

## **SERVICE CONTRACT FOR PROVIDING ADMINISTRATIVE SUPPORT SERVICES FOR NRSC AT BALANAGAR, JEEDIMETLA, OLD AIRPORT HANGAR AND ES SHADNAGAR CAMPUSES**

### **GENERAL TERMS & CONDITIONS OF TENDER**

1. National Remote Sensing Centre (NRSC), invites quotations in **Two part tender through EGPS** from eligible Tenderers for providing Administrative Support Services to NRSC, Hyderabad for a **period of Two (02) years from the date of PO which may be extended for a further period of One Year** subject to satisfactory performance and mutual acceptance with the same terms & conditions. NRSC, Hyderabad has its campuses at Balanagar, Jeedimetla, Earth Station (ES)-Shadnagar, Airport Hangar-Begumpet, etc., and the Administrative Support personnel may have to be deployed at these Campuses depending on requirement. The Terms & Conditions of the Contract are as mentioned in Annexure-I.
2. **The period of the contract for Administrative Support Manpower is for 02 (Two) years from the date of PO and extendable for one more year** on satisfactory performance and mutual acceptance with the same terms & conditions.
3. **The Bidder shall have valid registration for supplying of manpower.**
4. **The bidder(s) shall hold a valid Registration of ES/EPF.** As per Contract Labour (Regulations & Abolition) Act 1970; the successful bidder should obtain valid licence against this contract / deployed manpower following the Contract Labour (Regulations & Abolition) Act 1970.
5. **Bidder has to submit the copies of documents / proofs for items mentioned in (3) & (4) above.**
6. The responsibility is lying with successful Bidder for:
  - Management of deployed manpower in terms of their timing & about their absentees on day-to-day basis.
  - Submitting the monthly Bill in original for payment along with attendance report without exploiting NRSC resources.
  - Any correspondence related to this contract.
7. **Bidder has to submit the quotation as per Annexure-II.** The Quotation must include the taxes as applicable. Anything not mentioned in the quotation will not be paid.

8. Quotation must include- (1) Rates per person/per unit; (2) ESI/EPF; (3) Service Charge per unit. The rates should not be less than the minimum wages prescribed by the Labour Commissioner. Anything not mentioned in the quotation will not be paid.
9. The quantum of work under each one of the above activities will vary at different Sections/Divisions. Considering the present requirement, it is estimated that the quantum of work to be carried out shall require up to 60 Administrative service Personnel required may vary from time to time and final decision in this regard shall be taken by NRSC.
10. The service charges have to be mentioned clearly, which will remain constant throughout the period of the Contract. The service charges quoted by the bidder will not be revised under any circumstances during the currency of the contract.
11. NRSC reserves the right to terminate Service Contract forthwith for any violation of the laid down Terms & Conditions of the Contract by the Tenderer by giving one-month notice. In that case, upon receipt of directions from NRSC, the Contractor shall withdraw the services without insisting for the notice period.
12. NRSC reserves the right to terminate the Contract without assigning any reason(s) by giving a prior notice of 30 days.
13. NRSC reserves the right to impose penalty recoverable from the monthly bills of the contractor for any act(s) of breach of contractual obligations.
- 14. Penalty: In the event of any of the personnel not performing the duty properly or absenting himself without proper permission or reason, an amount equal to double the day wages per day per person will be recovered from the contractors' monthly bill.**
15. NRSC reserves the right to reject any or all bids without assigning any reason whatsoever.
16. Submission of bids against this Tender Notice implies that the bidder has read all the Terms & Conditions of both Tender & Contract and agrees to abide by them. Bidder cannot claim ignorance of any term/condition at a later stage after submission of the bid.
17. Any bid which is not in the specified format will be summarily rejected.
18. The total landing amount/cost for providing Administrative Support Services will be the criteria for considering the lowest quote including applicable taxes.

