



Government of India
Ministry of Communications
Department of Telecommunications
O/o Sr. Deputy Director General Uttar Pradesh (West)
1st Floor, Brahmपुरi Telephone Exchange, Delhi Road, Meerut-250002

Tender (E-tender)

For

**“Outsourcing of Data Entry Operator Service and
Multi Tasking Staff Services”**

FOR USE IN

O/o THE SENIOR DEPUTY DIRECTOR GENERAL

UP (WEST) LICENSE SERVICE AREA, Meerut

NIT No: 30-90/UPW/LSA/Tender-Outsourcing/2017-18 Dated: 16-10-2017

Not transferable

Price Rs. 575

TABLE OF CONTENTS

PART-I

Section	Contents	Page No.
	Table of Contents	2
I	Notice Inviting Tender	3-7
II	BID Form	8
III	Bidders Profile & Certificates	09-15
IV	Instructions to Bidders	16-26
V	General Conditions of Contract	27-42
VI	Educational & other Qualifications of the Workers and Works & Duties	43-44
VII	Schedule of Requirements	45
VIII	Agreement Format	46-47
IX	Performance Security Guarantee Bond Format	48-49
X	Check List of Bidder	50

PART-II

XI	Financial Bid Form	51-53
----	--------------------	-------



Government of India
Ministry of Communications
Department of Telecommunications
O/o Sr. Deputy Director General, Uttar Pradesh (West)
1st Floor, Brahmपुरi Telephone Exchange, Meerut-250002

Section-I

NIT No: 30-90/UPW/LSA/Tender-Outsourcing/2017-18

Dated: 16-10-2017

NOTICE INVITING TENDER

E-Procurement TENDER NOTICE for Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services

The office of Sr DDG, UP (West),LSA, Meerut on behalf of the President of India invites E-Procurement Tender (Online Tender through website <http://eprocure.gov.in/eprocure/app>) in Two bid system from the qualified firms as per the below mentioned schedule:-

SCHEDULE TO TENDER

S.No.	Activity Description	Schedule
1.	Tender No	30-90/UPW/LSA/Tender-Outsourcing/2017-18 Dated 16-10-2017
2.	Sale of Tender Document	16 October 2017 to 08 November 2017 , The tender document can be downloaded from the DoT website http://www.dot.gov.in or the E Procurement portal http://eprocure.gov.in/e-procure/app by using bidder login credentials.
3.	Time and last date of Submission of Tender/Bid	15:00 Hrs of 08-11-2017
4.	Time and Date of opening of Tender Bid	16:00 Hrs of 09-11-2017
5.	Minimum Validity of tender offer	90 days from the date of opening
6.	Services to be offered	Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services (Estimated Manpower -> DEO-9 ,MTS -8)
7.	Estimated cost of tender	Rs.: 2600000 /-
8.	Amount of EMD to be deposited (2.5% of the cost of tender)	Rs. : 65000/-
9.	Duration of Contract	One year from the date of award of contract. However, the same may be further extended for next one year or part thereof on same terms and conditions on mutually agreed basis.
10.	Cost of Bid Document	Rs.: 575/-

1. Applicant should submit following amounts in form of DD or Pay order from Nationalized/ scheduled bank in favour of “AO (Cash), O/o CCA UP (West),”Meerut”, payable at MEERUT. DD/ Pay order has to be submitted offline while Scanned copy of DD/ Pay order should be uploaded online. In case of fee exemption valid self attested registration certificate issued by NSIC to be uploaded online. Bidders are requested to write their name and full address at the back of the demand draft/ Pay order submitted to the office
 - (a) **Rs. 575/- (Rupees Five Hundred Seventy Five Only)** towards tender document fee. This amount is non-refundable.
 - (b) **Rs. 65,000/- (Rupees Sixty Five Thousand Only)** towards Earnest Money Deposit (EMD). This money is refundable to non-qualified bidders or in case of cancellation of tender.
2. The aforesaid DDs/Pay orders/ an application for fee exemption valid self attested registration certificate issued by NSIC towards cost for Tender document, EMD and Power of Attorney (in original) , if applicable, should be submitted to AD(Admin), O/o Sr. DDG,UP(West),LSA Meerut on or before 15:00 Hours of 08.11.2017.
3. The duly filled tender documents shall not be accepted if these are not accompanied by the scanned copy of the demand draft/Pay order towards the Tender fee and the requisite bid security (EMD) or for fee exemption valid self attested registration certificate issued by NSIC. If at any stage it is found that payment has not been realized the application of bidder shall be cancelled and its offer as bidder shall be rejected.
4. The DD/ Pay Order towards the cost of tender document and that towards the Earnest Money Deposit should bear the date after the date of NIT.

Sd/-

**AD (Admin)
O/o Sr DDG
UPW, LSA, Meerut**

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement are at <https://eprocure.gov.in/eprocure/app>. The bidders must carefully follow the instructions:

i) Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement/e-tender portal is a ***prerequisite*** for e-tendering.

ii) Bidder should do the enrolment in the e-Procurement site using the “Click here to Enroll” option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail-id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.

iii) Bidder need to login to the site through their user ID/ password chosen during enrolment/ registration.

iv) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token / Smart Card, should be registered.

v) The DSC that is registered only should be used by the bidder and should ensure safety of the same.

vi) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/Annexure for the tenders he/she is interested.

vii) After downloading /getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

viii) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / Addendum published before submitting the bids online.

ix) Bidder then logs in to the site through the secured log in by giving the user id/password chosen during enrolment/registration and then by giving the password of the e-Token/ Smart Card to access DSC.

x) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.

- xi) From my tender folder, he selects the tender to view all the details indicated.
- xii) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender Annexures and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.
- xiii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is More than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidder's Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1 MB the transaction uploading time will be very fast.
- xiv) Bidder should take into account the corrigendum / Addendum published from time to time before submitting the online bids.
- xv) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- xvi) Bidder should submit the Tender Fee/ EMD for fee exemption valid self attested registration certificate issued by NSIC as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the same should be uploaded as part of the offer.
- xvii) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- xviii) The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.
- xix) The details of the DD physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.
- xx) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- xxi) The bidder has to upload the relevant files required as indicated in the covered content.

In case of any irrelevant files, the bid will be rejected.

xxii) If the price bid format is provided in a spread sheet file like BoQ_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/ BOQ template must not be modified/ replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

xxiii) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

xxiv) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.

xxv) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the E tender system. The bidders should follow this time during bid submission.

xxvi) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

xxvii) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

xxviii) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

xxix) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

xxx) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Simultaneously for any further queries, the bidders are asked to contact over phone: **1800-3070-2232** or send an **email to – cphp-nic@nic.in**

SECTION-II

BID FORM

NIT No: 30-90/UPW/LSA/Tender-Outsourcing/2017-18

Dated: 16-10-2017

To,

AD (ADMIN)
O/o SR DDG
UP (West), LSA, Meerut

Dear Sir,

1. Having examined the conditions of contract and specifications including addenda Nos.....the receipt of which is hereby duly acknowledged, we, undersigned, offer to undertake the work of **Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services** in the office of Sr DDG,UP (West), LSA, Meerut in conformity with the schedule of works, conditions of contract attached herewith and made part of this Bid.

2. We undertake, if our Bid is accepted, we will execute the work/ services in accordance with specifications, time limits & terms and conditions stipulated in the tender document.

3. If our Bid is accepted, we will obtain the performance guarantees of a Scheduled Bank for a sum @ 10% of the contract value for the due performance of the contract.

4. We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

5. Until a formal Agreement is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

6. We understand that you are not bound to accept the lowest or any bid, you may receive.

7. We have enclosed herewith a DD for a sum of Rs. _____ towards Bid Security /EMD.

EMD particulars D.D. No./Date..... Name of the Bank.....
(Bid Security)

OR

For fee exemption valid self attested registration certificate issued by NSIC

Signature of Authorized Signatory

Dated thisday of..... (the year)

In capacity of.....

Duly authorized to sign the bid for and on behalf of.....

Witness Name..... Signature.....
Address.....

SECTION-III

Bidders Profile & Certificates

Photograph of tenderer / authorised signatory holding power of attorney

1.	Name of tendering company/Firm/Agency	
2.	Type of firm i.e. Proprietorship/partnership or Company registered under company Act 1956 (Attach Notarized Affidavit towards sole proprietorship of firm/ Self Attested Partnership deed or Incorporation certificate of Company/Article of Association /Memorandum of Association as applicable)	
3.	Name of proprietor/ Director of company/Firm/Agency	
4.	Full address of registered office with telephone no., Fax no. & Email	
5.	Full address of operating/branch office with telephone no, Fax no. & Email	
6.	PAN/GIR/TAN No. (Attach self attested copy)	
7.	GST registration no.(Attach self attested copy)	
8.	E.P.F. Registration no. (Attach self attested copy)	
9.	E.S.I. Registration no. (Attach self attested copy)	

10. Self attested copy of experience certificate/certificates (of at least one year-full or part thereof) issued by the competent authority for the satisfactory work in providing manpower services to central/state government/Public sector/Banks during last three year. The summary of that can be tabulated in the given format in the chronological order.

S. No.	Details of client along with address, telephone & Fax no.	Amount contract(Rs. Lacs)	Experience certificate for the period from and to	
			From	To
1.				
2.				
3.				

(If the space provided is insufficient in separate sheet may be attached)

11. Additional information, if any (Attach separate sheet, if required)

Signature of authorised person

Date:

Name:

Place:

Seal:

CERTIFICATE

**(PERFORMA FOR NO NEAR RELATIVE (S) OF THE CONTRACTOR WORKING IN
DEPARTMENT OF TELECOMMUNICATIONS, UP (West), LSA, Meerut**

**(To be executed on Rs.10/- Stamp paper & attested by Public Notary/Executive
Magistrate by the bidder)**

I

S/D/o

.....

.....

R/o.....

Hereby certify that none of my relative (s) as defined in the tender document is/are employed in Department of Telecommunications, UP (West), LSA, Meerut as per detail given below. In case at any stage, it is found that the information given by me is false/incorrect, DoT shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature of the tenderer with seal

The near relative (s) means:

- a) **Members of a Hindu Undivided family;**
- b) **They are husband and wife.**
- c) **The one is related to the other in manner as father, mother, son(s) & son's wife (daughter- in-law), Daughter (s) & daughter's husband (son-in-law) brother (s) and brother's wife, sister (s) sister's husband (brother-in-law)**

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of Ltd. Company by all the Directors of the company or company secretary on behalf of all directors . Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The department will not pay any damages to the company or firm or the concerned person. The company or firm or the persons will also be debarred for further participation in the concerned unit.

