proforma. The two bids should be submitted in two separately sealed envelopes superscribed "**Technical Bid for Providing the Services of Female Telephone Console Operators to Planning Commission**" and "**Financial Bid for Providing the Services of Female Telephone Console Operators to Planning Commission**". Both sealed envelopes should be put in a third sealed envelope superscribed "**Tender for Providing the Services of Female Telephone Console Operators to Planning Commission**".
4. The declaration in the prescribed proforma should be submitted alongwith the technical bid.
5. The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees ten thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "**Pay & Accounts Officer, Planning Commission, New Delhi**". It should remain valid for a period of 6 months. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful bidders after finalisation of the contract. It shall be refunded to the successful bidder on receipt of performance security mentioned in clause 6 below.
6. The successful tenderer will have to deposit a Performance Security Deposit of Rs.15,000/- (Rupees fifteen thousand only) by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of "**Pay & Accounts Officer, Planning Commission, New Delhi**" valid for 60 days beyond the expiry of period of one year contract and further renewable, if required.
7. The contract will be initially valid for a period of one year from the date of commencement. The period of the contract may be extended on a yearly basis upto a maximum of 3 years, on request by the firm on the same terms and conditions, provided the requirement of the Planning Commission persists at that time and subject to qualitative assessment of the performance of the firm by the competent authority in Planning Commission.
8. All entries in the tender form should be legible and filled clearly. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. **Conditional bids shall not be considered and will be rejected outright.**

9. Tender incomplete in any form are liable to be rejected outright.
10. The closing date and time for receipt of tenders will be 3.00 P.M. on 21.07.2008 (Monday).
11. The Technical bid shall be opened at 3.30 PM on 21.07.2008 (Monday) in Room No. 344, Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi, in the presence of the authorized representatives of the Firms, who wish to be present at that time. The tenderers whose Technical bids are accepted will be informed about the date and time for opening the Financial Bids.
12. No bidder will be allowed to withdraw after submission of the bids, otherwise the EMD submitted by the bidding firm would stand forfeited.
13. In case the successful bidder declines the offer of contract, for whatsoever reason(s), the EMD submitted by the successful bidder would stand forfeited.
14. The competent authority of Planning Commission reserves the right to reject all or any tender in whole, or in part, without assigning any reason.

Technical Requirements

1. The tenderer should fulfil the following requirements and submit documentary proof thereof alongwith the Technical Bid.
 - (a) The tenderer should have its Registered Office or one of its Branch Offices in Delhi / New Delhi or NCR.
 - (b) The tenderer should be registered with the appropriate registration authorities, viz., ESI, EPF, Income Tax, Service Tax , PAN, TIN, etc.
 - (c) As on 1st July, 2008, the tenderer should have at least three years experience in providing the services of Female Telephone Console Operators (FTCOs) to Government Departments, and should be currently providing the services in one or more Central Government Ministries / Departments.
 - (d) A copy of the Terms & Conditions as given in the Tender Document, should be duly signed and sealed by the tenderer in all pages, thereby conveying his acceptance of the same, and submit it alongwith the Technical Bid.
 - (e) The declaration form as per prescribed format should be duly signed and sealed and submitted alongwith the Technical Bid.

**Terms and Conditions for Award of Contract for providing the services of
Female Telephone Console Operators to Planning Commission**

1. Upon award of the contract, the successful bidder shall furnish on its letter head details of the Female Telephone Console Operators (FTCO) to be deployed i.e. their full name, father's / spouse's name, full residential address, contact telephone no., etc.
2. One of the FTCO shall also act as a Supervisor and would be responsible to interact with the Planning Commission and the company whose EPABX system is installed in Planning Commission. The Supervisor's name and telephone number (Mobile) should be intimated by the firm, while giving details as indicated at Sl. No. 1 above.
3. The consoles will be manned by the Operators on all working days from 8.30 a.m. to 6.00 p.m. Two of the FTCOs would be required to report for duty at 8.30 a.m. and two of the FTCOs would be required to remain on duty upto 6.00 p.m. on all working days. In emergent cases services of the FTCOs may be required on holidays, for which no extra charges will be paid. The Supervisor would be required to furnish a monthly roster of the duty of Operators, a week in advance of each month.
4. If at any point of time an Operator proceeds on leave, it will be the responsibility of the agency to provide a substitute immediately. In case substitute is not provided, service charges for the Console Operator will be deducted on a pro-rata basis from the monthly bills of the service providing firm.
5. If any worker arrives late (or leaves early) but permitted to perform duty, pro-rata deduction of the duty rate would be made on hourly basis. If a person deployed is absent on a particular day or comes late/leaves early on three occasions, one day's wage shall be deducted. However, no habitual late comer would be allowed to work and it will be the responsibility of the service provider to provide a substitute.
6. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to any reasons. If a substitute is not provided, service charges will be deducted on a pro-rata basis from the monthly bills of the service providing firm.
7. It will be the sole responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed in Planning Commission and this Commission will have no liabilities in this regard.
8. For all intents and purposes, the service providing agency shall be the "Employer" within the meaning of different Labour Laws applicable in respect of their staff deployed in this Commission. **The persons deployed by the agency in this Commission shall not have claims of any Master and Servant relationship against Planning Commission.**