## **ANNEXURE - I**

### **SERVICE CONTRACT FOR PROVIDING ADMINISTRATIVE SUPPORT SERVICES FOR NRSC BALANAGAR, JEEDIMETLA AND ES SHADNAGAR CAMPUSES, HYDERABAD**

#### **Terms & Conditions of Contract**

#### **1.0 Scope of Contract:**

1.1 Tenderer has to provide following Administrative supports and Services to NRSC, Hyderabad in different campuses located at Balanagar, ES- Shadnagar, Airport Hangar-Begumpet, etc. The nature of work involved in different Sections/Divisions of the above campuses and the minimum number of work force required are given below:

- a. Data entry support services at NRSC.
- b. To carryout various other jobs such as preparation of documents using computer software packages such as MS-Office etc.
- c. Organizing documents by printing reports, arranging printouts, taking photocopies, collating, arranging, circulating etc.
- d. Carrying out help desk functions, scanning, editing data etc. communication through email, telephone, fax, etc.
- e. Collection of literature through browsing of internet etc., and other related works as assigned from time to time.
- f. Any other Office work so assigned to them.

The quantum of work under each one of the above activities will vary in different Sections/Divisions. Considering the present requirement, it is estimated that the quantum of work to be carried out shall require up to 60 Administrative service Personnel required may vary from time to time and final decision in this regard shall be taken by NRSC

1.2 The normal General Shift working hours of office shall be 09:00 hours to 17:30 hours from Monday to Friday with lunch break of 30 minutes. The services are required on all working days and on Saturday if required. In case of any need, the services may also be required even beyond office hours and/or on Sundays/Public Holidays. For calculating the above workload, every two hours of service rendered will be treated as One Unit of service.

- 1.3 Considering the total work requirement for a period of one year at various Sections/Divisions, the work quantification may be up to 74,880 units (approx) in a year, i.e. equivalent to 60 Administrative Service Personnel for providing services at various Sections/Divisions for a period of 12 months of 26 days each comprising 4 units per day. However, this can be increased or decreased depending on requirements.
- 1.4 **Qualifications of the Administrative Service Personnel:** Skilled Personnel: The Tenderer to ensure that the Administrative Service Personnel shall possess the following qualifications:
- (a) Graduate (3 years) in any discipline (OR) Diploma in commercial practice with good communication skills.
  - (b) Conversant with the working knowledge of computers including MS-Office, etc.,
  - (c) English Typing Knowledge essential;
  - (d) Age Limit: 18-40 years as on the date of commencement of Contract.
- 1.5 Two (2) hours of Administrative Support Services will be treated as ONE UNIT of service. Any service rendered beyond Office hours/Holidays will be regulated in the units of Two hours each at approved rates.
- 1.6 The number of Administrative Service Personnel to be deployed have to perform above type of duties may be up to 60 (approx.). The number of Administrative Personnel is mentioned are indicative only. NRSC reserves the right to increase/decrease the requirement of Administrative Service Personnel from time to time depending on the requirements.
- 1.7 The Tenderer shall not be allowed to transfer, assign pledge or sub-contract its rights and liabilities under this Contract to any other agency. However, in extreme circumstances, if it is essential to do so, it shall be done only with the prior written consent of competent authority in NRSC.
- 1.8 The Tenderer shall identify a coordinator who would be responsible for immediate interaction with NRSC so that optimal services of the workforce deployed by them could be attained without any disruption.

**2.0** Period of the Contract for Administrative Support Manpower is for 02 years from the date of PO and extendable for one more year on satisfactory performance and mutual acceptance with the same terms & conditions.

**3.0 Responsibilities of the Selected Tenderer**

3.1 The Tenderer shall ensure deploying of Administrative Support Personnel who are capable of performing the nature of work as prescribed under scope of contract and as assigned by NRSC from time to time.

3.2 The Character & Antecedents of the selected Administrative Support Personnel shall be got verified through record check by the Tenderer from the concerned Police authorities, and the Original Police report shall be submitted to this office before their deployment.

3.3 The Administrative Support Personnel engaged shall attend for duties by making their own transport arrangement and NRSC shall not pay any conveyance charges.

3.4 The Administrative Support Personnel deployed shall reach the work spot well in time before the office hours and strictly follow the rules and regulations of NRSC safety and security policy.

3.5 The Administrative Support Personnel deployed are not authorized to communicate any Official information they may come across during & after their working period in NRSC to outsiders.

3.6 As NRSC is a High Security zone, the persons deployed by the Tenderer shall be required to follow the security requirements such as possessing a valid Photo Identity Card while entering the campus, maintaining high order of discipline while on duty etc.,

3.7 The Tenderer shall issue photo identity card duly signed and stamped to each person deployed for the work envisaged in this contract. Identity card will contain the name, date of birth, blood group and identification marks of the person.