Signature of the tenderer with seal

CERTIFICATE

(FOR DOWNLOADING OF TENDER DOCUMENT FROM WEB SITE)

“I (authorized signatory) hereby declare that the tender document submitted has been downloaded from the website” <http://www.dot.gov.in> & <https://eprocure.gov.in> and no addition / deletion / correction has been made in the pro forma downloaded. I also declare that I have enclosed a valid self attested registration certificate issued by NSIC /DD for Rs.....towards the cost of tender document along with the EMD.

Place : Signature of Tenderer/Authorized Signatory

Date : Name of the Tenderer

Seal of the Tenderer

**DECLARATION
(FOR EPF & Misc provisions Act 1952)**

I (name of the contractor/agency) hereby declare compliance towards conditions of the EPF and Misc provisions Act 1952 and authorize DoT, UP (West), LSA, Meerut to recover any payment that arises due to failure to comply with any of the Labour legislations and statutory conditions viz., Labour, EPF, ESI etc., or any other acts dealing with the same and all other acts mentioned in the tender document.

Place : Signature of Tenderer/Authorized Signatory

Date : Name of the Tenderer

Seal of the Tenderer

CERTIFICATE

DECLARATION FOR NON TEMPERING OF TENDER DOCUMENT

I / We /Proprietor/ Partner(s)/ Director(s) of M/s -----,

hereby declare that I / We have not tampered the tender document issued vide TENDER

NO. 30-90/UPW/LSA/Tender-Outsourcing/2017-18 Dated 16-10-2017, which is

downloaded from the website www.dot.gov.in and/or <http://www.eprocure.gov.in>.

Signature -----

Name-----

Name & address of the firm: -----

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of Ltd. Company by all the Directors of the company or company secretary on behalf of all directors

CERTIFICATE

DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING

FROM TAKING PART IN GOVT. TENDER BY DOT/GOVT. DEPTT.

(To be executed on Rs. 10- stamp paper & attested by Public Notary/Executive Magistrate by the bidder)

I / We Proprietor / Partner (s) / Director (s) of M/s
hereby declare that the firm/company namely M/s
..... has not been blacklisted
or debarred in the past by DoT or any other Government organization from taking part in
Government tenders.

Or

I / We Proprietor / Partner (s) / Director (s) of M/s hereby
declare that the firm/company namely M/s
..... Was blacklisted or
debarred by DoT, or any other Government Department from taking part in Government tenders
for a period of years w.e.f. The period is over on
..... And now the firm/company is entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender/ contract will be
rejected/cancelled by O/o Sr DDG, UP (West), LSA, Meerut and EMD/SD shall be forfeited.

In addition to the above O/o Sr DDG,UP (West), LSA,Meerut, will not be responsible to pay the
bills for any completed/ partially completed work.

Signature.....

Name.....

Capacity in which as signed:

Name & address of the firm:

.....

Seal of the firm should be affixed.

Dated:

Signature of Bidder with seal.

In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of Ltd. Company by all the Directors of the company or company secretary on behalf of all directors

CERTIFICATE

PRE RECEIPT FOR REFUND OF EARNEST MONEY

Received with thanks from Accounts Officer (Cash) O/o CCA, UP (West), Meerut a sum of Rs./- (Rs.), towards refund of Earnest Money Deposit paid in respect of Tender for “Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services ” for use in O/o Sr DDG UP (West), LSA, Meerut.

Tender No : 30-90/UPW/LSA/Tender-Outsourcing/2017-18	Dated 16-10-2017
-------------------------------------------------------------	-------------------------

Date:

Signature of Bidder

(On one rupee revenue stamp)

Place:

(Note: Earnest Money will be returned to unsuccessful Bidder only after finalization/completion of the tender)

Name & Address: _____

CERTIFICATE

LETTER OF AUTHORISATION FOR ATTENDING THE OFFICE

(Must be submitted to O/o Sr DDG, UP (WEST), LSA, MEERUT on or before date of bid opening)

To,
Sr DDG
UP (WEST), LSA
Meerut

Sub: Authorisation for attending the office on _____ (date) in the

Tender of _____

Following person is authorised to attend the office for the tender mentioned above on behalf of
_____ (Bidder).

Name of the Representative

Specimen Signature

1. _____

Signature of the Bidder

(Maximum one representative will be permitted to attend the office. Permission for entry to the office may be refused in case authorisation as prescribed above is not received.)

SECTION IV

INSTRUCTIONS TO BIDDERS

1. GENERAL:

- 1.1 The Tenderer must read carefully all the terms, conditions and specifications before filling up the tender schedule and his financial bid. The Tenderer shall be bound by all terms, conditions and specifications as detailed in this tender document. The tenderers who are confident of executing the contract in time by employing the required resources, manpower and materials need only participate in this tender.
- 1.2 In respect of the matters pertaining to this contract, tenderer shall not directly or indirectly bring or attempt to bring any political or outside influences or intervention through any association, union or organisation. All disputes, differences, clarifications etc. arising out of this contract will be represented by tenderer himself or by his legal representative at MEERUT only.
- 1.3 The Tenderer shall be bound by all terms, conditions and specifications as detailed in this tender document.
- 1.4 It may be noted that the tender notice is only for fixing a contract and shall not be construed as invitation to bid for providing the job i.e. there is no guarantee for award of work without assigning any reason whatsoever may be.
- 1.5 Any tenderer participating in this tender should make sure that he will be able to carry out the work in the contract.
- 1.6 It is implied that the tenderer has obtained all necessary information directly or indirectly affecting the contract such as legal stipulation, possible delays and hindrance or interference in executing the contract and has satisfied him/her before making the offer. Unexpected difficulties or expenses shall NOT be considered excuses for difficulties in performing the contract. The rate quoted should take all factors into consideration.
- 1.7 The tenderer acknowledges that he assumes all risks contingent upon the nature of the contract to be actually encountered by him in executing the contract, even though such actual conditions may result in the tenderer performing more or less work than that originally anticipated.
- 1.8 The tenderers who are confident of executing the contract in time by employing the required resources, manpower and materials should only participate in this tender offer.
- 1.9 The tender schedule shall be read in conjunction with Job Specification & Job

description, General conditions of contract and Schedule of Requirement. The tenderer shall be deemed to have carefully examined all these documents. **It is further understood and agreed that the tenderer by careful examination satisfied him with the terms and conditions of the tender document.**

1.10 **Quantity of workers**

1.10.1 The quantities indicated in tender may increase up to maximum 3 Nos. for DEO(skilled workers) and maximum 2 Nos. For MTS(unskilled workers).

1.10.2 The quantities indicated in tender may decrease and even for some period workers may not be hired at all due to administrative reasons to be decided by competent authority.

1.11 The tender shall contain the name, address of residence and place of business of tenderer and shall be signed by the tenderer with his usual signature. Partnership firms shall furnish full names and addresses. In case of the authorized representative signs, **“Power of Attorney” duly attested by public notary must be submitted.** In case of the partnership firm, Self Attested true copy of the **partnership deed must be submitted** along with the tender. Similarly in case of company the Self Attested copy of **Memorandum of Article & Association must be submitted** along with the tender.

1.12 Interest shall NOT be payable on the Earnest Money deposit.

1.13 The Earnest Money of the successful tenderer will **not** be adjusted towards security deposit and of the unsuccessful tenderer will be refunded without interest within reasonable time after final decision of the tender, normally within six months from the date of opening of tenders.

2. DEFINITIONS

2.1. The CONTRACT means the documents forming the tender and acceptance thereof and the formal agreement executed between O/o Sr DDG UPW and the CONTRACTOR together with the documents referred to therein including TENDER NOTICE, Job Specification & Job description, General conditions of contract and Schedule of Requirement, instructions issued from time to time by the Competent Telecom Authority and all these documents taken together shall be deemed to form one contract and shall be complimentary to one another.

2.2. In the CONTRACT, the following expressions shall unless where the context otherwise required, have the meaning hereby respectively assigned to them :

The expression “WORKS” or “WORK” shall unless there be something either in the subject or context repugnant to such construction, be construed and taken to mean the works by or by virtue of the contract contracted to be executed whether temporary or permanent and whether original, altered, substituted or additional.

“Change” shall mean a substitution for or omission of any work or other requirements

within the general scope of the work; the performance of or compliance with which is contemplated by the contract documents.

“Extra work” shall mean any work or compliance with any requirements, other than a change which is not, expressly or impliedly contemplated by the contract documents, and which is necessary to be performed for the proper completion of the contracted work. For the purpose of clarifications, it is declared that, any work or operation which shall be necessarily incidental to the proper performance of any item of work or part thereof shall be deemed to have been by implication provided for in the relevant item of work or part thereof and shall not constitute extra work.

The “SITE” shall mean the location wherein the work is to be executed under the contract.

The “DoT” means the Department of Telecommunications and its successors i.e. including UP (West), LSA, Meerut.

The “COMPETENT TELECOM AUTHORITY” means the Sr DDG, UP (WEST), LSA, MEERUT.

2.3. All references of: -

DoT / Member Telecom Commission / Advisor Telecom Commission / Sr. DDG / DDG / Deputy Director General / Director / Assistant Director General / Assistant Divisional Engineer / Assistant Director/SDE/JTO/CCA/Jt CCA/DY CCA/Sr. AO/AO/AAO in various clauses shall mean the Officers in their respective Grades/Groups employed in the DoT, by whatever designations are assigned to them from time to time and who may be in-charge of direction, execution, supervision, testing, acceptance, maintenance of claims, etc. from time to time and includes their successors in office.

Words imparting the singular number include the plural number and vice-versa.

3. ELIGIBLE BIDDERS:

- a. Bidder must be a firm/ agency/ company that should be registered with appropriate authorities and self attested copy of registration may be attached.
- b. Bidder must have GST registration certificate issued by competent authority.
- c. Bidder must have EPF and ESI registration with competent authority.
- d. Bidder must have PAN/TAN/GIR card.
- e. Bidder should have at least one year (in part or full) Experience and work executed amounting to at least Rs. 5 Lacs in one year during last three years in Central Govt./State Govt./PSU/Nationalized Banks in providing Manpower Services.
- f. Bidder should have previous year income tax return certificate (F.Y. 2016-17).
- g. “No near relative” of the bidder firm/company be working/employed in Department of Telecommunication, UP (West), LSA Meerut.

