

**GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY,
STQC DIRECTORATE
ELECTRONICS REGIONAL TEST LABORATORY (SOUTH)
AKKULAM, SREEKARIYAM. P.O., THIRUVANANTHAPURAM - 695 017.
TEL. NO. 0471 - 2444896, 2559560; FAX. NO. 0471 – 2559943
Email: ertlsouth@stqc.gov.in**

TENDER DOCUMENT

Category : **OPEN SINGLE-BID TENDER**

Name of the Item : **CLERICAL SERVICE BY PROVIDING
OFFICE ASSISTANT**

Tender No. : **34(4)/2017/Admn-OA**

Issue Date : **14.06.2018**

**Closing Date & Time for
Submission** : **10.07.2018 at 11.00hrs.**

EMD Amount : **Rs 21,000/-**

Opening Date & Time : **11.07.2018 at 11.00hrs.**

Head (Genl Admn)

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TO
ALL INTERESTED BIDDERS

INVITATION OF TENDER

Bids electronically submitted through CPP portal are hereby invited by the Director, ELECTRONICS REGIONAL TEST LABORATORY (South), Thiruvananthapuram, for and on behalf of the President of India, from interested and eligible Bidders for the Services / items under the terms and conditions and schedule of requirements and specifications mentioned in the following Tender Document in the manner prescribed. In case any clarification is required for filling the bid document or submitting the same, the prospective bidder may contact Head (Genl Admn). (Email: ertlsouth@stqc.gov.in)

Contents

- 1) Chapter – 1 : Instructions to Bidders
- 2) Chapter – 2 : Conditions of Contract
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- 5) Chapter – 5: Proforma for Bid

CHAPTER – I : INSTRUCTIONS TO BIDDERS

1 Eligibility Criteria

- 1.1 Ownership: The Bidder must not be an individual but must be a registered Firm / Organization. A copy of the registration certificate of the firm / organization for registering the firm / organization as a Limited Company, or a Private Limited Company, or a Partnership firm etc., shall be submitted.
- 1.2 **Bidders should be based in Trivandrum district OR they should have an administrative office / branch in Trivandrum.**
- 1.3 Only those bidders, who have enrolled themselves in the CPP portal, shall submit their bids electronically in the portal.
- 1.4 Credentials: Bidders may preferably have proven track record for providing similar type of services and shall submit copies of successfully executed contracts (at least 3) during the last 3 years.
- 1.5 The contractor shall have valid PAN number and GST Registration Number and submit a copy each of the PAN Card and GST Registration.

2 Submission of Bids

- 2.1 Price of the Bid Document: This tender document is free of cost.
- 2.2 Availability of Bid Document: The bid document can be downloaded from the website of the STQC Directorate, Ministry of Electronics and Information Technology, Govt. of India, New Delhi, namely, www.stqc.gov.in or from <https://eprocure.gov.in/cppp>. However, submission of tender document is possible only in CPP portal
- 2.3 Bids shall be valid at least for 90 days from the date of closing.
- 2.4 The bidder is required to deposit the requisite Earnest Money Deposit by **Fixed / Term Deposit Receipt or Bank guarantee** from any Nationalized/Commercial bank in favour of “PAO, MeitY, New Delhi” (operated through Director ERTL(S)) payable at Trivandrum along with the bid. **The EMD shall be valid 45 days beyond the final bid validity period of the quotation.** Apart from scanned copy of the EMD submitted electronically, physical FDR / TDR / BG put in an envelope superscribed with the “EMD for Tender No.34(1)/2017/Admn-OA dated (closing date:) “ shall be sent to ERTL(South), Trivandrum so as to reach on or before the closing date of the bids. The contents of scanned image of EMD submitted electronically shall tally with that of the physical EMD. In the case of exemption certificate from Central Purchasing Organizations like DGS&D, NSIC etc., in lieu of EMD, a scanned copy of exemption certificate shall be

uploaded. Bids without EMD or valid exemption certificate shall not be considered. The decision of Director, ERTL(South) shall be final regarding the validity of exemption certificate.

- 2.5 Bidders must submit their bids electronically in separate distinct files as specified in the on-line instructions of e-tender.
- 2.6 E-bids, containing documents that are illegible, not readable, not clear shall be liable to be rejected. Therefore, bidders shall ensure that only legible, readable and clear soft copies are uploaded.
- 2.7 The technical aspects like Encryption, DSC etc., of bids and documents submitted on-line shall conform to the e-procurement guidelines meant for bidders in the CPP portal.
- 2.8 Bids, submitted in any other mode than e-submission in CPP portal, shall not be considered.
- 2.9 The format of bid shall conform to the proforma contained in Chapter 5.

