

No. 24012/01/2014-Protocol
Planning Commission
(Protocol Section)

Yojana Bhavan, Sansad Marg,
New Delhi, the 10th December, 2014

TENDER NOTICE

Subject : Invitation of Bids for providing the services of Telephone Console Operators in Planning Commission, Yojana Bhawan, New Delhi.

1. Planning Commission requires the services of three (3) experienced Telephone Console Operators (TOs) for a period of one year, from the date of entering into contract for the said purpose. Sealed quotations/ bids filled in as per the specified proforma given below and addressed to Under Secretary (Protocol), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi-110001, should reach this office latest by 2.30 P.M. on 09/01/2015. The quotations may be sent by registered post to Under Secretary (Protocol) at the above mentioned address or dropped in the Tender Box placed at the Reception Area of Planning Commission, Yojana Bhavan, New Delhi by the stipulated date and time. The tender box will be available from the date of this notice to 09/01/2015, till 2.30 PM. Bids received after the closing date and time will not be considered.

2. The contract would be awarded initially for a period of one year and if required, may be extended further on a quarterly, half-yearly or annual basis at the same terms & condition of contract for a maximum period of two years beyond the initial period of contract, subject to the condition that their services are of satisfactory quality, in the opinion of the Competent Authority in the Planning Commission.

3 The bids will be opened at 3.30 PM on the same day by the duly constituted Tender Opening Committee (TOC), comprising of a Committee of officers of Planning Commission, in the presence of such bidders or their authorized representatives who may wish to be present. Only one representative per bidder will be allowed to attend. The representative thus deputed to attend the meeting should be duly authorized by the authorized signatory of the firm under whose signature the bid of the concerned firm is submitted.

4. Complete details as regards the instant tendering process may be downloaded from the Planning Commission's website- <http://planningcommission.nic.in>.



5. All the requisite documents in support of the eligibility criteria are to be positively enclosed with the tender documents. The bidders are advised, in their own interest, to submit the desired papers/ documents with their bids as per the requirements indicated in Annexures failing which their bids may be declared as non-responsive, without any further reference to them.

6. Planning Commission reserves the right to cancel the entire tendering process at any time/stage or relax/amend/withdraw any of the terms and conditions contained in the Tender documents without assigning any reason thereof. No inquiry, after submission of the quotation, shall be entertained under any circumstances. In case of withdrawal of any bid before the finalization of the instant tendering process, the EMD of the concerned bidder will stand forfeited.

7. Bids without requisite documents and conditional bid will be summarily rejected. The Complete tender documents may be downloaded from the Planning Commission website (<http://planningcommission.gov.in>) on any day with effect from the date of publication of the tender notice. Information or corrigendum, if any, related to this tender will also be available only on the website of the Planning Commission. However, if any clarification is required on any particular point, the undersigned may please be approached for the same, before the closing date of the instant tendering process.

8. Information on any issue of corrigendum related to this tender will be issued on website/s mentioned in para no. 7 above.



(Subhash Chander)

Under Secretary to the Govt. of India

Te. 23096522

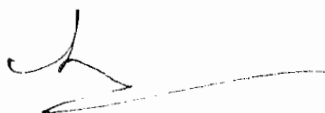
Copy to :-

- ✓ 1. S.O. (C & I) with the request to upload the tender in the website of Planning Commission.
2. All Ministries /Departments.

Section-I:

