

# **Request For Proposal for Documentation/ Data Entry Support contract at SDSC**

## **SHAR**

### **1. Scope of work:**

SDSC SHAR is looking for a qualified, reputed and well established Contractor who has the potential to enter into Contract for supply of Data entry operators at various place of SDSC SHAR, Sriharikota.

The work includes following activities:

- Stenographic support,
- Typing of reports/ correspondence letters on PCs.
- Other support functions include document preparation, dispatch of letters/ documents to various addressees, maintenance of inward/ outward registers, handling of telephonic/ fax communications etc.,
- Logistics/vehicle arrangements and coordination.

### **2. Unit of measure:**

One Unit is equal to One Data Entry Operator.

### **3. Work Schedule:**

- Support shall be extended on all working days of SDSC SHAR. Services shall also be provided on Saturdays and on any other holiday incase of need
- The office hours will be from 0900 hours to 1730 hrs with 30 minutes lunch break. In case of exigency of work, the persons deployed shall be ready to work beyond office hours.

### **4. Qualification of Service Personnel deployed by Service Provider:**

Educational Qualifications:

i. The personnel deployed for the services shall have the following essential qualifications:

- B.Sc / B.Com / BCA with computer science as one of the subjects in the curriculum

OR

- Diploma in Computer & commercial practices (DCCP) and completed apprenticeship.

ii. Person with lower grade stenography/ higher grade type writing is preferred.

### **5. Eligibility Criteria:**

- a. Tenderers should have minimum three years of experience in supplying manpower support activities like Data Entry Operation, providing office assistance, secretarial support in Central/State Government Offices/PSU.
- a. Tenderers should have satisfactorily completed the contract/work order as mentioned below during the last Three years.
  - One contract/work order of value not less than Rs. 110.00 Lakhs and supply of at least 50 manpower. **(or)**

- Two contract/work order of value not less than Rs. 65.00 Lakhs and supply of at least 30 manpower.
- b. Tenderers should submit solvency certificate for Rs. 25.00 Lakhs obtained in the current financial year.
- c. Tenderers should have average annual turnover for the last three years (FY:2015-16,2016-17 & 2017-18) of Rs.50.00 Lakhs.
- d. The tenderers should submit work orders, completion certificates and Labour License in support of their experience along with quotation. Completion certificates issued by private parties shall be supported by TDS certificates.
- e. Tenderers should possess EPF, ESI and GST registrations and should submit the copies.
- f. The Service provider should furnish the Registration certificate of either under Company Act, Societies Act, partnership and proprietorship.
- g. The unit rate offered by the service provider shall ensure payment of minimum wages to the work force deployed by them during the tenure of the contract. The offers not meeting minimum wage criteria are liable for rejection.
- h. Any conditional offer is liable for rejection.

**6. Price Bid Form :**

- The Unit rate offered by the service provider shall ensure payment of minimum wages to the work force deployed by them during the tenure of the contract. The offers not meeting minimum wage criteria are liable for rejection.
- Any conditional offer is liable for rejection.
- The price Bid shall be submitted only in the price bid template provided in the e - PROCUREMENT portal.
- The service provider shall upload the Price bid format enclosed as annexure I.
- The basis of bidding shall be with minimum wages and taxes/duties as applicable on the time of quotation, which need to be explicitly mentioned in the price bid format.

**7. Deployment of Service Personnel:**

- SDSC SHAR proposes to engage a minimum of 100 persons to be deployed by the service providers and maximum of 120
- persons may be required during the tenure of the contract and the deployment shall be as per the need & could be intermittent.
- The service provider shall execute the work by positioning/deputing qualified personnel as per the work order as and when required from the active panel. The Service provider shall employ only qualified (As listed in para No.4), Indian Nationals.
- A written communication will be sent to service provider on number of personnel to be deployed, duration of services required & location of services. Based on such communication, the Service provider should deploy the services.

- As and when demanded, the service provider shall provide required services. The demand will be for a minimum period of 3 months and terminable or extendable further for any period up to the validity of the contract.
- If any of the contract personnel is found unacceptable for any reason, the service provider shall be required to post a suitable substitute immediately.
- Since the work required to be carried out by the Contract personnel engaged against this order is of SPORADIC nature, whenever the requirement is not there the same will be informed for any adjustment in the work force contingent by the service provider.

**8. Charges for lending the services as per scope of work at clause 1:**

- Minimum service charges per Unit payable to each Work Force shall take care of Employee's contribution towards EPF, ESI / Group Insurance as applicable, Service provider's Service charges and Service Tax.
- The unit rate offered by the service provider shall ensure payment of minimum wages to the work force deployed by them during the tenure of the contract.
- ISRO/SDSC SHAR shall reimburse the Employer's share towards EPF, ESI / Group Insurance and bonus as applicable against documentary proof.
- ISRO/SDSC SHAR shall reimburse the service tax paid by the Service provider, against documentary proof.
- It is the responsibility of the service provider to pay the bonus as per the Govt.of India norms to the employees engaged by you and the same will be reimbursed by the department against documentary proof.
- The Minimum wages are subject to revision when ever government notifies the change in the minimum wages.