4. COST OF BIDDING

Bidders shall bear all costs associated with the preparation and submission of the bid. The O/o Sr DDG UPW LSA Meerut will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5. THE BID DOCUMENTS

The Bid Documents include:

- Notice Inviting Tender
- Bid Form
- Bidders Profile & certificates
- Instructions to Bidder
- General Conditions of Contract
- Educational & other Qualifications of the Workers and Works & Duties.
- Schedule of Requirements
- Agreement Format
- Performance Security Guarantee Bond Format.
- Check list for Bidders
- Financial Bid Form

Bidders are expected to examine all instructions, forms, terms and conditions in the Bid documents. Failure to furnish all information required as per the Bid documents or submission of bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.

6. CLARIFICATION OF BID DOCUMENTS

- a. Bidders requiring any clarification on the Bid Documents shall notify the competent telecom authority, in writing or by FAX at the Officers mailing address indicated in the invitation of Bid. The competent telecom authority, UP (West), LSA, Meerut shall respond in writing to any request for the clarification of the Bid Documents which he receives not later than 2 days prior to the date of opening the Tenders. Copies of the clarification sought for by the bidders and clarifications by the DoT, UPW LSA shall be sent to all the prospective bidders who have received the bid documents.
- b. The clarifications made as above shall form part of the Bid document and will be treated as amendment to the Bid document. These clarifications will also be made available in the website and bidders who have downloaded Bid document from internet are to submit the bid document accordingly after taking into account all the clarifications issued.

7. AMENDMENT OF BID DOCUMENTS

- a. At any time prior to the date of submission of Bids, Sr DDG UPW LSA Meerut may, for any reason, whether on its own initiative or in response to any clarification received from a bidder, shall modify bid documents by amendments and the same will be uploaded on the portal and these amendments will be binding on them.
- b. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the Sr DDG, UPW, LSA Meerut may, at its discretion, shall extend the deadline for the submission of bids suitably. Any amendment to the Bid document shall also be uploaded in the web sites as and when it is made.
- c. Bidders who download the Bid document through internet are to take care of these amendments while submitting their bids.

8. DOCUMENTS COMPRISING THE BID

The Bid prepared by the bidder shall comprise the following components:-

- a. Documentary evidences in accordance with Clause 3 and 11 that the bidder is eligible and is qualified to perform the contract if his bid is accepted.
- b. Bid Security furnished in accordance with Clause 12.
- c. Bid Form, Bidders Profile with Certificate and Financial Bid completed in accordance with Section II, III, and XI.

9. BID FORM

The Bidder shall complete the Bid form (Section II), Bidders Profile with Certificates (Section III) and prices as per Financial Bid Form (Part – II, Section XI), furnished in the Bid documents.

10. BID PRICES

Rates are to be quoted based on the Schedule of work for Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services.

11. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION

The following documents must be submitted along with tender document, any tenderer submitting bid without documents those specified below, is liable to be summarily rejected.

- i. Bidder's Profile duly filled & signed as per **section III**.
- ii. Bidder must be a firm/ agency/ company that should be registered with appropriate authorities and Self Attested copy of **registration** should be attached.

- iii. Bidder must have **GST registration number** issued by competent authority.
- iv. Bidder should have **EPF and ESI registration** with competent authority.
- v. Bidder must have **PAN/TAN/GIR card**.
- vi. Self Attested Copy of experience certificate of at least one year (in part or full) experience and work executed amounting to at least Rs 5 Lakh in one year during last three years in central Govt. /State Govt./PSU/Bank in providing Manpower Services. The certificate should be issued by the officer of the rank of Divisional Engineer/Branch Manager/Executive Engineer/Under Secretary or above.
- vii. Bidder should have previous year **income tax return certificate** i.e. F.Y. 2016-17..
- viii. Certificate of “No near relative” of the bidder firm/company be working/employed in Department of Telecommunication, UP (West), LSA,Meerut to be executed on Rs.10/- Stamp paper & Self Attested by Public Notary/Executive Magistrate by the bidder.
- ix. Certificate of “BLACKLISTING & NON- BLACKLISTING “of bidder firm/company to be executed on Rs.10/- Stamp paper & attested by Public Notary/Executive Magistrate by the bidder.
- x. Declaration towards Non – tampering of tender document.
- xi. Self Attested copy of Partnership Deed or affidavit in original regarding sole proprietorship in case of proprietorship firm/ Memorandum of Association / Articles as applicable.
- xii. All the tender document pages should be stamped and signed.**
- xiii. Original “Power of Attorney” in case person other than the tenderer has signed the tender documents.

12. BID SECURITY / EARNEST MONEY DEPOSIT (EMD)

- a. **Earnest Money (2.5% of the Estimated Cost of the work) shall be paid by Demand Draft drawn on any Nationalized or Scheduled Bank drawn in favour of the AO (Cash) O/o CCA, UP (West), Meerut payable at Meerut as mentioned in the notice inviting tender. Earnest Money in cash or in the form of cheque or in any other form will not be accepted.**
- b. Interest shall NOT be payable on the Bid Security / Earnest Money deposit.
- c. **The successful bidder’s Bid Security/ EMD shall not be converted as part of Performance Security (Security Deposit) (or) in case Performance Bank Guarantee is furnished for the full amount towards Performance Security (10% of the value of contract), the Bid Security will be discharged upon the bidder’s acceptance of the contract. Bid Security / Earnest Money of the unsuccessful tenderer will be refunded without interest within reasonable time after final decision of the tender, normally within six months from the date of opening of tenders.**
- d. The Bid Security is required to protect the DoT UPW, LSA, Meerut against the risk of bidder’s conduct, which would warrant forfeiture of Bid Security pursuant to Clause 12.f
- e. A Bid (Tender) not accompanied by the Bid Security/ for fee exemption valid self

attested registration certificate issued by NSIC shall be rejected by the Sr DDG,UPW,LSA, Meerut as being non responsive at the bid opening stage itself.

- f. Bid Security (EMD) will be forfeited and the acceptance of the tender will be re-considered or revoked or cancelled at the discretion of Sr DDG, UPW,LSA, Meerut which will not amount to imposing of penalty:
- (i) If the bidder withdraws his bid after the bids have been opened
 - (ii) If the bidder fails to execute the Agreement or fails to remit the required security deposit (Performance Bank Guarantee) within seven working days of being called upon to do so.

13. PERIOD OF VALIDITY OF BID

The tender submitted by tenderer will remain valid for acceptance for a period of 90 (Ninety) days from the date of opening of the tender. Tenderer shall not be entitled during this period of Ninety days, without the consent in writing of Sr DDG, UPW, LSA,Meerut to revoke or cancel his tender or to vary the tender submitted or in terms thereof. The Sr DDG, UPW, LSA,Meerut shall communicate the acceptance of tender to the successful tenderer(s). Due to administrative reasons, extension of the time period, if requested by the Sr DDG DoT, UPW in writing, the tenderer shall accede to such request for extension and communicate his acceptance to the Sr DDG, UPW, LSA, Meerut in writing.

14. SUBMISSION OF BIDS

The bid along with the necessary documents should be uploaded in the e-procure.gov.in portal as per the guidelines mentioned in the portal.

Method of preparation of bid:

FINANCIAL BID: Rate for outsourcing of “Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services ” in the O/o SR DDG, UP (West),LSA, Meerut should be quoted clearly in the financial bid (Part-II, Section XI). The minimum wage amount will be decided by the Sr DDG, UP (West), LSA, MEERUT as per minimum wages decided by the Deputy Labour Commissioner, Uttar Pradesh w.e.f 01.04.2017, and revision and amendments thereof in the commercial establishment category for Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services. **The bidder/contractor needs to quote Additional wages over and above minimum wages (including the VDA rates) and Administrative / Supervisory Charges to be claimed by contractor. The lowest bidder is to be evaluated on additional wages over and above minimum wages (including the VDA rates) and Administrative / Supervisory Charges only as per evaluation formula given financial bid document.** The contractor shall be responsible for providing all statutory benefit to the personnel employed by him like EPF, ESI etc, as applicable. During the contract period, ESI, EPF (employer contribution, as applicable, if any) and GST will be reimbursed as per actual along with the monthly bill on producing the original receipts.

- a) Any tender with conditions other than those specified in the tender documents, is liable to be summarily rejected. No modification by the contractor in any of the

conditions will be permitted after the tender is opened.

b) A declaration in the Pro forma given in Section III, has to be submitted along with the Bid document.

d) No person is permitted to bid for tender whose relative(s) is (are) working in Department of Telecommunications, UP (West), LSA, Meerut. The tenderer thus should give certificate along with tender document that none of his/her relative is working in Department of Telecommunications, in UP (West), Meerut. Near relative for this purpose is defined in **Section III**.

15. LATE BIDS:

Tenders will not be received after the specified time of closing of the tender and the same shall be rejected. It is the sole responsibility of the tenderer that he should ensure timely submission of tender.

16. MODIFICATION OF BIDS

The Bidder may modify his bid online prior to the deadline prescribed for submission of online bid.

17. BID OPENING

Bid opening and finalization will be according to e-procurement procedures.

Bidder's name, bid price, modifications, withdrawals and such other detail, as deemed fit by the authorized authority will be notified.

The financial bid will be evaluated only for technically qualified bidders.

Note: - The tenderer shall quote the rate in English or Hindi only, both in words and figures only in the manner as specified for every mentioned item separately. If any discrepancy found in figures and in words, the quoted rates in words will be considered as final.

18. BID EVALUATION

Prior to the detailed evaluation of Technical and Financial bids the O/o Sr DDG, UPW, LSA, Meerut will determine the substantial responsiveness of each bid to the Bid document. Substantially responsive bid is one which confirms to all the terms and conditions of bid document without material deviation. The determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

A bid determined as substantially non-responsive will be rejected by the Sr DDG, UPW, LSA, Meerut and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non conformity. However the Sr DDG, UPW, LSA, Meerut may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

The financial bids of those bidders whose technical bid has been satisfactorily evaluated and found substantially responsive, will be opened subsequently after due notice.

Arithmetic discrepancy in the Financial bid shall be rectified in the following manner. If there is discrepancy between the unit price and total price that is obtained by multiplying the unit price and the quantity, the unit price shall prevail and the total price shall be corrected by the o/o Sr DDG, UPW, LSA, Meerut accordingly. If there is discrepancy between the words and figures, the amount in words shall prevail. The decision of Sr DDG, UPW, LSA, Meerut is final in this regard and the bid will be rejected if the bidder does not agree to the decision in this regard.