Scope of Work and General Instructions for Tenders

1. Planning Commission has a requirement for 3 Telephone Console Operators (TOs) for manning the operator consoles, attached to the 1200 line EPABX system working in the premises of Yojana Bhawan.
2. The TOs will be required to : (a)receive all incoming telephone calls and forward them to the desired extension numbers, (b)provide assistance to officers of Planning Commission for internal telephonic conversations and (c)render assistance to any caller from outside, or within the office to find out any particular number/connection. The TOs should be well trained and polite in nature, have excellent communication skills in English and Hindi and be experienced in operating Computer based operator consoles. The minimum education qualification required for the TOs is Matriculation (10th Pass) and proofs thereof will be required from the successful bidder at the time of finalization of the contract that would be awarded at the culmination of the instant tendering process.
3. The bidders are required to submit sealed bids superscribed with the expressions word **"Tender for providing the services of Telephone Console Operators to Planning Commission"**.
4. Every bid should be accompanied by an earnest money deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of Pay Order from any commercial bank drawn in favour of **"Pay & Accounts Officer, Planning Commission, New Delhi"**. In the absence of the EMD, the concerned bid may be rejected summarily. The earnest money will be refunded to the unsuccessful bidders as well as late bidders, immediately only after the finalization of the instant tendering process. It will be refunded to the successful bidder only after receipt of performance security guarantee from him. In all the cases, the EMD will be refunded without any interest thereon.
5. The successful bidder will have to deposit a Performance Security Deposit of 10% of the contract value in the form 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 the initial one year contract. If the contract is extended beyond the initial period of one year as per the terms and conditions of the instant tendering process, then a fresh Performance Security Deposit would have to be deposited accordingly at the time of (any such) extension.



Section-II:

Bid Requirements/ Eligibility Criteria:

1. The bidder should fulfill the requirements mentioned hereinunder and submit documentary proofs thereof alongwith bid. Otherwise, the bid may not be considered for deciding on the L1 bidder.

(a) The bidder should have a Registered Office or one of the branch offices in Delhi/New Delhi or NCR.

(b) The bidder should be registered with Labour Department/Service Tax Authorities, in case applicable under the existing rules & regulations.

(c) As on the last date of submission of the bids, the bidder should have at least two years of experience in providing the services of Telephone Operators (TOs) to Central/State Government Ministries/Departments/PSUs /Autonomous Bodies/ Nationalized Banks during the last three financial years i.e. (2011-12, 2012-13 and 2013-14) and till the date of publication of the instant Tender. The copies of the letters from the authorities mentioned above, awarding contracts to the respective firm would be treated as Experience Certificates.

(d) A copy of the terms & conditions as given in the bidder document should be duly signed (with seal), by the bidder on all the pages and submitted along with the bid as a proof of acceptance of the terms and conditions of the instant tendering process.

(e) The bidder should not have been blacklisted by any Government organization/Public Sector Undertaking/Autonomous bodies. A self-attested certificate on the letter head to this effect should be enclosed with the tender bids.

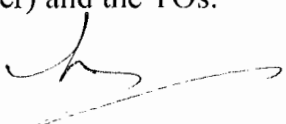
(f) The declaration should be as per the proforma, as given below duly signed and submitted along with the bid.

(g) The company/firm/Agency whose services have been terminated by the Planning Commission before the expiry of the contract for any reason whatsoever, are not eligible to participate in the bid for a period of 3 years from the date of termination of the contract. An undertaking to this regard is to be submitted alongwith the bid.

2.

(a) The rates should be quoted as per the financial bid proforma only.

(b) The rates should be quoted keeping in mind the fact that the Contractor would be responsible for payment of wages to the TOs, for the entire period for which the contract resulting from the instant tendering process would be valid, at a rate not less than the minimum rate of wages per month for the category "Matriculates but not Graduates" in the skilled category, as notified by the Government of NCT of Delhi, under the Minimum Wages Act, as amended/revised from time to time. This office reserves the right to seek the documentary evidence of such payment being made to the TOs, as per the condition mentioned hereinabove, at any point of time during the currency of the Contract arising out of the instant tendering process. However, this office would not be responsible, in anyway, for any dispute, Legal or otherwise between the successful Contractor (L1 bidder) and the TOs.