3.8 In case, the Administrative Support Personnel deployed by the Tenderer commits any act of omission/commission that amounts to misconduct/ indiscipline/ incompetence, the Tenderer will be intimated of the same by the NRSC. The Tenderer shall be liable to take appropriate disciplinary action against such Administrative Support Personnel including their removal from work place, if required by NRSC.

- 3.9 The Tenderer shall replace any of its personnel who is found unacceptable to NRSC because of security risks, incompetence, conflict of interest, improper conduct or for any other reason immediately upon receiving written notice to that effect from NRSC.
- 3.10 The Tenderer shall arrange a substitute manpower well in advance, if any Administrative Support Personnel quits the job due to his/her own personal reasons.

#### **4.0 Legal**

- 4.1 The Tenderer shall abide by all the laws of the land including Labour Laws (PF, ESI, Minimum Wages Act, Contract Labour Act, etc.) welfare measures of Administrative Support Personnel, Income Tax, or any other taxes levied by the Government and all other obligations that enjoin such cases that are not essentially enumerated and defined herein. Any such onus in this regard shall be the exclusive responsibility of the Tenderer and it shall not involve NRSC in any way. In case of any default with regard to any statutory obligation, the Tenderer shall be solely responsible for any liability/consequential damages. Compliance of these provisions shall be ensured at the time of making monthly payments to Administrative Support Personnel and submission of claims to NRSC for reimbursement.
- 4.2 The timely payment of Employers' and Employees' contribution toward EPF & ESI at scheduled rates shall be the sole responsibility of the Service Provider. The Vendor shall be responsible for arranging the ESI Cards and EPF contribution details (monthly basis) to all the deployed manpower under this contract. The Tenderer shall be responsible for the payment of wages and allowances to the deployed work force as per Minimum Wages applicable fixed by the Central/State Govt. whichever is higher and all statutory payments (PF, ESI, etc.) to the Administrative Support Personnel engaged by him for providing the services.
- 4.3 Tenderer shall also be liable for depositing all taxes, levies, cess, etc., on account of service rendered by them to concerned tax authorities from time to time as per extant rules and regulations on the matter.
- 4.4 The Tenderer shall maintain all statutory registers under the applicable Law. The Tenderer shall produce the same on demand, to the concerned authority of NRSC or any other authority under Law. Income Tax (T.D.S.) shall be deducted at Source as per the provisions of Income Tax Act, as amended from time to time.
- 4.5 The Tenderer's personnel deployed by the Tenderer in NRSC shall not have any claims whatsoever of MASTER and SERVANT relationship nor have any PRINCIPAL and AGENT relationship with or against NRSC.

- 4.6 For all intents and purposes, the Contracting Tenderer shall be the “Employer” within the meaning of different Labour Legislations in respect of Administrative Support Personnel so employed and deployed at NRSC.
- 4.7 In case of termination of this Contract on its expiry or otherwise, the Administrative Support Personnel deployed by the Tenderer shall not be entitled to and shall have no claim whatsoever for any kind of regular employment in NRSC or any other DOS/ISRO Centres/Units.
- 4.8 The Tenderer shall be solely responsible for the redressal of grievances / resolution of disputes relating to Administrative Support Personnel deployed. NRSC shall, in no way, be responsible for settlement of such issues whatsoever.
- 4.9 NRSC shall not be responsible for any damages, losses, claims, financial or any other injury to any Administrative Support Personnel deployed by Tenderer in the course of performing their functions/duties, or for payment towards any compensation.

## **5.0 Financial**

- 5.1 Payments to the work force deployed shall be as per the Minimum wages plus VDA fixed for skilled / clerical work as per the Notification No. 1/7(3)/2023-LS-II dated 01/04/2024 of Ministry of Labour & Employment as amended from time to time. The Minimum wages + VDA applicable w.e.f. 01/04/2024 as per Order No. F.No.1/7(3)/2023-LS-II dated 01.04.2024 shall be Rs. 637+311 = Rs.948 per day. As &when VDA or Minimum wages is revised, unit rate will also be revised accordingly.
- 5.2 Penalty Clause: Every TWO hours of services rendered by Administrative Support Personnel shall be treated as ONE UNIT of Work. One-day service of 8 working hours will be considered as 4 Units of Service. For undue absence of any Administrative Support Personnel, the charges for two days of service of the personnel shall be deducted from the contractor’s bill.**
- 5.3 The Minimum wages + VDA applicable per day (8 hours of service) shall be divided into 4 Units of Service. The applicable Employers’ Contribution of ESI & EPF shall be paid for each Unit of Service.