- 18.1 The lowest bidder is to be evaluated on the basis of Additional wages over and above minimum wages (including the VDA rates) and contractor administration / supervision charges as per evaluation formula given in financial bid document.
- 18.2 **The financial bid having Rupee zero, Nil, fraction of rupees as Contractor Administrative / Supervisory Charges may lead to the summarily rejection of the financial bid.**
- 18.3 **The Additional Wages over and above minimum wages (including the VDA rates) and Contractor Administrative / Supervisory Charges are to be quoted in whole multiple of Rupee and any deviation from the same may lead to summarily rejection of the bid.**
- 18.4 In case of more than one successful bidder L1 at same amount in accordance to evaluation defined at Page 53 of financial bid, the tender may be split proportionately among the bidders. The decision of the Sr DDG, UPW, LSA in this regard shall be final and binding.

19. REJECTION OF TENDERS

The Sr DDG, UPW, LSA, at his sole discretion shall reserve the right to reject or cancel consideration of any or all tenders:

- a) If the requisite Earnest Money Deposit / Bid Security/ for fee exemption valid self attested registration certificate issued by NSIC in the manner does not support the tender provided there in.
- b) If the Bid Validity is less than the period prescribed (90 Days).
- c) If the tender is not duly signed, or not found proper or complete to the satisfaction of Sr DDG, UPW, LSA, Meerut in any of the requisite matters, particular(s) or formalities

or for any reason(s) which shall not be disclosed to the tenderer(s).

d) If the eligibility condition is not met and/or if documents prescribed to establish the eligibility is not submitted while submitting the bid.

e) If the tenderer seeks changes in terms and conditions, specifications or time limits as envisaged in the contract.

f) If tender consists of unwarranted comments, conditions, deviations in specification or any other omissions or commissions compared to documents.

g) If prices are not filled properly in the Financial Bid.

h) Without assigning any reason thereof.

20. CONTACTING THE DoT, UPW,LSA

Subject to Clause 6, no bidder shall try to influence the DoT, UPW, LSA authorities on any matter relating to his bid from the time of bid opening till the time of award of contract. Any effort by any bidder to modify his bid or influence the bid process shall result in rejection of his bid without any notice. The decision of Sr DDG, UPW, LSA,Meerut will be final in this regard.

21. PLACEMENT OF ORDER

Sr DDG, UPW,LSA,Meerut shall consider placement of work orders on those bidder whose technical and financial bid has been successfully considered and decided as L1.

22. RIGHT TO ACCEPT OR REJECT ANY BID

Tender will be accepted and Contract will be finalized only with those of the tenderer(s), who in the opinion of Sr DDG, UPW, LSA, Meerut shall have capacity and resources to execute the contract assigned in the prescribed time as per the time schedule.

Sr DDG, UPW,LSA reserves its right to accept or reject any bid and to annul the bidding process and reject all or any bid at any time prior to award of contract without assigning any reason whatsoever. Sr DDG, UP (West), LSA, Meerut does not bind himself to accept the lowest tender and reserve the right (I) to reject any or all tenders (II) the right to accept any portion of the tender offered without assigning any reason and he can also reduce or extend the period of contract without assigning any reason.

23. LETTER OF INTENT (LOI)

The O/o Sr DDG, UPW, LSA, Meerut will issue an LOI which constitute the intention

of the DoT, UPW, LSA to enter into contract with the bidder.

The bidder shall within 7 days of issue of the LOI, give his acceptance along with Performance Bank Guarantee in conformity with Clause 50 of Section V and also submit the Agreement form as per Section VIII duly completed in all aspects.

24. SIGNING OF CONTRACT AGREEMENT

The successful Tenderer shall be required to execute an Agreement **within 7 (Seven) working days** of being called upon on a non-judicial **stamp paper of Rs. 100/-(One hundred only)** at his own cost and in the format at Section VIII to the effect that the tenderer and O/o Sr DDG, UPW, LSA, Meerut are bound by the terms and conditions of agreement which in turn, will be the same terms and conditions of tender document.

Submission of the Tender document duly signed on all pages shall bind the bidder to all the terms and conditions of this Tender document and as well as the Agreement to be signed by him. A copy of the complete set of this Tender document shall also become enclosure to the agreement as an annexure.

The Sr DDG, UPW, LSA, Meerut reserves the right to cancel the agreement executed without any compensation what so ever to the contractor any time before the award of the work. The action of Sr DDG, UPW, LSA, Meerut under this Clause shall not construe the breach of contract.

After the selection of a bidder by the competent authority, the successful bidder will be formally notified of the award by order prior to expiration of validity period. The letter called "Award of Contract" (AOC) will state the contract price that the TIA will have to pay to the bidder towards the execution/completion of the tender, subject to furnishing a performance security within the stipulated date.

25. ANNULMENT OF AWARD

Failure of the successful bidder to comply with the requirement of Clause 23, 24 shall constitute sufficient ground for the annulment of the contract and the forfeiture of the Bid Security in which event the DoT, UPW, LSA may award the contract to any other bidder at its discretion or call for new Tender.

26. Duration of Contract:

One Year from the date of award of contract. However, the same may be further extended for a period of one year/part thereof on same terms & conditions on mutually agreed basis.

SECTION V

GENERAL CONDITIONS OF CONTRACT

1. INTERPRETATION OF THE CONTRACT DOCUMENT

The Competent Telecom Authority and the Contractor shall in so far as possible by mutual consultation try and decide upon the meaning and intent of the Contract Document. In case of disagreement the dispute will be referred to the Sole Arbitrator as provided in the Contract. Any change in the Contract Document shall be set forth in writing by the representative of the parties hereto. It shall be the responsibility of both the parties to this contract to thoroughly familiarize all of their supervisory personnel with the contents of this Contract Document.

2. VALIDITY PERIOD OF RATE

The rates quoted should be firm and valid from the date of submission of bid up to the validity of contract agreement after finalization of tender for all work order without any change. However minimum wages as mentioned in clause no. 4 of Section V shall be applicable.

3. TAXES AND DUTIES

Contractor shall pay all levies, fees, royalties, taxes and duties payable or arising from out of, by virtue of or in connection with and/or incidental to the Contract or any of the obligations of the parties in terms of the Contract Documents and/or in respect of the works or operation(s) or any part thereof to be performed by the Contractor and the Contractor shall indemnify and keep indemnified the DOT, UPW, LSA from and against the same or any default by the Contractor in the payment thereof.

4. PRICE ESCALATION

The DOT, UPW, LSA, Meerut shall not be responsible for any escalation in prices of labour or materials, machinery, equipment etc. what-so -ever or any increase in any duties, levies, or taxes in respect thereof whatsoever and the Contractor rates and Contractor's obligation shall remain unaffected by such escalation and/or increase.

However, during the period of contract, as and when the minimum wages for Uttar Pradesh Government rates are revised by the Deputy Labour Commissioner, Uttar Pradesh in the commercial establishment category, then the minimum wages including VDA rates for each category of manpower shall be revised to the new minimum wages rates.

This revised rates (minimum wages including VDA) shall be applicable as notified by

Deputy Labour Commissioner, UP, letter from contractor is required for this effect.

5. NOTIFICATION BY CONTRACTOR

The Contractor shall give in writing to the proper person or authority with a copy to the Competent Telecom Authority such notification as may be mandatory or necessary in connection with the commencement, suspension, resumption, performance and/or completion of the contracted work. All notices shall be given sufficiently in advance of the proposed operation to permit proper co-relation of activities and the Contractor shall keep all proper persons or authorities involved regularly advised of the progress of operations throughout the performance of the work together with such other information and/or supporting figures and data as may from time to time as directed or required.

6. QUALITY OF WORK

The Sr DDG, UP (WEST), LSA, MEERUT shall be the final judge of the quality of the work and the satisfaction of the standards in respect thereof set forth in the contract documents. Laxity or failure to enforce compliance with the contract documents by the Competent Telecom Authority and/or its representative shall not manifest a change or intent of waiver, the intention being that, notwithstanding the same, the Contractor shall be and remain responsible for complete and proper compliance with the contract documents and the specification therein. **The Competent Telecom Authority has the right to prohibit the deployment of any specific person/worker and use of any tools, materials or equipment's which in his opinion do not produce work or performance meeting the requirement of the Contract Documents.**

7. GUARANTEE

In addition to any and all other guarantee and warranty mentioned in the contract documents the Contractor guarantees that the entire work will be done in a satisfactory manner.

8. INSURANCE

Without limiting any of his other obligations or liabilities, the Contractor shall, at his own expense, take and keep comprehensive insurance including third party risk for the plant, machinery, materials, etc. brought to the site and for all the work during the execution. The Contractor shall also take out **workmen's compensation insurance** as required by law and undertaken to indemnify and keep indemnified the O/o Sr DDG, UPW, LSA, Meerut from and against all manner of claims and demands and losses and damages and cost (including between attorney and clients) charges and expenses that may arise in regard to the same or that the Department may suffer or incur with respect to and/or incidental to the same. **The Contractor shall have to furnish originals and/or attested copies as required by the Competent Telecom Authority of the policies of insurance taken within seven days** of being called upon to do so together

with all premium receipts and other papers related thereto which the Competent Telecom Authority may require.

9. INDEMNITIES

The Contractor shall at all times hold the DoT harmless and indemnify from against all actions, suits, proceedings, works, cost, damages, charges, claims and demands of every nature and description brought or procured against the DoT, its officers, and officials and forthwith upon demand and without protest or demur to pay to the Department any and all losses and damages and cost (inclusive between attorney and client) and all costs incurred in endorsing this or any other indemnity or security which the DoT may now or at any time have relative to the work or the Contractor's obligations or in protecting or endorsing its right in any suit or other legal proceedings, charges and expenses and liabilities resulting from or incidental or in connection with injury, disease or disablement to or death of any person(s), including employees of the Contractor or damage to property resulting from or arising out of or in any way connected with or incidental to the operations caused by the contract documents. In addition the Contractor shall reimburse the DoT, UPW, LSA or pay to the UPW, LSA forthwith on demand without protest or demur all costs, charges and expenses and losses and damages otherwise incurred by it in consequence of any claims, demands and actions which may be brought against the DoT, UPW,LSA arising out of or incidental to or in connection with the operation covered by the contract. The Contractor shall at his own cost at the DoT's request defend any suit or other proceeding asserting a claim covered by this indemnity, but shall not settle, compound or compromise such suit or other finding without first consulting the DoT.

10. Whenever any claim, against the Contractor for the payment of a sum or money arises out of or under the contract, Competent Telecom Authority shall be entitled to recover such sum by appropriating in part or whole, the security deposit of the Contractor. In the event of the security being insufficient the balance or the total sum recoverable as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due to the Contractor under this or any other contract with DoT. Should this sum be not sufficient to cover the full amount recoverable, the Contractor shall pay to Competent Telecom Authority on demand the balance remaining due?