Section-III:

Terms and Conditions of the Contract

(to be entered into with the L1 Bidder)

- 1 The successful bidder will be required to furnish, on the relevant company letter head, details of the Telephone Console Operators (TOs) to be deployed, i.e., full name, father's name/spouse's name, full residential address, contact telephone no.'s, educational qualification details, etc., for each of them.
2. The successful bidder will also show the original educational qualification certificates of the Telephone Operators to be deputed for providing the services in Planning Commission and copies of the certificates shall also be submitted by the TOs with due self-attestation, before commencement of the contract. Only on production and verification of these documents, the contractor would be allowed to engage such persons as TOs for manning the EPABX at Yojana Bhawan.
- 3 The consoles will be manned by the Operators on all working days from 8.30 a.m. to 6.00 p.m. If so required services of the TOs may be required on holidays also, for which no extra charges will be paid. The Supervisor will furnish a monthly roster of the duty of Operators, a week in advance, for each month.
- 4 If, at any point of time, any TO proceeds on leave, the Contractor will be bound to provide a substitute or, otherwise, pro-rata amount will be deducted from the monthly bill. However, the Contractor will arrange for a substitute, and, under no circumstances, will keep the position vacant for more than 7 days. In case the Contractor does not abide by this condition at any point of time during the currency of the Contract arrived at as a result of the instant tendering process, penal actions may be taken leading to even blacklisting of the firm.
- 5 For all intents and purposes, the successful bidder/ Contractor as engaged will be considered as the "Employer", in the context, and within the meaning, of different labour laws as applicable, in respect of the staff deployed by the bidder in Planning Commission. **The person(s) deployed by the Contractor in Planning Commission will, under no circumstances, be considered as employees/contractual employees of the Planning Commission and they would not have the privilege of claiming any of the rights of an employee/contractual employee of this office/Government of India. The successful bidder would make this position clear to the TOs thus engaged by them, in writing, and with due intimation to this office by way of an endorsement of the said written communication to the TOs concerned.** It will be the sole responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of person(s) deployed at Yojana Bhawan and the Planning Commission will have no liabilities in this regard.



6. The successful bidder will be solely responsible for the redressal of grievances/ resolution of disputes relating to person(s) deployed, Planning Commission will, in no way, be responsible for settlement of such issues whatsoever.

7. Planning Commission will not be responsible for any financial loss or other injury to any person deployed by the successful bidder in the course of their performing the functions/duties, or for payment towards any compensation.

8 The person (s) deployed by the successful bidder will neither claim nor be entitled to pay, perks and other facilities admissible to employees of the Planning Commission during the currency, or after expiry, of the contract.

9 In case of expiry of the contract or termination of the contract, the person(s) deployed by the successful bidder will not be entitled to, and will not have any claim for, absorption or further employment in any capacity in the Planning Commission. Even otherwise, their continuation would depend solely on the successful bidder provided the Planning Commission does not find any of them entirely unsuitable.

10 The successful bidder will be responsible for due compliance of statutory provisions as regards payment of minimum wages, etc., in respect of the person(s) deployed by him in the Planning Commission. The Contractor will be fully responsible for payment of wages and other dues viz., EPF, ESI contributions and compliance of all labour laws, welfare schemes applicable to the staff deployed by the Contractor (Successful Bidder) in this office.

11 The successful bidder will be liable for depositing all taxes on account of services rendered to the Planning Commission and the Planning Commission reserves the rights to demand any proof thereof.

12 The successful bidder will maintain all statutory registers under the law, whenever required.

13 If the successful bidder fails to deploy workers against the initial requirement within 7 days from date of placing the order, the EMD will stand forfeited without any further notice and action for blacklisting of the firm may be initiated.



14 In case of the breach of any terms and conditions attached to the Contract, the Performance Security Deposit of the successful bidder will be forfeited by this office, besides annulment of the contract and initiation of action for blacklisting of the firm.

15 The successful bidder will raise the bill, in triplicate, and submit the same along with attendance sheet duly verified by the concerned/authorized official of this office, in respect of the persons deployed, and submit the same to Under Secretary (Protocol) in the first week of the succeeding month. The successful bidder will also give a certificate along with the monthly bills to the effect that ESI/EPF contribution has been deposited with the concerned authorities, if so applicable. The bidder will provide complete bank details while submitting the first bill.