5.4 Present Minimum Wages for Skilled / Clerical Category will be the basis for calculation of Rate per Unit of Service and the bidder may quote their rates accordingly as per proforma given in Annexure-II.

5.5 Payments will be made on monthly basis proportionate to the Units of service satisfactorily rendered as defined in the Scope of Contract. TDS shall be applicable as per the extant rules of Income Tax Act.

5.6 The Service Charges per unit of work shall remain firm & fixed for the corresponding years. In case of extension of Contract beyond two years, Service Charges for the extended period shall remain the same.

5.7 NRSC shall pay the applicable GST as per the prevailing rates along with bills.

5.8 The Tenderer should make payments to their personnel deployed during the month before the 5<sup>th</sup> day of the succeeding month and shall submit the bills for reimbursement to NRSC latest by 15<sup>th</sup> day of the succeeding month. The Contractor shall enclose copies of the following along with monthly bill: - (1) Wage Register (Bank Statement) (2) ESI Remittance (3) EPF Remittance (4) GST Invoice.

5.9 Payment towards EPF, ESI Contributions:

EPF @ 13% payable on Basic+VDA upto a maximum ceiling of Rs. 15,000/- per month. For any workforce whose pay (Basic+VDA) is above Rs. 15,000/-, then EPF shall be restricted to @ 13% of Rs. 15,000/-.

5.10 For the category of the workforce deployed by the Tenderer whose pay (Basic +VDA) is above Rs. 21,000/- per month, the ESI Act, 1948 is not applicable. Such work force shall be covered by a **Mediclaime Policy with a coverage of Rs. 2,00,000/- per annum/per person to the workforce at the cost of Service Provider.**

In view of the same, the applicability of ESI is as follows:

- a) For Employees with Monthly pay less than or equal to Rs. 21,000/- : ESI @ 3.25% payable on (Basic + VDA) upto a maximum ceiling of Rs. 21,000/- per month.
- b) For Employees with Monthly pay more than Rs. 21,000/- : The work force shall be covered by a **Mediclaime Policy with a coverage of Rs. 2,00,000/- per annum/per person at the cost of Service Provider.**



**5.11 Insurance:** The Tenderer shall mandatorily undertake to insure their workforce comprehensively against any risks during the course of work undertaken by them in Service Receiver's Work Place through a Group Accident Policy obtained from any of the Insurance Companies as approved by the Insurance Regulatory & Development Authority of India (IRDA). The Tenderer shall have to furnish originals of the Policy along with Premium receipts and other papers related thereto to the officer concerned of the service receiver within 15 days from the date of commencement of contract. Entry permits will be issued to the workforce of the Tenderer only after receipt of the original policy documents from the Tenderer concerned. Individual policies with a minimum coverage of Rs. 10 Lakhs per person (in the name of the Tenderer's workforce) shall be taken by the service provider.

**Contractor shall provide Medclaim & Group Accident Policy for the deployed manpower as stated above at their own cost and shall include in the Service Charges. The documentary evidence towards the policies of the work force deployed shall be submitted before claiming 1<sup>st</sup> Running Account bill, failing which bill will not be paid.**

NRSC shall not be responsible for payment of compensation on account of death, injury, etc., to the personnel deployed, whether on the occurrence of any untoward incident or otherwise and whether in the course of performance of duty or otherwise. The contractor shall be solely responsible for settlement of any claim in this regard.

**5.12 Minimum Service Charges:** As per Ministry of Finance, Department of Expenditure OM No. F.6/1/2023-PPD dated 06.01.2023, the minimum service charge shall be 3% and there is no ceiling. The quoted service charges shall include Medclaim & Insurance policy for the deployed manpower as stated above. Bidders are requested to note the same and submit their quote accordingly.