3 Opening of bids

- 3.1 Bids will be opened electronically by the STQC Procurement Committee (SPC) members on the bid opening date.
- 3.2 Then, bids will be evaluated by the SPC members and approved by the final competent authority for sanctioning the ERTL(S) proposal. Evaluation result and final bid result / awardee details will be published in the CPP portal / STQC websites.
- 3.3 The EMD is liable to be forfeited and bid is liable to be rejected, if the bidder withdraws or amends or derogates from the tender in any respect within the period of validity of the tender.
- 3.4 The EMDs of unsuccessful bidders will be returned without any interest, after the expiry of the final tender validity period but not later than 30 days after issue of Work Order and its acceptance by the successful bidder.
- 3.5 The successful bidder shall submit a Performance Bank Guarantee (PBG) for an amount equivalent to 10% of the annual quoted amount along with Order Acknowledgement i.e. by sending a signed and stamped copy of the Purchase / Service Order within four weeks of the placement of Service Order. An Agreement has to be executed between ERTL(S) and the successful bidder on a 200 rupees non-judicial stamp paper, expenses for which have to be borne by the successful bidder. EMD of the successful bidder will be returned without any interest, on submission of Order Acknowledgement and PBG by the successful bidder.

- 3.6 PBG shall, preferably, be in the form of Term Deposit Receipt. However, Bank Guarantees are also accepted, which shall be in the prescribed format.
- 3.7 Payment shall be released on monthly basis on submission of a pre-receipted bill in triplicate in the name of Director, ERTL(South), Thiruvanthapuram immediately after making payment to the deployed personnel but not later than 10th of every month along with the required documents.
- 3.8 Payment will be released within 30 days, if all the documents submitted and service rendered are proper / satisfactory as per the contract.
- 3.9 Payment will be made by electronic mode. Therefore, bidder shall submit the bank account details, namely, (i) Name and address of the organization; (ii) Name of the Bank and Branch; (iii) Account Number; (iv) Account Type; (iv) IFSC / NEFT Code; (vi) Bank Code; (vii) MICR Code along with a copy of the cancelled cheque leaf or photo copy of a cheque leaf.

4 **Disputes**

In case of any dispute, the decision of Director, ERTL(S), Thiruvananthapuram shall be final and binding on the bidders.

CHAPTER-2: CONDITIONS OF CONTRACT

- 1 The contractor shall pay minimum monthly wages of Rs.15,184/- (@584/day for 26 days) to the office assistants deployed. The contract amount will not be increased or revised during the period of contract except GST.
- 2 The employees of the Contractor shall be enrolled under the EPF & MP Act and shall be covered under ESI and a copy of ESI and EPF Deduction Certificate shall be enclosed along with the monthly bills submitted by the contractor.
- 3 The contractor shall employ only adult labour and manpower employed shall be as per the Chapter-3 of this tender document. Income tax @ 2% or as amended from time to time by Income Tax Department, will be deducted from the payment made to the contractor.
- 4 The contractor shall be liable to deal and settle all kinds of problems of labour and the matter related with labour unions etc., including financial compensation, if any.
- 5 ERTL(S) will not be responsible for any accident, injury or death of the deployed persons by the contractor. Any claim arising out of the discharge of the duties assigned to them shall be settled by the contractor only.
- 6 The office assistant deployed must be bonafide citizens of India and shall obey and carry out the orders given by this office and mark their attendance on the bio-metric device installed at ERTL(S). For this purpose, a self-attested copy of the Aadhaar Card, a passport size photo, mobile number and email ID of each office assistant deployed shall be submitted to ERTL(S) Administration. This shall be ensured by the contractor.
- 7 Apart from this, manual attendance data for every month duly signed by the Field Officer shall be submitted to ERTL(S) Administration.
- 8 The successful bidder shall enter into an agreement with ERTL(South), which shall be made on a 200-rupees non-judicial stamp paper. The contract will be valid for one year at the first instance, which may be extended for a further period of one year at the sole discretion of the competent authority and the willingness of the contractor.

CHAPTER-3: SCHEDULE OF REQUIREMENTS

Qualifications-Essential

1. Minimum Qualification: XII or equivalent pass.
2. Knowledge of MS Office and other computer related works.
3. Knowledge of reception/office/secretarial works.
4. Proficiency in English and knowledge of Hindi.

Experience-Essential

1. At least two years of experience in Government/PSUs/similar organizations.

Qualifications –Desirable

1. Graduate in any discipline.
2. Knowledge of Malayalam (Spoken, writing & reading)

Age limit

The deployed personnel shall be in the age group of 20 to 35yrs

Nature of work

All clerical works relating to administration, accounts and customer service including data entry in computers.