16. PAN number and other tax registration numbers should be printed on the Bills raised by the firm, payment will be made by ECS.

17. The Competent Authority in the Planning Commission reserves the right to discontinue the contract, at any point of time, without giving any reason therefore, by giving one month's notice. The decision of the Planning Commission will be final in this regard.

18. Adviser (General Administration) in 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.

19. The contractor/service provider who would be awarded this contract shall be responsible for complying with all relevant obligations under Income Tax, ESI, PF, Contract Labour (Regulation and Abolition) Act, Minimum Wages Act, 1948, other Labour Laws, etc., and payment of compensation to the workers engaged by them for implementation of the contract arising out of the instant tendering process.

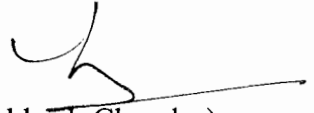
20. Further, the successful bidder shall also be responsible for timely payment of wages, etc., directly to the workers as per the prevailing rates under the extant provisions of Minimum Wages Act / Order of the NCT of Delhi in force in pursuance of the said Act. If any dispute arises between the firm and any worker thus engaged in the matter of wages or their service conditions, the same will be settled amicably between the said firm (service provider) and the concerned worker engaged by the contractors. This department will not be a party to any dispute in any case. However, this department may require the contractor to produce the documentary evidence that he/his firm has complied with the relevant provisions of all the relevant statutory Acts/Rules, which is in force on the date of award of this contract.



21. The contractor/service provider shall be responsible for all litigation arising out of non-fulfillment of statutory obligations on the part of the awardee of the contract and the contract is liable to be cancelled for any such violation, if the Competent Authority in the office so decides.

22. Bills for providing the service for any month along with attendance records counter-signed shall be submitted by the first week of the following month to Section Officer, Protocol Section of the Planning Commission for payment of bills.

23. In case of dispute of any kind, the firm shall abide by the decision of the Competent Authority, Planning Commission. In case the dispute is required to be referred to Arbitration, it shall be referred to a sole arbitrator under Arbitration and Conciliation Act, 1996. Further, any controversy or dispute arising out of this contract shall be referred to the sole arbitration of Adviser (Admn.) or any Joint Secretary level officer of the Planning Commission, New Delhi or to any officer nominated by him/her. There shall be no bar to the reference of dispute to the arbitration by such officer as nominated by the competent authority even though the said officer, as an employee of the Planning Commission, New Delhi, might have dealt with the matter earlier or expressed his opinion thereon. In case the arbitrator to whom the matter is originally referred to earlier is transferred or vacates his office or is unable to act for any reasons, the Joint Secretary level officer dealing with General Administration in this department shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the Adviser (Admn.) shall act as arbitrator. The decision of the Adviser (Admn.) or the officer nominated by him shall be final and binding on the party/parties. The arbitration proceedings shall be held at an appropriate location in Delhi/New Delhi. The limitation for filing claim for arbitration is 180 days from the expiry of the contract period and in case no claim is filed within this period, it shall be presumed that there is no claim. The place of settlement of disputes shall be Delhi. For the purpose of settlement of disputes in the Court of Law, it will be under the jurisdiction of the Courts in Delhi.



(Subhash Chander)

Under Secretary to the Govt. of India

Tel. 23096522

N.B. : A copy of the terms & conditions should be duly signed along with company seal, by the bidder on all pages, thereby conveying his acceptance of the same.