## **6.0 Parallel/Adhoc Contract:**

6.1 NRSC reserves the right to enter into parallel/Adhoc Contract(s) with one or more Service Provider(s) during the currency of the Contract for availing the same or similar services.

## **7.0 Termination or Short closing of Contract:**

7.1 If the Tenderer wants to withdraw the services, it is required to give an advance notice of one month. However, the Tenderer shall provide service till such time alternate arrangements are made by NRSC.

7.2 NRSC reserves the right to terminate the Contract without assigning any reasons by giving a prior notice of 30 days.

7.3 NRSC reserves the right to terminate this Contract forthwith for any violation of the laid down Terms and Conditions of the Contract by the Service Provider. In that case, upon receipt of directions from NRSC, the Contractor shall withdraw the services without insisting for the notice period.

#### **8.0 Indemnity:**

8.1 The Tenderer shall indemnify NRSC on a non-judicial stamp paper against any action, claims or proceedings relating to infringement of all or any of the prevailing laws like Workmen's Compensation Act, 1923, Contract labour (R&A) Act, EPF Act, ESI Act and any other Acts specifically not mentioned during the currency of the Contract. The cost of stamp paper shall be borne by the Service Provider.

#### **9.0 Security Deposit and its forfeiture:**

9.1 The Tenderer shall guarantee faithful execution of the Contract in accordance with the Terms and Conditions specified herein. As a performance security, the Tenderer should furnish a Security Deposit for 3% (Three percent) of the total Contract value within 15 days from the date of Contract in the form of Bank Guarantee valid for entire Contract period plus two months.

9.2 In the event of any breach of any of the Terms and Conditions of the Contract, NRSC shall have (without prejudice to other right and remedies) the right to terminate the Contract forthwith and/or to forfeit the entire or part of the amount of security deposit or any part thereof.

#### **10.0 Arbitration:**

10.1 In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Hyderabad. The expenses for Arbitration shall be

shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The applicable language for Arbitration shall be “English” only. Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.

**11.0 Jurisdiction & Applicable Law:**

11.1 The Courts within the Hyderabad city shall have jurisdiction to deal with and decide any matter arising out of proposed Contract. The contract shall be governed by Indian Law.

**12.0 Focal Point:**

Head, P&GA, NRSC or any authorized officer is identified as the focal point for execution of this contract.

**Annexure-II****Format for submitting Bid**

(Basic Wages will be taken into consideration vide latest Order dt. 01.04.2024 issued by Ministry of Labour & Employment)

<b>S. No</b>	<b>Description</b>	<b>%</b>	<b>Value in Rs. (Per Unit)</b>
A	Basic Wages (BW) plus Variable Dearness Allowance (Per day per person as per notification)		Rs. 948
B	Basic Wages (BW) plus Variable Dearness Allowance Per Unit  Every two hours of service rendered will be treated as One Unit of service. (948 / 4 )		Rs.237  (Fixed as per minimum wages as issued by Ministry of Labour & Employment)
C	(i) Employee State Insurance (ESI) per unit - 3.25% is applicable for the workforce whose monthly wages (Basic + VDA) does not exceed Rs.21,000 P.M. (In this present tender not applicable as wages are exceeding Rs.21,000)  (ii) Since, Basic +VDA per month is more than Rs.21,000/-, the work force shall be covered by a Mediclaim Policy with a coverage of Rs. 2,00,000/- per annum/per person at the cost of Service Provider.  (iii) The Tenderer has to arrange for Group Accident Policy with coverage of Rs. 10,00,000/- per person at their cost.		Tenderer should quote lumpsum cost at Sl.No. J & K  Tenderer should quote lumpsum cost at Sl.no. L & M
D	Employee Provident Fund (EPF) per unit  (Shall be paid upto a maximum ceiling of Rs. 15,000/- P.M. (Basic + VDA). As the Basic Pay per month is crossing Rs.15,000/-, EPF is restricted @ 13% of	13%	Rs. 18.75 (Fixed)