9. The service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. This Commission shall, in no way, be responsible for settlement of such issues whatsoever.
10. This Commission shall not be responsible for any financial loss or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
11. The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees of this Commission during the currency or after expiry of the contract.
12. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption in the regular / otherwise capacity in this Commission.
13. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, etc. in respect of the persons deployed by it in this Commission. The tendering agency will be fully responsible for payment of wages and other dues and compliance of all labour laws, welfare schemes applicable to the staff deployed by them in this Office.
14. The rates (wages of the operators) quoted by the bidders should not be less than the minimum wages prescribed for Matriculates but not Graduates, by the Govt. of NCT of Delhi, as applicable at the time of submitting the bids.
15. The agency shall be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to Planning Commission to concerned tax collection authorities from time to time as per extent rules and regulations in the matter.
16. The agency shall maintain all statutory registers under the Law. The agency shall produce the same, on demand, to the concerned authority of this Commission or any other authority under Law.
17. If the agency fails to deploy workers against the initial requirement within 15 days from date of placing the order, the EMD shall be forfeited without giving any further notice.
18. In case, the agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Commission is put to any loss/obligation, monetary or otherwise, the Commission will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
19. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by this Commission besides annulment of the contract.

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20. The agency shall raise the bill, in triplicate, along with attendance sheet [duly verified by the Officer in Charge of place of duty] in respect of the persons deployed and submit the same to Under Secretary (Protocol) in the first week of the succeeding month.
21. PAN Number and or other tax registration numbers should be printed on the bills raised by the Firm.
22. The competent authority, Planning Commission, reserves full authority to discontinue the services of the firm, at any point of time, by giving one month's notice and without giving any reason. The decision of the Planning Commission shall be final in this regard.
23. The competent authority, Planning Commission reserves the right to withdraw/relax any of the terms and condition mentioned above so as to overcome any problem that may arise at a later stage.
24. A copy of the tender document from pages 1 to 6 and 9 should be duly signed and sealed by the tenderer in all pages, thereby conveying his acceptance of the same, and submit it alongwith the Technical Bid.

[Mahender Chaudhary]
Under Secretary to the Government of India

APPLICATION - TECHNICAL BID

**For Providing the services of Female Telephone Console Operators to
Planning Commission.**

Technical Bid

Page: 1

| | | |
|-----|--|--|
| 1. | Name of Tendering Company/Firm / Agency | |
| 2. | Name of Owner / Partners/ Directors | |
| 3. | Full Particulars of Office | |
| (a) | Address | |
| (b) | Telephone No. | |
| (c) | FAX No. | |
| (d) | E-Mail Address | |
| 4. | Full particulars of the Bankers of Company / Firm / agency , with full address/ tel. no. | |
| (a) | Name of the Bank | |
| (b) | Address of the Bank | |
| (c) | Telephone No. | |
| (d) | Fax No. | |
| (e) | E-Mail Address | |
| 5. | Registration Details(copies to be enclosed) : | |
| | (a) PAN / GIR No. | |
| | (b) Service Tax Registration No. | |
| | I E.P.F. Registration No. | |
| | (d) E.S.I. Registration No. | |
| 6. | Details of Earnest Money Deposit | |
| (a) | Amount(Rs.) | |
| (b) | D.D. / P.O. No. & Date | |
| (c) | Drawn on Bank | |
| (d) | Valid upto | |

Technical Bid Page:2

| | | | | | |
|-----|--|-------------------------------|--------------------------|----------------------|----------|
| 7. | Give details of the last 3 year's contacts, as on 01.07.2008, including details of present contracts awarded to the tenderer by Central Government Departments / Ministries: | | | | |
| | Name of the Department / Ministry along with name, designation, address, telephone and FAX numbers of the concerned Officer | Number of Operators provided. | Amount of Contract (Rs.) | Duration of Contract | |
| | | | | From | To |
| | | | | dd/mm/yy | dd/mm/yy |
| A | | | | | |
| B | | | | | |
| C | | | | | |
| 12. | Additional information, if any | | | | |

(if the space provided in any of the columns above is insufficient, a separate sheet on company letter head may be attached for giving information).

Date:
Place:

Signature of Owner/Managing Partner/Director
Name:
Seal :

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DECLARATION

1. I, _____ Son / Daughter of
Shri _____ Proprietor/Partner/Director/
Authorized Signatory of _____ am competent
to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:
Place:

Signature of authorized person
Full Name:
Company's Seal :

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the agency in token of their acceptance, should be enclosed with Technical bid.

APPLICATION – FINANCIAL BID

For providing the services of Telephone Console Operators to Planning Commission.

I. Name of tenderer: _____

II.

| | | Rate Per Month | Pro-Rata Rate Per Day | Pro-Rata Rate Per Hour |
|---|---|-----------------------|------------------------------|-------------------------------|
| 1 | Wage Rate Per Operator (Rs.) The Rates should not be less than the Minimum Wages prescribed for Matriculates but not Graduates, by the Govt. of NCT of Delhi, at the time of submitting the bid | | | |
| 2 | Taxes | | | |
| 3 | Service Charges | | | |
| 4 | Additional Charges, if any | | | |
| 5 | Total (Column 1 to 4) | | | |

(if the space provided above is insufficient, a separate sheet on company letter head may be attached for giving information).

Date:
Place:

Signature of authorized person
Full Name:
Company's Seal :