Section-IV :

Requirements of documents/evidence/experience

1. The bidder shall submit those documents with the bid as mentioned in Annexure-II the same having been placed below of the Annexure-I containing the format of Application.
2. Requirements from the bidder with further clarifications. All terms and conditions stipulated in this tender document shall be considered for selection of the L1 bidder. Details regarding the criteria for selection and rejection are given below :-

Requirements

Further Clarifications

The bidder should submit offline bid under the single bid system, viz., the bidding system with Financial bids, as per proforma given in the tender document.	Only offline bids will be accepted.
The Tender should be accompanied by an Earnest Money Deposit (EMD) of Rs. 15,000/- (Rupees fifteen thousand only) in the form of Demand Draft/Pay Order drawn in favour of the "The Pay & Accounts Officer, Planning Commission, New Delhi". The EMD should be separately submitted in a sealed cover superscribed EMD for Telephone Operators and dropped in EMD box kept at Reception Area by the stipulated date and time 19.12.2014 to 23.12.2014	Any bid received without EMD shall be rejected summarily. Incomplete or conditional bids shall also be rejected. However, in case same firm is exempted from submission of the EMD under any provision of extent rule and regulations of the Govt. of India, the bid submitted by the concerned firm should clarify the position with documentary evidence.
The bidder should have a Registered or Branch Office in Delhi/NCR region. The Company/Firm/Agency have its own Bank Account, TIN Number, PAN Card. Duly signed copies of the same should be enclosed.	Bidder who does not have a registered or branch office in Delhi/NCR region shall not be considered.
Duly signed copies of the documents as mentioned in the other column must be submitted alongwith the application of the concerned bidder. The bidder should have at least two or more years of experience in dealing with providing manpower services in the relevant field of working, in Govt. Departments/Ministries during the last three completed financial years and till the date of publication of the instant tendering process. Copies of current and past contract letters (satisfactory) performance certificates etc., should be enclosed with the Tender documents, as supporting documents.	Bidder with experience of less than 2 years (in the manner as prescribed in Para-I {c} of Section-II) would not be considered. If performance certificate are not available, copies of the relevant contract/work orders would be accepted in lieu of the same and experience would be counted accordingly.
The bidder should be registered with Employees State Insurance Corporation and EPFO, Supporting documents are to be attached with the bids.	Bids without documents in support of ESIC and EPFO will not be considered.

Strike, through, if any, in the bid application must be countersigned by the authorized signatory. However, no correction/strike-through modification would be allowed in the financial bid under any circumstances. If any such correction/strike through/modification in the financial bid would render the bidder in ineligible.	If strike through/ are not countersigned, the bid will be rejected
The declaration in the prescribed proforma given in this tender document should also be submitted alongwith the financial bid.	Bid submitted without the declaration then the bid will not be considered.
Bids once submitted cannot be withdrawn.	If any bidder withdraws, his EMD shall stand forfeited.

It is clarified that the L1 would be chosen only from amongst those bidders who would fulfill all the eligibility criteria as mentioned in Annexure-II. To elucidate it further, even if some bidder has coated the lowest rate/cost he would not be considered as L1 unless and until he fulfills all the eligibility criteria since these criteria aim at ensuring that the successful bidder has followed the provision as related to the tendering process as let down in the GFR of the Govt. of India, work in a rule compliant framework as for as the Central/State govt. rules and regulations as regards Labour and Employment are concerned and has a minimum experience of working in the similar trade/line of business.

Bid Opening : the bid shall be opened by the Tender Opening Committee on the schedule date and time (2.30 PM on 23/12/2014) in Yojana Bhawan, Planning Commission, New Delhi-110001 in the presence of the representative of the Company/Firm/Agency, if any, who wish to be present at the time of opening the tender.

BID EVALUATION CRITERIA :- L1 bidder would be chosen only from amongst from those bidder who qualify as per the requirements of section-IV and Annexure-II contained section-V. Amongst such bidder whoever quotes the lowest grand total in rows 8 and 9 of Annexure-IV of Section -V would be chosen as the L1 bidder/successful bidder.



SECTION-V :

SUBJECT : Bids for providing of Telephone Console Operators in Planning Commission, Yojana Bhawan, New Delhi.

DECLARATION

I, _____ Son/Daughter

of Shri _____ Proprietor/partner/

Director/Authorized Signatory of _____

Am competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the instant tendering process and are fully acceptable to me;

I hereby certify that our Company has not been black listed by any Government Department/Ministry/PSU of Planning Commission.