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	Rs.15,000/-. (15,000/26 = 577 x 13%= 75 per day 75 / 4 = 18.75 per unit)		
E	Sub-total per unit (B + D)		Rs. 255.75 (Fixed)
F	GST as applicable on (E)	18%	Rs.46.035 (Fixed)
G	Service Charge on (E) <b>inclusive of GST per unit</b>  (While quoting service charge, Vendors may please refer Department of Expenditure OM No. F.6/1/2023-PPD dated 06.01.2023, wherein it was stipulated that the <b>MINIMUM</b> service charge shall be <b>3%</b> )	.....%	Rs. ____ (To be quoted by the tenderer)
H	Landed cost per unit  ( E + F + G)		Rs. ____ To be filled by the tenderer
I	Total cost for 149760 units (H x 149760)  (4 units x 26 days x 24 months x 60 persons = 149760 units)		Rs. ____ To be filled by the tenderer
J	<b>Cost incurred for taking Medclaim Policy for the total manpower deployed for a period of 1st year (incl. of GST)</b>		Rs. ____ To be filled by the tenderer
K	<b>Cost incurred for taking Medclaim Policy for the total manpower deployed for a period of 2nd year (incl. of GST)</b>		Rs. ____ To be filled by the tenderer
L	<b>Cost incurred for taking Group Accident Policy for the total manpower deployed (with coverage of Rs. 10,00,000/- per person) during 1st year (incl. of GST)</b>		Rs. ____ To be filled by the tenderer
M	<b>Cost incurred for taking Group Accident Policy for the total manpower deployed (with coverage of Rs. 10,00,000/- per person) during 2<sup>nd</sup> year (incl. of GST)</b>		Rs. ____ To be filled by the tenderer
N	<b>Landed cost of 60 ASPs for a period of 24 months including Medclaim policy + Group Accident Policy</b>  (I + J + K + L + M)		Rs. ____ To be filled by the tenderer

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 Signature of the tenderer

**NOTE :**

1. **Vendors may note that the minimum services charges shall not be below 3%.** Hence, vendors who quote service charges less than 3% shall not be considered and their offer will be rejected.
2. Vendors should quote the premium amount applicable to take Medclaim policy and Group Accident policy for all the deployed manpower (i.e., S.No: J, K, L & M). NULL values in these line items shall not be considered and offers of those vendors who have quoted '0' or 'NULL' shall not be considered and shall be rejected.
3. Vendors should mention the value arrived at Sl.no. N in their price bid in EGPS
4. L1 will be evaluated based on the value quoted by the vendors at Sl.no. N
5. Vendors have to compulsorily submit the above Price break-up format along with their price bid. Offers received without duly filled and signed above Price break-up format shall be rejected without any further reference.
6. This is a two-part tender (Part 1 – Techno-commercial bid, Part 2 – Price bid). **PRICE DETAILS SHOULD NOT BE DISCLOSED IN PART – 1 TECHNO-COMMERCIAL BID OR IN ANY OTHER ATTACHMENTS ENCLOSED IN TECHNICAL BID.** In case, Price details are mentioned in Part – 1, the offers of the same will be summarily rejected. The technical documents need to be attached without any price information. Price details, whether in percentage or cost should only be mentioned in Part – 2 Price bid only.

**14.0 Ensuring Payment of Wages**

a) While submission of bills for claim, the contractor shall submit Bank statement and certified copy of remittance instruction provided to the bank. In addition, the contractor shall mandatorily submit Monthly Wages Calculation Sheet as per the format in Annexure – B. The above documents shall be mandatory for processing the monthly claims of the contractor.

b) After placement of order, the documents listed below shall be mandatorily submitted by successful contractor for ESI and EPF and verification & for release of payment.

- i. Tax invoice
- ii. Monthly Muster Book (Attendance Sheet)
- iii. Remittance of salary by contractor
- iv. Details of monthly EPF Contribution by Contractor
- v. EPF Combined Challan
- vi. EPF Payment confirmation receipt
- vii. EPF ECR (Electronic Challan cum Return)
- viii. Details of the monthly ESIC contribution by Contractor
- ix. ESIC Bank Challan, Online challan and contribution details

- x. EPFO Member Pass Book
  - xi. EPF-TRRN (Temporary Return Reference Number)
- c) The Performance security submitted by the successful tenderer will be released only after confirming that the contractor has made all required statutory payments as mandated by law, for the entire period of contract.

