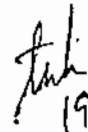


**TENDER NOTICE**

1. Planning Commission requires the services of five experienced Female Telephone Console Operators for a period of one year. The Sealed quotations with separately sealed Technical and Financial bids filled in the specified Performa given below and addressed to the Under Secretary (GA), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi – 110001, should reach latest by 3.00 P.M. on 12/09/2011. The quotations may be sent by post to the Under Secretary (GA) at the above mentioned address or dropped in the Tender Box placed at 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 appearing on Planning Commission's website till 3.00 P.M. on 12/09/2011. Bids received after the closing date and time will not be considered.
2. The Technical bids will be opened at 3.30 PM on the same day by the Tender Opening and Evaluation Committee (TOEC), comprising of a group of Officers of Planning Commission, in the presence of such tenderers or their authorized representatives who may wish to be present. Only one representative per tender will be allowed to attend.
3. Financial bids of only those tenderers will be opened who fulfil the Technical Requirements and are accepted by the TOEC.
4. Complete Tender Details may be downloaded from the website of Planning Commission <http://planningcommission.gov.in>

  
19.8.11

[T. Nanda Kumar]  
Under Secretary to the Government of India

**Scope of work and general instructions for tenderers**

1. Planning Commission has a requirement for 5 Female Telephone Console Operators (TOs) for manning the P.C. based operator consoles, attached to the 1200 line EPABX system working in this office.
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. The TOs should be well trained and polite in nature, have excellent communication skills in English and Hindi and experienced in operating P.C. based operator consoles. The minimum educational qualification required for the TOs is Matriculation (10<sup>th</sup> Pass) and proof thereof will be required from the successful bidder at the time of finalisation of contract.
3. The tenderers are required to submit two separately sealed bids superscribed "**Technical Bid**" and "**Financial Bid**". 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 Performa given below should be submitted alongwith the technical bid.
5. The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees twenty 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 from the date of issue of this tender. In the absence of EMD, the tender will be rejected summarily. The earnest money will be refunded to the unsuccessful bidders and late bidders, after finalisation of the contract. It will be refunded to the successful bidder after receipt of performance surety from him.
6. The successful bidder will have to deposit a Performance Security Deposit of Rs.50,000/- (Rupees fifty thousand only) 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 one year contract.



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 Contractor's performance by the competent authority in the Planning Commission.
8. All entries in the tender form should be legible and filled clearly. Cuttings, if any, must be signed by the person authorized to sign the tender bids.
9. Conditional bids will not be considered and will be rejected outright. Tender incomplete in any form is liable to be rejected outright.
10. The closing time and date for receipt of tenders will be 3.00 P.M. on 12/09/2011. The quotations may be sent by post to the Under Secretary (GA) at the above mentioned address or dropped in the Tender Box placed at 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 appearing on Planning Commission's website till 3.00 P.M. on 12/09/2011. Bids received after the closing date and time will not be considered.
11. The bids will be opened at 3.30 PM on the same day by the Tender Opening and Evaluation Committee (TOEC), comprising of a group of Officers of Planning Commission, in the presence of such tenderers or their authorized representatives who may wish to be present.
12. Financial bids of only those bidders will be opened who fulfil the eligibility criteria conditions and are accepted by the TOEC.
13. Any bidder found to have been blacklisted by any Govt. Ministry / Department / PSU, will not be considered for selection.
14. No bidder will be allowed to withdraw after submission of the bids, otherwise the EMD submitted by the bidding firm would stand forfeited.



15. In case the successful bidder declines the offer of contract, for whatsoever reason(s), the EMD submitted by the successful bidder would stand forfeited and action for blacklisting of the firm will be initiated by this Office.
16. 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 fulfill the following requirements and submit documentary proof thereof alongwith the Technical Bid. Otherwise the bid may not be considered.
  - (a) The tenderer should have 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.
  - (c) As on 01/07/2011 the tenderer should have at least three years experience in providing the services of Female Telephone Console Operators (FTCOs) to Government Ministries / Departments / PSUs, and should be currently providing the services in one or more Central Government Ministries / Departments / PSUs.
  - (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 and submitted alongwith the Technical Bid as acceptance of the Terms and Conditions.
  - (e) The Tenderer should not have been blacklisted by any Govt. Ministry / Department / PSU.
  - (f) The declaration as per Performa given below should be duly signed and sealed and submitted alongwith the Technical Bid.
  - (g) The rates quoted in the Financial bid should not be less than the minimum rates of wages for clerical and non-supervisory technical staff – Matriculates but not Graduates.