I understand to provide services, if required, beyond office hours and/ or on holidays.

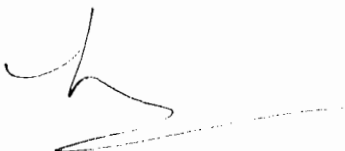
The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities forwards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

Signature.....

Name.....

Company Seal.....

N.B. : The above declaration, duly signed and sealed by the bidder as acceptance of all terms and conditions should be submitted with the Financial Bid.



Annexure-I

APPLICATION

1. Name of the Bidding Company/ Firm/Agency _____
2. Status of the Bidder _____
(Whether Proprietary/Partnership/Public
Limited Company/Private Limited Company)
3. Name(s) of the Owner/Partner/Director(s) * _____
4. Full address of Registered Office _____
(with proof) _____
13. Full address of the operative branch of
the Bidder (in Delhi/New Delhi/NCR) _____
(with proof) _____
6. Name of Banker with complete address _____
Telephone no. of the Banker _____
7. Registration Details (self-attested copies to be enclosed)
 - (a) PAN/TIN No. _____
 - (b) Service Tax Registration No. _____
 - (c) Proof of Income Tax Assessment
of the firm for any of the last two(2)
Financial years.
(the name of the document) _____
 - (d) EPF Registration No. _____
 - (e) E.S.I. Registration No. _____
8. Details of Earnest Money Deposit (EMD) (Rs.15,000/-):
 - (a) Banker's Cheque No./Demand Draft No. _____
 - (b) Date _____
 - (c) Name of the Issuing Bank _____

- **Note- It is for the information of all prospective bidders that, from any bidder, only one bid would be accepted from one bidder.**



Annexure-II

The Bidder should satisfy the following requirements to be eligible for consideration as L₁ bidder:-

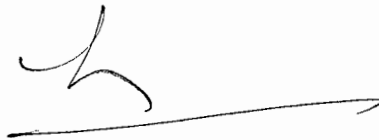
Experience of providing manpower services would be taken into account very seriously in awarding the contract to ensure a first rate quality service in the matter, since the Planning Commission has a large number of Officers. Hence, it has been decided that the service provider must meet the following eligibility criteria:-

- (i) The Office of the service provider/bidder should be located either in Delhi/New Delhi/NCR and the proof of address of the office in Delhi/New Delhi/NCR would have to be furnished as a part of the application. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- (ii) The bidder must have a **minimum of two years of experience** in providing of Telephone Console Operators services to Public Sector Units / Banks /Central and State Government Departments. **Proofs of such TO's services provided to Central Government/ State Governments Department/ PSUs / Nationalized Banks/ NDMC/MCD during the last three years along with attested copies of the works orders or duly signed certification from the concerned authorities should be enclosed alongwith their bids.**
- (iii) The bidder should have its own Bank Account. **Certified copy of the account maintained for the last two years** issued by the Bank, must be enclosed.
- (iv) Self-attested copy of the **PAN card of the bidder firm** shall be attached with the Bid document.
- (v) The bidder firm/ agency (not individual) should be registered with the concerned State Labour Department.
- (vi) **The firm should be registered with the Service Tax department.** Certified copy of the registration document shall be attached with the Bid document.
- (vii) Self-Certificate to the effect that the firm has not been blacklisted by any Central Government Ministries/Departments/PSUs/Banks, etc. should be enclosed with every bid.



- (viii) The bidder should enclose declaration indicating that no case is pending on account of any labour dispute(s) before any Labour Court against the firm during the last three financial years.
- (ix) The firm should submit all the requisite certification/documents with the bid as mentioned in terms and conditions of this tender document.
- (x) The rates quoted by the bidder in the Bid should not be less than the minimum rates of wages per month for matriculates but not graduates in the Government of NCT of Delhi.
- (xi) The bid should be accompanied by an Earnest Money Deposit(EMD) of Rs. 15,000/- (Rupees fifteen thousand only) in the form of Pay Order from any Commercial Bank drawn in favour of **"Pay & Accounts Officer, Planning Commission, New Delhi"**
- (xii) A proof about average annual turnover not less than Rs. 4 lakhs (Rupees four lakh) for last two years.