11. INSOLVENCY OR DEATH OF CONTRACTOR

In the event of the Contractor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under Insolvency act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the Contractor failing to comply with any of the conditions herein specified the Sr DDG, UP (WEST), LSA,MEERUT shall have the power to terminate the contract without previous notice.

12. Contractor's heirs/representatives shall, without the consent in writing of the Sr DDG,

UP (WEST), LSA,MEERUT, have the right to continue to perform the duties or engagements of the Contractor or under the contract in case of his death. In the event of the Contractor, with such consent aforesaid, transferring his business, and in the event of the Contractor being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the Contractor shall make it one of the terms and stipulations of the contract for the transfer of his properties and business, that such other person or company, shall continue to perform the duties or engagements of the Contractor under this contract and be subject to his liabilities there under. Proof of Death and other relevant documents to this effect shall be submitted to the Sr DDG, UP (WEST), LSA,MEERUT, in writing.

13. Without prejudice to any of the rights or remedies under this contract, if the Contractor dies, the Sr DDG,UP (WEST),LSA, MEERUT shall have the option of terminating the contract without compensation to the Contractor, which does not amount to Breach of the contract.

14. SUB-CONTRACTS

The Contractor shall not assign, sub-contract or sublet the whole or any part of the work covered by the contract.

15. Sr DDG, UP (WEST), LSA, Meerut reserves the right to refuse or permit any person to participate in the works covered by the contract. Contractor shall be and remain primarily and principally liable to the DoT in terms here of and for the due fulfilment of the contracted works.
16. The Contractor shall indemnify, and save harmless the DoT from and against all actions, suits, proceedings, costs, damages, charges, claims and demands what so ever, either in law or in equity and all costs (inclusive between attorney and client) and charges and expenses that the DoT may sustain/suffer or incur arising from or out of or incidental to (in connection with any act(s) or commission) of the Contractor, his agents, employees, assignee. The provision shall also apply to the assignee as the case may be.
17. If contractor without written approval of Competent Telecom Authority, assign his contract, or attempt to do so, or become insolvent or commence any insolvency proceedings, the Sr DDG,UP (WEST), LSA,MEERUT shall have power to adopt any of the courses specified in clause- (46); clause-(47) as he may deem fit in the interest of DoT and in the event of any of these courses being adopted the consequences specified in the said clause- (46); clause- (47) shall ensue.

18. INFERIOR QUALITY OF WORK: -

For inferior quality or incorrect execution of work, the in-charge of work will be empowered to deduct from bills **5% amount of W.O.** in addition to excess payment made to rectify/reconstruct or replace any defective work. No payment will be made for such execution.

19. **The person deployed shall be required to report for work at 0900 Hrs. to AD(Admin), UP (West), LSA, Meerut and would leave at 17:30 Hrs. In case, person deployed is absent on a particular day or comes late / leaves early on three occasions, one day wage shall be deducted.**
20. **If the work is not performed by any or all the manpower on any day in a month deduction shall be made for non performing days @ per day wage rate of the category from the bills of the contractor and a penalty @ Rs 100/- per working day/ manpower shall be imposed.**
21. The accountability and responsibility for maintaining & secrecy of the data will be with the contractor.
22. If any of the information furnished by the contractor is found to be incorrect the contract is likely to be terminated.
23. The Sr DDG,UP (WEST), LSA, MEERUT does not bind himself to accept the lowest tender and reserve the right (i) to reject any or all tenders (ii) the right to accept any portion of the tender offered without assigning any reason and also to split the tender and award the same to different parties. He can also reduce or extend the period of contract without assigning any reason.
24. Acceptance of the tender will be communicated by an acceptance Note or Letter of Intent.
25. The Sr DDG,DoT UP (WEST), MEERUT will not be liable to pay any interest on the Earnest Money or Security Deposit Money. If the successful tenderer withdraws tender before formal approval after tender or after contract fails to comply with any of the terms and conditions act out above, the Sr DDG, UP (WEST), LSA,MEERUT reserve the right's to forfeit Earnest Money /Security Deposit.
26. Rate for Outsourcing of "Data Entry Operator Service and Multi Tasking Staff Services" in the O/o Sr DDG, UP (West), LSA, and Meerut should be quoted clearly in the financial bid (Part-II, Section XI). In financial bid. The minimum wage amount will be decided by the Sr. DDG,UP (West), LSA, Meerut in reference to the letter issued by Deputy Labour Commissioner, UP and subsequent amendments on the subject matter if any (for State Government) for Outsourcing of Data Entry Operator Service and Multi Tasking Staff Services. The contractor needs to quote only the Additional wages over and above minimum wages (including the VDA rates) and Administrative / Supervisory Charges to be claimed by contractor. The lowest bidder is to be evaluated on Additional wages over and above minimum wages (including the VDA rates) and Administrative / Supervisory Charges only.
27. The contractor shall be responsible for providing all statutory benefit to the personnel

employed by him like EPF, ESI etc, as applicable. During the contract period, ESI, EPF (employer contribution, as applicable, if any) and GST will be reimbursed as per actual along with the monthly bill on producing the original receipts.

28. The manpower engaged by the contractor for executing jobs is purely responsibility of the contractor and they will not have any claim/liability on the DoT. The contractor will intimate to the local police station regarding identity and permanent address of the persons employed. A copy of the acknowledgement received from local police station should be submitted to this office.
29. Services shall be from 09:00 Hrs. to 17:30 Hrs. on Monday to Friday, with a 30 Minute lunch break. The contractor may be called upon for the **services on Saturday/Sunday (with compensatory week off day) or closed holidays also, if required.**
30. The contractor shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in this office and **utmost secrecy and confidentiality must be maintained.**
31. It will be the responsibilities of the contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this office and this office will have no liabilities in this regard.
32. For all intents and purposes, the contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower Operator so employed and deployed in this office. **The manpower deployed by the contractor in this office shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against O/o Sr DDG, UP (WEST), LSA, MEERUT, and Department of Telecommunications.**
33. The contractor shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever. This office shall not be responsible for any damages, losses, claims, financial or other injury to any manpower deployed by contractor in the course of their performing the functions/duties, or for payment towards any compensation.
34. The manpower deployed by the contractor shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular / confirmed employees of this office during the currency or after expiry of the contract.
35. Where the Contractor is a partnership firm, the previous approval in writing of the Sr DDG, UP (West), LSA, Meerut shall be obtained before any change is made in the constitution of the firm. Where the Contractor is an individual or a Hindu undivided family business concern such approval as aforesaid shall likewise be obtained before the

Contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the work hereby undertaken by the Contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in the contravention of clause- (17) hereof and the same action may be taken, and the same consequence shall ensue as provided in the said clause-(17)

36. LABOUR WELFARE MEASURES AND WORKMAN COMPENSATION

Obtaining license before commencement of work:

The contractor shall obtain a valid labour license as per requirement under the contract labour(R & A) Act 1970 and the contract labour (Regulation and Abolition) Central Rules1971 before commencement of the work. The contractor shall also abide by the provisions of the Child labour (prohibition and regulation) Act 1986. Any failure to fulfil this requirement shall attract the penal provisions of this contract arising out of the resultant non-execution of work.

37. CONTRACTORS LABOUR REGULATIONS:

Working hours

37.1. Normally working hours of an employee should not exceed 8 hours a day. The working day shall be so arranged that inclusive of interval for rest, if any, it shall not spread over more than 12 hours on any day.

37.2. When manpower is made to work for more than 8 hours on any day or for more than 40 (for 5 days week) hours in any week he shall be paid over time for the extra hours put in by him.

37.3. Every manpower shall be given a weekly holidays normally on Saturday and Sunday, in accordance with the provision of minimum wages rules as applicable as amended from time to time, irrespective of whether such manpower is governed by the minimum wages act or not.

37.4. Where a contractor is permitted by the officer to allow manpower to work on a normal week holiday, he shall grant a substituted holiday to him for the whole day, on one of the five days, immediately before or after the normal weekly holidays, and pay wages to such manpower for the work performed on the normal weekly holidays at the overtime rate.

38. PAYMENT OF WAGES

38.1. The Contractor shall fix wage periods in respect of which wages shall be payable.

38.2. No Wage period shall exceed one month.

38.3. The wages of every person employed as contract labour in an establishment or by a contractor, where less than one thousand such persons are employed, shall be paid before the expiry of seventh day and in other cases before the expiry of tenth day after the last day of the wage period in respect of which the wages are payable.

38.4. Where the employment of any manpower is terminated by or on behalf of the contractor, the wages earned by him shall be paid before the expiry of the second working day from the date on which his employment is terminated.

38.5. All payment of wages shall be made on a working day by cheque or direct credit into his/her bank account as per the payment of wages (amendment) act, 2017 on a date notified in advance and in case the work is completed before the expiry of the wages period, final payment shall be made within 48 hours of the last working day.

38.6. Wages due for individual manpower shall be paid to him direct or the other person authorized by him in this behalf.

38.7. All wages shall be paid by cheque or crediting the wage in his/her bank account as per payment of wages (amendment) act, 2017.

38.8. Wages shall be paid without any deductions of any kind except those specified by the government by general or special order in this behalf or permissible under the payment of wages act 1956 and amendment thereof.

38.9. It shall be the duty of the contractor to ensure the disbursement of wages in presence of the site engineer or any other authorized representative of the office who will be required to be present at the place and time of the disbursement of wages by the contractor to workmen or as per amendment in payment of wages act as applicable.

38.10. Each claim bill of the contractor must accompany details of labourers/employees engaged, duration of their **engagement/wage register /amount of wages paid/amount of EPF/ESI contributions** and declaration from the contractor regarding compliance of the condition of EPF Act 1952.

38.11. **The contractor shall be responsible for providing all statutory benefits to the personnel employed by him including off day(s) after 5 days & national holidays, PF, ESI etc. & the documentary proof of the same has to be attached**

with each month's bill.

38.12. **The contractor shall liable to make disbursement of payment among the manpower as per the approved final rates of this contract and has to submit the documentary proof of said disbursement of previous month along with the bill of next month.**

39. LABOUR RECORDS

39.1. The contractor shall maintain a Register of Persons employed on work on contract in form XIII of the Contract Labour(R & A) Central Rules 1971 and **same shall be submitted along with monthly bills to be submitted by contractor.**

39.2. The contractor shall maintain a **muster roll register** in respect of all workmen employed by him on the work under contract in form XVI of the CL(R & A) Rules.

39.3. The contractor shall maintain a **Wage Register** in respect of all work men employed by him on the work under contract in form XVII of the CL (R & A) Rules 1971.