### **15.0 Contractor Eligibility Criteria**

**15.1 The contractor at the time of submission of bid, should have successfully executed atleast three purchase orders during the last five financial years for supply of manpower service to Govt. departments / PSUs / Autonomous Bodies / State Governments / MNCs / Reputed Organizations and shall submit PO copies along with work completion certificates.** If the bidder is submitting copies of POs along with the completion certificates from MNCs or any private organizations, a copy of TDS of last three years should be submitted along with their offer to substantiate their experience.

\*MSEs and Startups are exempted from Prior Qualification Criteria as per extant GOI guidelines from time to time.

**15.2 The Bidder shall submit copy of GST Registration Certificate with office address in Hyderabad / Secunderabad mentioned in certificate, failing which their offer will not be considered for further processing.**

15.3 Bidder should have not been defaulted/debarred/suspended/black-listed against any tender/contract by any Central / State Government / Public Undertaking / Institute on any account. **An undertaking towards this shall be submitted against this bid on the letter head of the Service Provider.**

### **16. Bid Securing Declaration Form:**

**Bid securing Declaration form as per Annexure-A shall be submitted along with bid. Offers received without bid security declaration form are liable to be rejected.**

**17. Other Penalties:**

Sl. No.	Service level agreement	Penalties for non-compliance
1	Non deployment of total manpower mentioned in the contract as per the date of joining	@ 1% per day of the total value (excluding service tax etc.) of the delayed resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10%
2	If the employee is found responsible for any theft, loss of material/ articles and damages	Immediate payment in actuals, equivalent to the value of the article theft/lost/damaged. Replacement within 2 day/cancellation of contract as decided by the buyer depending on the gravity of the act.
3	If the employee is found responsible for disobedience/ misconduct	Warning/counselling/Immediate replacement within 2 days as decided by the buyer depending on the gravity of the act
4	If the employee is absent or takes leave for more than 2 days	Substitute within 2 days failing which, @ 1% per day of the total value (excluding service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10%
5	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practise in collusion with any third party or officials at the work place	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10% as decided by the buyer depending on the gravity of the act.
6	For three defaults on time frame mentioned in any of the conditions mentioned at 1-5 above	Payment equivalent to two times of the per day cost of the hired services
7	Non-payment of regular salary / wages (before 15th of every month) to the deployed manpower	1% of the billed value for the month in which such instance is noticed



- 18.** Vendors should quote the premium amount applicable to take Medclaim policy and Group Accident policy for all the deployed manpower (i.e., S.No: J, K, L & M). NULL values in these line items shall not be considered and offers of those vendors who have quoted '0' or 'NULL' shall not be considered and shall be rejected.
  
- 19.** Vendors have to compulsorily submit the Price break-up format (Annexure – II) along with their price bid. Offers received without duly filled and signed Price break-up format shall be rejected without any further reference.

**Annexure - A****BID SECURING DECLARATION FORM**

Tender No: \_\_\_\_\_

Date: \_\_\_\_\_

To  
**Head, Purchase & Stores**  
**National Remote Sensing Centre**  
**Hyderabad.**

I/ We. The undersigned, declare that:

I/ We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/ We accept that I/ We may be disqualified from bidding for any contract with you for a period of **one year** from the date of notification if I am / We are in a breach of any obligation under the bid conditions, because I/ We

- a) have withdrawn/ modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/ We understand this Bid Securing Declaration shall cease to be valid if I am/ we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

**Signed:** (insert signature of person whose name and capacity are shown)  
**in the capacity of** (insert legal capacity of person signing the Bid Securing Declaration)

**Name:** (insert complete name of person signing the Bid Securing Declaration) Duly  
 authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

Service Contract For Providing Administrative Support Services For NRSC

**ANNEXURE – B**

Monthly Wages Calculation Sheet for the month of \_\_\_\_\_

Sl. No	Employee Name	Category	UAN No.	Employee IP Number	Month	Minimum Wage	Attendance	Gross as per Min. Wage	EPF				ESI		Professional Tax	Service Charge	Other Deductions	Net Pay	
									EE (12%)	EPS (8.33%)	ER (3.67%)	Admin Charges (1%)	Employer 13%	Employee 3.25%					Employee 0.75%
1	AAA AA	Unskilled				0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	BBB BB	Skilled				0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	CC CC	Unskilled				0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	DD DD	Unskilled				0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>							0	0	0	0	0	0	0	0	0	0	0	0	0

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