Number of personnel Required

03(Three)

Working Hours

9:00AM to 5:30PM(with half-an-hour lunch break)

Working Days:

Monday to Friday (Saturday & Sunday Holiday)

The deployed personnel will report to the concerned section Head

- Note: Working hours and number of working days may vary based on the Government of India Instructions issues from time to time. In case of urgency, they may be asked to work on Saturdays/ Holidays for which no extra payments will be made.

CHAPTER-4: SCOPE OF WORK

1. Clerical works relating to Administration, Accounts and Customer Service.
2. Computer related works like preparing letters, documents. Reports, statements et., using Word, power point presentations, developing excel work sheets, sending/receiving mails, retrieval of information by browsing the internet and taking print outs.
3. Scanning of documents using scanner.
4. Sending/Receiving mails.
5. Preparation of salary bills, TA bills, bills for payment of other office expenses.
6. Maintenance of various registers and files.
7. Any other jobs that may assigned from time to time.
8. The deployed personnel shall maintain strict confidentiality of the information that they may get while carrying out their assigned duties.

CHAPTER – 5: PROFORMA FOR BID

(To be printed on the letter-head of the bidder and duly signed by the Authorized Signatory with common seal / rubber stamp of the firm / organization)

QUOTATION IN RESPONSE TO TENDER NO.34(4)/2017/Admn-OA DATED FOR CLERICAL SERVICES BY PROVIDING OFFICE ASSISTANTS AT ERTL(S)

Bidder's Quotation Reference Number :

Quotation Date :

Sl.No.	Details		Document to be attached
1	Registration Number		Copy of Certificate of Registration as a firm / company dealing with manpower deployment.
2	PAN Number		Copy of PAN Card
3	GST Registration Number		Copy of GST Registration.
4	EPF Registration Number		Copy of Letter from EPF Office.
5	ESI Registration Number		Copy of Letter from ESI Office.
6	Name of the 3 organizations where similar services were provided by the bidder during the last 3 years	(i) (ii) (iii)	Copies of the PO/WO along with order acknowledgement.
7	EMD Details	TDR / FDR /BG No.....dated drawn on(Bank's Name & Branch)For an amount of Rs.21,000 /- . Valid till:	Copy of the TDR / FDR /BG towards EMD shall be uploaded. Physical TDR / FDR /BG has to be sent to ERTL(South) so as to reach them on or before closing date. In the case of exemption, exemption certificate shall be uploaded. No need to send physical copy of the certificate.
8	Date till which quotation is valid		
9	Number of persons deployed	3(Three) Male or Female meeting the specifications mentioned in Chapter 3 of the Tender document.	

S.No.	Particulars	Amount / Rs.
10	Bid Amount	
	Particulars	
10.1	Minimum Monthly Wages /person	Rs.15,184/-
10.2	EPF (Employers contribution)	
10.3	ESI	
10.4	Service Charges etc.	
10.5	Total	
10.6	GST @ 18% (9% + 9%) (or at the rates in force at the time of quoting) on the amount at 10.5	
10.7	Gross Amount per month (10.5+10.6)X3	
10.6	Annual Gross Amount (Amount at 10.7 X 12)	

Apart from the above documents, the following documents are also to be uploaded along with this commercial bid.

- 1. A scanned copy of the tender document duly signed by the authorized signatory of the bidder with company's seal, on all pages as a token of having accepted the terms and conditions of the tender notice.**
- 2. Bank Account Details duly signed by the authorized signatory of the bidder, as mentioned in clause 4.6 along with a scanned copy of a cancelled cheque leaf.**

Signature of the Authorized Signatory of the bidder

Place:.....
Date :.....

Name:
Designation:
Landline Number:
Mobile Number:
Fax Number:
Email id:

MODEL BANK GUARANTEE FORMAT FOR FURNISHING PBG

To
The President of India

WHEREAS.....(name and address of the supplier)
(hereinafter called "the supplier") has undertaken, in pursuance of contract
no..... dated to supply (description of goods and
services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier
shall furnish you with a bank guarantee by a scheduled commercial recognized by you
for the sum specified therein as security for compliance with its obligations in
accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you,
on behalf of the supplier, up to a total of
(amount of the guarantee in words and figures), and we undertake to pay you, upon
your first written demand declaring the supplier to be in default under the contract and
without cavil or argument, any sum or sums within the limits of (amount of guarantee) as
aforesaid, without your needing to prove or to show grounds or reasons for your
demand or the sum specified therein.)

We hereby waive the necessity of your demanding the said debt from supplier before
presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of
the contract to be performed thereunder or of any of the contract documents which may
be made between you and the supplier shall in any way release us from any liability
under this guarantee and we hereby waive notice of any such change, addition or
modification.

This guarantee shall be valid until the day of, 20.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
.....
Seal, name & address of the Bank and address of the Branch