39.4. The manpower deployed by the contractor for providing the services to do specific work will have no claim whatsoever for absorption in DoT later on.

39.5. The contractor shall maintain a **Register of Fines** in the form XII of the CL(R & A) rules 1971 the contractor shall display in a good condition and in a conspicuous place of work the approved list of acts and omission for which fines can be imposed.

39.6. The contractor shall maintain a **Register of deductions for damage or loss** in from XX of the CL(R & A) Rules 1971.

39.7. The contractor shall maintain a **register of Overtime** in from XXIII of the CL(R & A) rules 1971.

40. Inspection of Books and Slips.

The contractor shall allow inspection of all the prescribed labour records to any of his manpower or to his agent at a convenient time and place after due notice is received or to the labour officer or any other person, authorized by the **Central Government** on his behalf for Submission of Returns. The contractor shall submit periodical return as may be specified from time to time.

41. INSURANCE:

Without limiting any of the other obligations or liabilities the contractor shall at his own expense takes and keep comprehensive insurance for manpower and for all the work during the execution. The contractor shall also take out workmen's compensation insurance as required by law and under take to indemnify and keep indemnified the DoT for and against all manner of claims and demands and losses and damages and cost (including between attorney and client) charges and expenses that may arise in regard the same or that the DoT may suffer or incur with respect to end/or incidental to the same. The contractor shall have to furnish originals and /or attested copies as required by the DoT of the policies of insurance taken within 15 (fifteen) days of being called upon to do so together with all premium receipts and other papers related thereto which the DoT may require.

42. COMPLIANCE WITH LAWS AND REGULATION

42.1. During the performance of the works the contractor shall at his own cost and initiative fully comply with all applicable laws of the land and with any and all applicable by laws rules, regulations and orders and any other provisions having the force of law made or promulgated or deemed to be made or promulgated by the Government, Governmental agency or DoT, municipal boards, Government of other regulatory or authorized body or persons and shall provide all certificates of compliance therewith as may be required by such applicable law. By- laws, Rules, Regulations, orders and /or provisions. The contractor shall assume full responsibility for the payment of all contributions and pay rolls taxes, as to its employees, servants or agents engaged in the performance of the work specified in the contractor documents.

42.2. Any assignee to share any portion of the work to be performed here under may be assigned. Assignee to comply with the provisions of the clause and in this connection the contractor agrees as to undertake to save and hold the DoT, harmless and indemnified from and against and all penalties ,actions ,suits, losses and damages, claims and demands and costs (inclusive between attorney and client)charges and expenses whatsoever arising out or occasioned, indirectly or directly, by failure of the contractor or any assignee or sub-contractor to make full and proper compliance with the said by-laws, rules, regulations, laws and order and provisions as aforesaid.

43. FORCE MAJEURE: -

43.1. If any time, during the continuance of this contract, the performance in whole or in part by either party or any obligation under this contract shall be prevented or delayed by reason of any War, or Hostility, Acts of the public enemy, Civil commotion, Sabotage, Fires, Floods, Explosions, Epidemics, Quarantine Restrictions, Strikes, Lockouts or Act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the DoT as to whether the works have been so

resumed or not shall be final and conclusive, provided further that if the performance, in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option, terminate the contract.

43.2. Provided also that if the contract is terminated under this clause, the DoT shall be at liberty to take over from the contractor at a price to be fixed by the DoT which shall be final, all un-used, un-damaged and acceptable materials, bought out components and stores in the course of manufacture in possession of the contractor at the time of such termination of such portions thereof as the purchaser may deem fit excepting such materials bought out components and stores as the contracts may with the concurrence of the DoT elect to retain.

44. **BREACH OF CONTRACT**

The breach of contract is the failure or refusal to perform it. Any breach of contract by one party to it gives the other party an immediate cause of action and a right to damages as compensation for loss following from the breach of contract. A breach occurs where a party to the contract repudiates or fails to perform one or more of the obligations imposed upon him by the contract. The failure to perform may take place when the time for performance has arrived or even before that. Thus, the "Breach of Contract" mentioned above covers (a) the Anticipatory Breach and (b) the Present Breach.

45. The Sr DDG, UP (WEST), LSA, MEERUT may without prejudice to his right against the Contractor in respect of any delay or inferior workmanship or otherwise or to any claims for damage in respect of any breach of the contract and without prejudice to any rights or remedies under any of the provisions of this contract or otherwise and whether the date for completion has or has not elapsed by notice in writing absolutely determine the contract in any of the following cases:

45.1 If the Contractor having been given by the Competent Telecom Authority a notice in writing to rectify, reconstruct or replace any defective work or that the work is being performed in any inefficient or otherwise improper workmen like manner, shall omit to comply with the requirements of such notice for a period of seven days thereafter or if the contractor shall delay or suspend the execution of the work so that either in the judgment of the Competent Telecom Authority (which shall be final and binding) he will be unable to secure completion of the work by the date for completion or he has already failed to complete the work by that date.

45.2 If the Contractor being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.

45.3 If the contractor commits breach of any of the terms and conditions of this contract.

- 45.4 If contractor commits any act mentioned in clause- (39)
- 45.5 If contractor commits any fraud with the DoT, or any fraudulent motive is detected in his action.
- 45.6 If contractor demands undue charges not stipulated in this contract.
- 45.7 Contractor will not be allowed to use his floppies, external storage or software etc. unless specifically authorized.
- 45.8 All the data handled, inputted or hard copies produced will be sole property of the SR DDG, UPW Meerut. The contractor will not diverge any of these to any third person. The contractor hereby indemnifies the Sr DDG, UPW for any loss or damaged that may occur by reasons of disclosure of any information to third person.
46. When the Contractor has made himself liable for action under clause- (47), the Sr DDG, UP (WEST), LSA, MEERUT on behalf of the DoT shall have powers:
- To determine or rescind the contract as aforesaid (of which termination or rescission, notice in writing to the Contractor under the hand of the Sr DDG, UP (WEST), LSA, MEERUT shall be conclusive evidence) upon such determination or rescission the security deposit of the Contractor shall be liable to be forfeited and shall be absolutely at the disposal of DoT.
- 46.1** To employ labour paid by the DoT and to supply materials to carry out the works or any part of the work debiting the Contractor with the cost of the labour and the price of the materials (of the amount of which cost and price certified by the Sr DDG, UP (WEST), LSA, MEERUT shall be final and conclusive against the Contractor) and crediting him with the value of the work done in all respects in the same manner and the same rates as if it has been carried out by the Contractor under the terms of the Contract. The certificate of the Competent Telecom Authority as to the value of the work done shall be final and conclusive against the Contractor, provided always that action under the sub-Clause shall only be taken after giving notice in writing to the Contractor. Provided also that if the expenses incurred by the DoT are less than the amount payable to the Contractor at his agreement rates, the difference shall not be paid to the Contractor.
- 46.2** After giving notice to the Contractor to measure up the work of the Contract and to take such part thereof as shall be unexecuted out of his hands and to give it to another Contractor to complete in which case any expenses which may be incurred in excess of the sum which would have been paid to the original Contractor if the whole work has been executed by him (of the amount of which excess the certificate in writing of the Competent Telecom Authority shall be final and conclusive) shall be borne and paid by the original Contractor and may be deducted from any money due to him by DoT under this contract or on any other account whatsoever or from his security deposit as the case may be.

In the event of any one or more of the courses of clause- (46) and/or clause (47) being adopted by Sr DDG,UP (WEST), LSA, MEERUT the Contractor shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of contract. And in case action is taken under any of the provisions aforesaid, the Contractor shall not be entitled to recover or be paid any sum for any work thereto or actually performed under this contract unless and until the Competent Telecom Authority has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

47. In any case in which any of the powers conferred upon the Sr DDG, UP (WEST),LSA, MEERUT by the above clauses, shall have become exercisable and the same shall not be exercised, the non-exercise here of shall not constitute a waiver of any of the conditions here of and such powers shall notwithstanding be exercisable in the event of any future case of default by the Contractor and the liability of the Contractor for compensation shall remain unaffected.

48. CANCELLATION/TERMINATION OF CONTRACT OR PART THEREOF

- 48.1 The Competent Telecom Authority may, at any time, at his option cancel and terminate this contract by written notice stating reasons for such cancellation or termination to the Contractor, in which event the Contractor shall be entitled to payment for the work done up to the time of such cancellation.
- 48.2 The Competent Telecom Authority may, at its option, cancel or omit the execution of one or more items of work under this contract, and any part of such item (s) without any compensation whatsoever to the Contractor by giving due notice in writing stating reasons therefore.
- 48.3 If at any time after the commencement of the work the Competent Telecom Authority shall for any reason whatsoever not require the whole work or part thereof as specified in the tender to be carried out, the Competent Telecom Authority shall give notice in writing of the fact to the Contractor who shall have no claim to any payment of compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of the full amount of the work not having been carried out.

49. Payments

- 49.1 The bills submitted by the Contractor should contains Bank A/c and IFSC code for electronic transfer of fund at office of concerned Competent Telecom Authority for the executed work complete in all respects by the JTO/AD/ADE/ADG/Director/DDG/Sr. DDG in charge of the section. The bills will be submitted in **DUPLICATE** and in the manner and form that may be prescribed by the Competent Telecom Authority. Account payee cheque/ECS for amounts passed in the bill will be issued only after the Contractor gives a **stamped receipt for the amount unless the bills are pre- receipted**. Payments

will be made only by Account payee cheques or through ECS. The Competent Telecom Authority will have the right to recover liquidated damages for delay or slow progress of the work from the bills submitted for payment.

- 49.2. Income Tax and such other Taxes applicable from time to time will be deducted from the bill. However, if any new legislation comes into effect for deduction of tax at source, the deduction will be made under that legislature. Necessary Income Tax deduction certificate will be issued by the Accounts Officer detailing the amount so deducted as tax at source at the time of payment of each bill.
- 49.3. The final settlement of the bills and refund/ adjustment/ appropriation of any amount retained from the bills of the Contractor shall be made fully after the Competent Telecom Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Contractor on any account. Unless there are specific reasons, **all accounts are expected to be settled within a period of six months from the date of completion of the work** in all respects.
- 49.4. Contractor shall pay to third parties all expenditure incurred for restoring services which are damaged by Contractor while carrying out the work. Such expenditure shall be intimated to Contractor either by Competent Telecom Authority or concerned third parties in writing. If contractor fails to pay to the concerned third parties such amount within fifteen days from the date of notice, the Competent Telecom Authority shall recover such amount from the contractor and will make the payment to concerned third parties at the risk and cost of the contractor.
- 49.5. **The contractor shall not be justified in abandoning the contract because the DoT has delayed making payment(s) in respect of other work being done for the DoT by the Contractor.**
- 49.6. The final bill shall be submitted by the Contractor within one month of the date of completion of work or of the date of the certificate of completion furnished by the Competent Telecom Authority.