N.B. : Documentary supporting evidence as regards all the criteria listed in Annexure - II (as applicable) must be provided alongwith the Application. The prescribed proforma in Annexure-III (Page-I) & Annexure-III (Page-2) may be duly filled in and submitted.

A handwritten signature in black ink, consisting of a stylized 'h' or 'k' shape, followed by a long horizontal line extending to the right.

Proforma

(Supporting Information)

Details of experience of works undertaken during last three years*

Year	Name and Address of the organization. Name, Designation, and telephone / fax number of the Officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				dd/mm/yy	dd/mm/yy
2011-12					
2012-13					
2013-14					
Additional information, if any					

*In this context, Annexure –I, para (b) may be seen. The bidder should have the experience of providing similar services to Central / State Government Departments, PSUs, Banks, etc., during last ten years. All the claims need to be substantiated with documentary evidence.

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Firm's/Company's Seal :



Annexure – III (Page 2)

Details of the contracts with Govt. of India'
Ministries/Department/PSUs/Autonomous bodies, during the existence of the
bidding firm.

Sl. No.	Name and Address of the organization (Govt. of India' Ministry/Deptt. /PSUs etc.), Name, Designation, and telephone / fax number of the Officer concerned	Details regarding the contract including manpower deployed	Value of Contract (p.a.) (Rs.)	Duration of Contract	
				From	To
				dd/mm /yy	dd/mm/yy
1					
2					
3					
Additional information, if any					

Signature of the authorized signatory

Date:

Name:

Place:

Firm's/Company's Seal :

N. B. : In the format above, more number of rows may be inserted, if a bidder requires more rows for detailing its experience properly.



ANNEXURE-IV

Financial Bid Proforma

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

VIII. Name of Tenderer : _____

II.

		Rate Per Month (Rs.) Per Telephone Operator
1.	Minimum Rates of Wages for skilled Matriculates but not Graduates Per Operator (Rs.) as on 01.04.2014 as notified by the Department of Labour, Govt. of NCT of Delhi) vide Order No. F.No. 12(142)/02/MW/VII/5681, dated 28.3.2014., Labour Department Govt. of NCT of Delhi.	
2.	ESI (Give Details in Terms of %)	
3.	EPF (Give Details in Terms of %)	
4	Sub-Total (1+2+3)	
5.	Service Charge including any kind of administrative charges (Give Details in Terms of % and Amount in Rs.)	
6.	Total (4+5)	
7.	Service Tax (Give Details in Terms of %)	
8 .	Grand Total in Figures inclusive of any kind of administrative charges.	
9 .	Grand Total (Rs.) in Words	

Signature
Full Name
Company Seal

Date :

Place:



Annexure-V

CHECK LIST

DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID

- 2 E.M.D. (Pay Order/Demand draft) to be dropped in EMD box separately.
- 2 Proof of Registered Office / Branch Office of Company /Firm /Agency in Delhi/New Delhi/NCR
- 3 Proofs of own Bank Account, TIN, PAN, VAT/Sales Tax Registration and the latest copy of the Income Tax Return.
- 4 Self-attested copy of a certificate indicating that the bidder has carefully read the terms and conditions of the tender and accepted all the provisions of the tender.
- 5 Self-attested copy of non-blacklisting certificate
- 6 Certificate that the services of the firm has not been terminated by Planning Commission before the expiry of the contract during last three years.
- 7 A proof about average annual turnover not less than Rs. 4 lakhs (Rupees (four lakhs) for last two years.
- 8 A scanned copy of the E.M.D. (Pay Order/Demand draft) to be enclosed with the bid.
- 9 If the bidder is exempted from submission of EMD, copy of relevant orders/documents regarding such exemption to be enclosed with the bid.
- 10 A proof of valid provident fund registration and ESI registration