Terms and Conditions

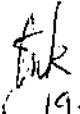
1. The Contractor will furnish on the company letterhead, details of the Telephone Operators (TOs) to be deployed i.e. their full name, father's / spouse's name, full residential address, contact telephone no., etc.
2. One of the TOs will act as a Supervisor and would be responsible to interact with the Planning Commission. The Supervisor's name and telephone number (Mobile) should be intimated by the Contractor, 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 TOs will report for duty at 8.30 a.m. and two of the TOs will remain on duty upto 6.00 p.m. on all working days. In emergent cases, services of the TOs may be required on holidays, for which no extra charges will be paid. The Supervisor will 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, the Contractor will provide a substitute, otherwise, pro-rata amount will be deducted from the monthly bill. However, the Contractor will arrange for a substitute and not keep the position vacant for more than 7 days.
5. For all intents and purposes, the Contractor will be the "Employer" within the meaning of different Labour Laws applicable, in respect of the staff deployed by the Contractor in Planning Commission. **The person(s) deployed by the Contractor in Planning Commission will not have any claims of Master and Servant relationship against Planning Commission.** It will be the sole responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the person(s) deployed in Planning Commission and Planning Commission will have no liabilities in this regard.
6. The Contractor 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 Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
8. The person(s) deployed by the Contractor will not claim nor will be entitled to pay, perks and other facilities admissible to employees of 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 Contractor will not be entitled to and will not have any claim for absorption in any capacity in the Planning Commission.
10. The Contractor will be responsible for compliance of all statutory provisions relating to 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 and compliance of all labour laws, welfare schemes applicable to the staff deployed by the Contractor in this Office.
11. The rates quoted by the bidder in the Financial Bid should not be less than the minimum rates of wages per month for clerical and non-technical supervisory staff - Matriculates but not Graduates, fixed by the Department of Labour, Govt. of NCT of Delhi, applicable at the time of bidding.
12. On each occasion a revision of the minimum wages is notified by the Department of Labour, Govt. NCT of Delhi, the Contractor will forward a copy of the notification and make a request to Planning Commission for considering proportionate enhancement of the contract rates.
13. The Contractor will be liable for depositing all taxes on account of service rendered to Planning Commission.
14. The Contractor will maintain all statutory registers under the Law.
15. If the successful bidder fails to deploy workers against the initial requirement within 15 days from date of placing the order, the EMD will stand forfeited without giving any further notice and action for blacklisting of the firm will be initiated.

*Sub*

16. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be forfeited by this Office, besides annulment of the contract and initiation of action for blacklisting the Contractor.
17. The Contractor will 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 (GA) in the first week of the succeeding month.
18. PAN Number and or other tax registration numbers should be printed on the bills raised by the Firm. Payment will be made by ECS.
19. The competent authority in Planning Commission, reserves full authority to discontinue the contract, at any point of time, without giving any reason, by giving one month's notice. The decision of the Planning Commission will be final in this regard.
20. The competent authority 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.

  
19.8.11

**[T. Nanda Kumar]**  
**Under Secretary to the Government of India**

**N.B.:** A copy of the Terms & Conditions should be duly signed alongwith company seal, by the tenderer in all pages, thereby conveying his acceptance of the same, and submit it alongwith the Technical Bid.

**Performa for Declaration**

1. I, \_\_\_\_\_ Son / Daughter of  
Shri \_\_\_\_\_ Proprietor/Partner/Direct  
or/ 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. My/Our company has not been blacklisted by any Govt. Ministry / Department /  
PSU.
4. 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.
5. The rates quoted by me in the Financial Bid are not less than the minimum  
rates of wages for clerical and non-technical supervisory staff – Matriculates  
but not Graduates, fixed by the Department of Labour, Govt. of NCT of Delhi,  
applicable at the time of submission of bid.

Date  
Place

Signature  
Full Name  
Company Seal



**TECHNICAL BID PERFORMA**

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

1.	Name of Company				
2.	Name of Proprietor				
3.(a)	Office Address				
(b)	Telephone No.				
(c)	FAX No.				
(d)	E-Mail Address				
4.(a)	Name of the Bank				
(b)	Address of the Bank				
(c)	Telephone No.				
(d)	Fax No.				
5.	Registration Details(copies to be enclosed)				
(a)	PAN / GIR No.				
(b)	Service Tax No.				
(c)	E.P.F. No.				
(d)	E.S.I. No.				
6.(a)	EMD Amount(Rs.)				
(b)	D.D. / P.O. No. & Date				
(c)	Drawn on Bank				
(d)	Valid upto				
7	Give details of the last 2 year's contracts, as on 01.09.2011 including details of present contracts awarded to the tenderer by Central Government Departments / Ministries / PSUs:				
	Name of the Department / Ministry along with name, designation, address, telephone and FAX numbers of the concerned Officer	Number of Operators provided.	Value of Contract (Rs.)	Duration of Contract	
				From dd/mm/yy	To dd/mm/yy
(a)					
(b)					
8.	Additional information, if any				

Date:  
Place:

Signature  
Full Name:  
Company Seal :

*thk*

**FINANCIAL BID PERFORMA**

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

I. Name of tenderer: \_\_\_\_\_

II.

		Rate Per Month (Rs.)	Pro-Rata Rate Per Day (Rs.)
1	Total amount payable for providing the services of five female telephone console operators. (The quoted rates should not be less than the Minimum Rates of Wages for Clerical and non-technical supervisory staff - Matriculates but not Graduates Per Operator (Rs.) as on 01.07.2011 as notified by the Department of Labour, Govt. of NCT of Delhi). The rates should be excluding taxes.		
2	Applicable Taxes (Give details in terms of % and amount in Rs.)		
3	Grand Total (Rs.)		

Date:  
Place:

Signature  
Full Name  
Company's Seal :

*fnh*