50. SECURITY DEPOSIT

- 50.1. **Earnest Money (2.5% of the estimated cost of work)** deposited at the time of submission of the tender will not be converted into Security Deposit on the acceptance of the tender.
- 50.2. The successful tenderer will have to deposit a **Performance Security Deposit of 10% of the contract value** (rounded off to next higher multiple of 10) at the time of signing of agreement within 7 working days of the issue of the letter of intent. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of Accounts Officer (Cash) o/o CCA, UP (West), Meerut payable at MEERUT, Department of Telecommunications or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of the Company / Firm / Agency but

hypothecated to the Accounts Officer (Cash) o/o CCA, UP (West), Meerut payable at MEERUT. The performance security should remain valid for Accounts Officer (Cash) o/o CCA, UP (West), Meerut payable at MEERUT for a period of 90 days beyond the date of completion of all the contractual obligations of the supplier.

50.3. Security Deposit shall **not bear any interest for any period whatsoever**, and therefore, Interest shall not be payable by the DoT on the Security Deposit or on amounts payable to the Contractor under the contract.

50.4. **Security Deposit/PBG shall be liable for appropriation / adjustment against any liquidated damages for delayed execution.** If the contractor fails or neglects to perform any of his obligation under the contract, it shall be lawful for the DoT to forfeit either whole or any part of the Security Deposit furnished by the contractor after issuing a “SHOW-CAUSE” Notice to the contractor .

50.5. The Security Deposit/PBG shall be considered for adjustment against liquidated damages only at the time of final conclusion of the contract and final settlement of account.

50.6. All the compensation or other sum of money payable by the contractor under the terms of this contract may be deducted from the Security Deposit/PBG or from any sum which may be due or may become due to the contractor by the DOT on any account whatsoever and in the event of his security deposit being reduced by reason of any such deductions, the contractor shall within ten days make good in cash the amount required to make good in full, the security deposit. Otherwise, they said balance in full shall be collected from the bills of the contractor.

50.7. If the contractor duly performs and completes the contracts in all respects, the DoT shall refund the Security Deposit/PBG to the Contractor after deducting all costs and other expenses that the DoT may have incurred for making good any loss due to any action attributable to the contractor which the DOT is entitled to recover from the contractor.

50.8. **Security Deposit/PBG will be refundable only after full settlement of final bill for the works contracted/executed under the contract and on submission of NOC from the JTO/AD/ADE/ADG/Director/DDG/Sr. DDG Concerned.**

50.9. Security Deposit/PBG that is due for refund to the Contractor and remain unclaimed for One years after its refund becomes admissible (for instance, after the contractor fulfils his contract) shall be dealt with in accordance with the provisions contained in the rules of the DoT.

51. DISPUTES AND ARBITRATION

51.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith (except as to matter the decision of which in specifically provided under this agreement) the same shall be referred to sole arbitration of the Sr DDG, UP (WEST), LSA,MEERUT or in case his designation is changed or its office is abolished

then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the functions of the Sr DDG,UPW,LSA, MEERUT or by whatever designation such officers may be called (thereinafter referred to as the said officer) and if the Sr DDG,UP (WEST),LSA, MEERUT or the said officer is unable or unwilling to act as such the sole arbitration or some other person appointed by the Sr DDG,UP (WEST), MEERUT or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996 and amendments thereof. There will be no objection to any such appointment that the arbitrator is a DOT employee or that he has to deal with the matter to which the agreement relates or that in the course of his duties as DOT employee he has expressed views on all or any of the matter under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such Sr DDG, UP (WEST), LSA,MEERUT or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors. The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the Rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. The venue of the arbitration proceeding shall be the office of Sr DDG, UP (WEST), LSA,MEERUT at Meerut or such other places as the arbitrator may decide.

- 51.2. According to Article 119, Limitation Act, 1963, (as amended from time to time) the period of limitation for an application to set aside an award under the Arbitration Act, 1940 (as amended from time to time), begins to run from the 'date of service of the notice of the filing of the award'. The expression "date of notice" means not only a formal intimation but also an informal one. The notice can be given orally also. When a signed copy of the award is given to the party and his signature taken as a token of such receipt, this shall amount to a notice and the time for filing an application under Article 119 (a), Limitation Act, 1963, amendments if any, would run from that date.

SECTION-VI

EDUCATIONAL AND OTHER QUALIFICATIONS OF THE WORKERS AND Works & Duties

1. Educational and other Qualifications of the Workers

1.1 The Data Entry Operator

- **12th passed with English as a subject with minimum 55% Marks in Aggregate from** Government recognised Educational Board.
- Hindi is one of the Subjects at High School.
- Six months Certificate/ Diploma in MS Office (Excel, Word, Power Point & Access) from Government ITI or any registered Computer training Institute
- Knowledge of English Typing

Or

- 10th passed with English and Hindi as a subject with minimum 60% Marks in Aggregate from Government recognised Educational Board.
- Three Years Diploma in Computer Application etc. from Government recognised Institute.

Or

- BE/B.Tech in any discipline of Engineering /MBA/MCA/BBA/BCA with minimum 55% Marks from Government recognised Institute.
- Knowledge of MS Office (Excel, Word, Power Point & Access).

1.2 Multi Tasking Staff

- **Minimum 10th passed with English and Hindi as a subject with minimum 55% Marks in** Aggregate from Government recognised Educational Board.

2. Age Limits

The age limits for Data Entry Operators and Multi Tasking Staff will be from 18 years to 40 years.

3. Works & Duties :-

JOB DESCRIPTION:-

Sl. No.	Type	Number	Work
1.	The Data Entry Operators (Skilled Manpower)	9(Nine)	<ul style="list-style-type: none"> ➤ Computer data entry, preparing of reports, letters and other general office documents using MS Office-Word, Power Point, MS Excel and Access. ➤ Keeping the office record updated. ➤ Taking back up of data at regular intervals & storage of data. ➤ File maintenance and file movement. ➤ Attending the phone calls on behalf of the Officers. ➤ Maintaining the appointment Diary of the Officers ➤ Any other related work assigned by the office.
2.	Multi Tasking Staff (Unskilled Manpower)	8(Eight)	<ul style="list-style-type: none"> ➤ The nature of services shall include carrying out all the functions generally performed in the Government offices by attendant. ➤ Regular/daily dusting of all the files/furniture, office equipments etc. ➤ Regular dusting/cleaning of racks, storage spaces, windows, walls, fans switch boards and removing of cobwebs etc. on ceiling roof/walls etc. removal of garbage so as to maintain general cleanliness and hygiene in office ➤ Photocopying, making sets of reports and other general office documents. ➤ Transmission of office documents on fax machine. ➤ Dispatch and delivery of the Letters and Documents. ➤ Opening and distributing of Letters and Documents in the office. ➤ To Maintain the Dak/File Registers ➤ Storing of documents properly in the racks/storage space. ➤ To assist for local purchase of petty items from the market. ➤ Movement and maintenance of files etc. ➤ Sorting of the Documents. ➤ Storage of fresh drinking water and serving to staff and visitors. Making arrangement for tea, coffee (preparing and serving) and arranging snacks in the office during Meeting etc.. ➤ To water the plants and trees of the office. ➤ Any other duties as may be assigned by the office.

SECTION-VII

SCHEDULE OF REQUIREMENTS

Sl. No.	Type	Equivalent to	Tentative numbers required
1.	Data Entry Operator	Skilled	9
2.	Multi Tasking Staff	Un-skilled	8

(Note: Services shall be from 09:00 Hrs. to 17:30 Hrs. on Monday to Friday, with a 30 Minute lunch break. The contractor may be called upon for the services on Saturday/Sunday (with compensatory week off day) or closed holidays also, if required.)

SECTION – VIII

AGREEMENT

The agreement made on this day of (month)
(year) between M/S
..... herein after called “The Contractor” (which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee) of the one part & the Sr Deputy Director General UP west, LSA, MEERUT, First Floor, Brahmipuri Telephone Exchange Meerut ,Uttar Pradesh -250002, herein after referred to as the DoT, of other part.

Whereas the contractor has offered to enter into contract with the said DoT for providing of 9 Data Entry Operator and 8 Multi Tasking Staff workload per day in the O/o Sr DDG, UP (WEST), LSA, MEERUT on the terms and conditions herein contained and the rates approved by the Sr DDG, UPW, LSA, MEERUT (At the rates Rs. ----- per day inclusive of all taxes, levies, duties and cess etc. for each type of manpower have been duly accepted and where as the necessary security deposits have been furnished in accordance with the provisions of the Bid document and whereas no interest will be claimed on the security deposits.

It is hereby agreed and declared by and between the parties to these presents as follows.

1. The contractor shall, during the period of this contact that is to say from (Date) To (Date) or completion of work for Rs. (In words) whichever is earlier or until this contract shall be determined by such notice as is hereinafter mentioned, safely carryout, by means of manpower employed at his own expenses and by means of tools, implements and equipment etc. at his own expense, all other associated works as described in Bid documents, when the Sr DDG, UP (WEST), LSA, MEERUT or any other person authorized by the Sr DDG, UP (WEST), LSA, MEERUT in that behalf require. It is understood by the contractor that the quantity of work mentioned on the schedule is likely to change as per actual requirements as demanded by exigencies of service.
2. The NIT (notice inviting tender), Bid documents (Qualifying and Financial), letter of intent, approved rates and such other additional particulars, instructions, drawings, work orders as may be found requisite to be given during execution of the work shall be deemed to be included in the expression “The Agreement” or “The Contract” wherever herein used.
3. The contractor hereby declares that nobody connected with or in the employment of the O/o Sr DDG, UP (WEST), UPW, MEERUT Department of Telecommunications UP West is not/shall not ever be admitted as partner in the contract.

4. The contractor shall abide by the terms and conditions, rules, guidelines, construction practices, safety precautions etc, stipulated in the Bid document including any correspondence between the contractor and the DoT having bearing on execution of work and payments of work to be done under the contract.

In witness whereof the parties present have here into set their respective hands and seals the day, year in.....

Above written:

()

()

Signature on behalf of DoT

Signature on behalf of Contractor

Name:

Name:

Designation:

Designation:

Seal:

Seal:

Agreement signed in the presence of

Witness 1:

Witness 1:

Signature:

Signature:

Name:

Name:

Witness 2:

Witness 2:

Signature:

Signature:

Name:

Name:

SECTION- IX

PERFORMA OF PERFORMANCE SECURITY BOND

1. In consideration of Sr Deputy Director General, UP(West),LSA,MEERUT(hereinafter called Sr DDG, UP (WEST), MEERUT) having agreed to exempt _____ (hereinafter called the said approved tenderer(s) from the demand of security deposit/earnest money of Rs._____ on production of Bank Guarantee for Rs. _____ for the due fulfilment by the said approved tenderer of the terms and conditions to be contained in an Agreement in connection with the contract for the supply of _____ we, (name of the bank) _____ (hereinafter referred to as “the bank”) at the request of _____ approved tenderer’s do hereby undertake to pay to AO (Cash) O/o CCA, UP (West), Meerut, an amount of not exceeding _____, against any loss or damage caused to or suffered or would be caused to or suffered by the Sr DDG, UP (WEST), LSA, MEERUT, by reason of any breach by the said tenderer’s of any terms & conditions contained in the said agreement.

2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Sr DDG, UP (WEST), LSA,MEERUT stating that the amount claimed is due by way of loss or damages caused to or would be caused to or suffered by the Sr DDG, UP (WEST),LSA, MEERUT, reason of breach by the said approved tenderer’s of any of the terms & conditions contained in the said agreement or by reason of the approved tenderers failure to perform the said agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the Sr DDG, UP (WEST), LSA,MEERUT, in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs_____.

3. We undertake to pay to the AO (Cash) O/o CCA, UP (West), Meerut, any money so demanded notwithstanding any disputes raised by the approved tenderer(s)/suppliers in any suit or proceeding pending before any court or tribunal relating thereto our liability under the present being absolute and equivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment there under and the approved tenderer(s) /supplier(s) shall have no claims against us for making such payment.

4. We (name of the bank) _____ further agree that the guarantee therein contained shall remain in force and effect immediately for a period of 15 months from date herein. Notwithstanding the aforesaid, this bank Guarantee shall be for a sum of not exceeding Rs. and for a period of 15 months from the date of issue i.e. We are liable to pay the guaranteed amount or part thereof under this bank guarantee if we are served upon written claim or demand on or before and thereafter bank will not be liable for any claim or demand whatsoever.

5. We (name of the bank) _____ further agree with the Sr DDG,, UP (WEST), LSA,MEERUT that the Sr DDG, UPW,LSA, MEERUT shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms & conditions of the said agreement or to extend time of performance by the said approved tenderer(s) from time to time or to postpone for any time to time any of the powers exercisable by the Sr DDG, UP (WEST),LSA, MEERUT, against the said approved tenderer(s) and to forbear or

enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said approved tenderer(s) or for any forbearance, and or any omission on the part of Sr DDG, UP (WEST),LSA, MEERUT, or any indulgence by the Sr DDG, UP (WEST),LSA, MEERUT, to the said approved tenderer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the bank or the approved tenderer(s).
7. This guarantee shall be irrevocable and the obligations of the bank herein shall not be conditional to any prior notice by the Sr DDG,UP (WEST), LSA,MEERUT

Dated: _____

For _____

(Indicating the name of the Bank)

Note:-. This guarantee should be issued on non-judicial stamp of Rs. 100/-

SECTION-X

CHECK LIST FOR BIDDERS

Sl. No.	Documents	Yes/No or N/A
1	Cost of Tender documents. DD No. Amount Date or for fee exemption valid self attested registration certificate issued by NSIC	
2	EMD DD No. Amount Date or for fee exemption valid self attested registration certificate issued by NSIC	
3	Whether all the pages are stamped and signed & properly tagged with all documents?	
4	Whether Bid form is filled up? (Section-II)	
5	Whether Bidder's profile is filled up? (Section-III)	
6	Whether self attested copy of registration of the firm (for partnership firm or Pvt. Ltd./ Pub. Ltd. company) is attached?	
7	Attach Notarized Affidavit towards sole proprietorship of firm/ Self Attested Partnership deed or Incorporation certificate of Company/Article of Association /Memorandum of Association as applicable)	
8	Self attested copy of latest Income Tax Return .(F.Y. 2016-17)	
9	Self attested copy of PAN Card.	
10	Self attested copy of GST Certificate.	
11	EPF& ESI etc. and downloading tender document Certificates <u>in the formats given on page no. 11 of tender document</u>	
12	Self attested copy of EPF and ESI Registration	
13	Self attested copy of Experience Certificate (Minimum one year in part or full during last three years in providing manpower services).	
14	Certificate regarding no relative working in DoT on Rs. 10/- stamp paper & notarized. <u>The certificate should be exactly in the same format as given on page no. 10 of tender document and should be given by all concerned as mentioned in the footnote of the certificate.</u>	
15	Certificate towards Non-Tampering of tender document. <u>The certificate should be exactly in the same format as given on page no. 12 of tender document and should be given by all concerned as mentioned in the footnote of the certificate.</u>	
16	Certificate about Blacklisted/Non-Blacklisted company Rs. 10/- stamp paper & notarized. <u>The certificate should be exactly in the same format as given on page no. 13 of tender document and should be given by all concerned as mentioned in the footnote of the certificate.</u>	
17	Power of Attorney in original, in case tender document is signed by person other than tenderer or tendering company.	



Government of India
Ministry of Communications
Department of Telecommunications
O/o Sr. Deputy Director General, Uttar Pradesh (West), LSA
1st Floor, Brahmपुरi Telephone Exchange, Meerut-250002

PART-II

FINANCIAL BID DOCUMENT

FOR

**“Outsourcing of Data Entry Operator Service and
Multi Tasking Staff Services”**

FOR USE IN

O/o THE SENIOR DEPUTY DIRECTOR GENERAL

UP (WEST) LICENSE SERVICE AREA, Meerut

NIT No: 30-90/UPW/LSA/Tender-Outsourcing/2017-18 Dated: 16-10-2017

(Submit in separate envelope marked – “FINANCIAL BID”)

SECTION-XI

FINANCIAL BID

To,

AD(admin)
O/o Sr DDG,
UP (West), Meerut

Subject: Our Financial Bid for Outsourcing of Data Entry Operator (Skilled) Service and Multi Tasking Staff (Unskilled) Services.

Reference No: NIT No: 30-90/UPW/LSA/Tender-Outsourcing/2017-18 Dated: 16-10-2017

Dear Sir,

Having examined the tender documents, terms and conditions stipulated therein, we the undersigned offer to provide the services to O/o Sr DDG, UP (West), LSA, Meerut for outsourcing of the-

1. Data Entry Operator (Skilled) Services and Multi Tasking Staff (Unskilled) Services.
 - Name of tendering Company / Firm / Agency:

S.N.	Service Outsourcing Category	Minimum Wages including Dearness (VDA) decided by Deputy Commissioner Uttar Pradesh w.e.f. 01.04.2017 for one manpower Per Day.	Additional Wages in whole Rupees over and above Minimum wages[including VDA] given in Column 'A' of this table in whole Rupees for one manpower Per Day. (To be quoted by the Bidder)	Contractor Administrative / Supervisory Charges in whole Rupees for one manpower Per Day. (To be quoted by the Bidder)
		A	B	C
1.	Data Entry Operator [Skilled Worker] for one (1) manpower Per Day	In Numerical Rs. 351/- [Rs. 273 +VDA Rs.78]	In Numerical Rs.	In Numerical Rs.
		In Words Rupees Three Hundred Fifty one only	In Words Rupees.....	In Words Rupees.....
2.	Multi Tasking Staff [Unskilled Worker] for one (1) manpower Per Day	In Numerical Rs. 285/- [Rs. 221 + VDA Rs. 64]	In Numerical Rs.	In Numerical Rs.
		In Words Rupees Two Hundred Eighty Five only	In Words Rupees.....	In Words Rupees.....

Date _____

Signature & Seal of the bidder

Note:

1. No fraction of a rupee will be considered for column 'B' and 'C' above and quoting in fraction of a Rupee may lead to summarily rejection of the financial bid.
2. The Contractor has to pay to the Workers at least the sum of the amount mentioned in Column 'A' applicable for that month and Column "B". The Column 'A' will be determined based on the rate notified by State Government for a particular period.
3. No VDA will be paid to the workers on the additional wages.
4. The contractor needs to quote only the additional wages Column "B" and Column "C" the Administration / Supervision charge for each man power to be claimed by contractor for providing services in various manpower service categories.
5. The contractor shall be responsible for providing all statutory benefit to the personnel employed by him like EPF, ESI etc, as applicable on the sum of the amount mentioned in Column 'A' applicable for that month and Column "B". During the contract period, ESI, EPF (employer contribution, as applicable, if any) and GST will be reimbursed as per actual along with the monthly bill on producing the original receipts and transaction details.
6. The contractor will be paid the sum of Minimum Wages including Variable Dearness Allowance (VDA) applicable for that month, amount mentioned in Column 'B', Column 'C' and reimbursement as mentioned in para 5 above.
7. **The workers will be hired for 5 days a week Monday to Friday from 9:00 AM to 5:30 PM with half an hour lunch.**
8. The workers will be paid for the No. Days actually worked. The workers will be paid for Gazetted Holidays which are not falling on Saturday and Sundays.
9. **The contractor has to supply the worker with the minimum Educational Qualification and age limit specified in the Section 6.**
10. **L1 bidder will be evaluated on the basis of following Formula :-**
$$=9*[\text{Additional Wages for DEOs bided in Column 'B' of the table on previous page} * 1.1790(\text{for EPF \& ESI}) + \text{Contractor Administrative / Supervisory Charges for DEOs given in Column 'C' of the table on previous page}] + 8*[\text{Additional Wages for MTSs bided given in Column 'B' of the table on previous page} * 1.1790(\text{ for EPF \& ESI}) + \text{Contractor Administrative / Supervisory Charges for MTSs given in Column 'C' of the table on previous page}].$$

Certificate:

We certify that, we are quoting our rates keeping view of following Minimum Wages including Variable Dearness Allowance (VDA) decided by Deputy Labour Commissioner, UP w. e. f. 01-04-2017

1. Certified that I have carefully quoted the rates both in words and numerical/figures. In case of dispute, rates quoted in words shall be final.
2. Certified that I agree to all the terms and conditions of the tender document.
3. The rates quoted for Additional Wages over and above Minimum wages [including VDA] as well as Contractor Administration / Supervision Charges are escalation free and will remain fixed for the entire period of the contract.

Date _____
Place _____

Signature & Seal of the bidder
Name _____