**9. Employees' Provident Funds ESI/ Income Tax / Service Tax:**

- The service provider shall also register their name with EPF and ESI/ Group Insurance as applicable Organizations within three months from the date of Work Order for the purpose of remitting EPF and ESI contributions in respect of the Contract Laborers/personnel engaged by them under the contract.
- The service provider shall be liable to pay Employee's contribution and Employer's contribution to the EPF and ESI/ Group Insurance and bonus as applicable at the rates prescribed by the respective Organizations/Department with reference to the wage fixed by SDSC SHAR
- The rates of contribution towards EPF and ESV Group Insurance as applicable at present applicable are as under:

EPF	-	Employee's contribution	12 %
		Employer's contribution	13 %
ESI	-	Employee's contribution	1 %
		Employer's contribution	3 %

- In case of any work force not eligible for coverage under ESI Act/Rules, such work force shall be covered by Group Insurance as applicable and premium should not exceed the ESI contribution by work force and employer.
- The service provider shall remit the Employer's and Employee's contribution towards EPF and ESV Group Insurance as applicable every month to the respective Authorities and then claim reimbursement of the said Employer's and Employee's

contribution on production of documentary evidence(i.e individual EPF & ESV Group Insurance as applicable remittance) to the effect that both the Employee's as well as the Employer's contributions towards EPF and ESI/ Group Insurance as applicable are remitted to the said authorities every month, failing which, this Contract will be terminated without further notice. In addition to legal action for not fulfilling the obligations as specified in this service contract.

- The service provider should strictly adhere to all statutory rules/labour laws and regulation regarding the minimum wages, EPF, ESI/ Group Insurance as applicable etc. Any violation of the above statutory provisions currently applicable will be sufficient reasons for the termination of this Contract. In addition to legal action for not fulfilling the obligations as specified in this service contract.
- The service provider shall register with the Income Tax Authorities and shall possess Permanent Account No. within three months from the date of award of this Work Order. The Income Tax as applicable shall be recovered on the gross amount (inclusive of Minimum Wages, Service charges, Service Tax Employer's Employees contribution towards PF and ESI) as per rules from the monthly bills payable to the service provider. Present rate of Income Tax is TWO PERCENT (2%) for firms.
- The service provider should produce a copy of the Service Tax Registration Certificate within three months from the date of release of Purchase Order(No extension of time shall be granted). The Department shall pay Service Tax to the service provider at the rate fixed by the Government from time to time against submission of documentary evidence.

#### **10. Payment:**

- For the actual unit of services provided by the service provider, the payment will be made on monthly basis. For any part services the payment will be made on pro-rata basis on the cost unit of service
- The service provider shall pay strictly in accordance with statutory rules on monthly basis to the personnel deployed by him. All statutory requirements including minimum wages and any law applicable for the services under this contract shall be complied with by the service provider to the entire satisfaction of the respective legal authorities. Any liability/compensation and disputes arising out of deployment by the service provider under any Act/statutory provisions shall rest with the service provider only.
- The service provider shall submit his monthly bill to Accounts officer, SCF Bills, SDSC SHAR Sriharikota with the following.
  - 1 Satisfactory work completion certificate in the prescribed format from the concerned Manager / Head of Division where the Personnel are working.
  2. Consolidate certificate in the prescribed format from Group Head, MSA for release of payment.
  3. Proof of payment of the payment to the work force for the preceding month (Proof of Bank transfer statement from service provider to the workforce.).
  4. Proof of payment of the Employer's share of EPF, for the preceding month, along with a statement showing the details of all the work force, their EPF Account Number, their contribution, Employer's contribution sought to be reimbursed, etc.

5. Proof of payment of the Employer's share of the ESI / Group Insurance as applicable contribution for the preceding month, along with a statement showing the details of all the work force, their Insurance number, their contribution, Employer's contribution sought be to reimbursed, etc.
  6. Proof of remittance of the service tax for the preceding month to the service Tax authorities.
- Payment will be made within 10 working days from the date of submission of bills with relevant certificate/ documents to accounts division.
  - The payment of wages to the work force shall be made by means of Bank Transfer on or before 7th of each month. The documentary proof of payment of wages to the personnel / acquittance shall invariably be furnished by the Service provider and should maintain a register to this effect. The payment of wages to the work force through Bank Transfer is a must. Accordingly, proof of transfer to Bank may be submitted in support of transfer. Bank Account has to be get opened by the Service provider for all the work force. No other mode of payment is acceptable.
  - The Service provider shall pay strictly in accordance with statutory rules on Monthly basis to the personnel deployed by him. All statutory requirements including minimum wages and any law applicable for the services under this contract shall be complied with by the Service provider to the entire satisfaction of the respective law authorities. Any liability/compensation and disputes arising out of employment by the Service provider under any Act/statutory provisions shall rests with the service provider only.
  - No separate amount like supervisory charges etc., shall be paid to the service provider.

#### **11. Validity of the contract :**

- This work Contract/work order shall be valid for a period of ONE YEAR unless otherwise extended. However, performance of the service provider will be reviewed after a period of 3 months from the date of commencement of the contract by SDSC SHAR. If found satisfactory, contract will be continued for the remaining period.
- Immediately upon receipt of the Work Order/ Work Contract the service provider shall convey their acceptance of the Work Order/ Work Contract in full.
- The service contract can be extended by another one-year period on mutually agreed terms and conditions, if the services are satisfactory.

#### **TERMINATION**

- SDSC SHAR reserves the right to terminate the Work order/Work Contract without assigning any reasons thereof, by giving one-month notice in writing without any financial implications to SDSC SHAR and the decision of SDSC SHAR is final in this regard.

#### **12. License under Central/State Labour Acts /Rules:**

The service provider shall obtain License under the Contract Labour (Regulation and Abolition) Act, 1970 according to the number of Contract personnel engaged depositing the fees and complying with the formalities within three months from the date of the Work Order Work Contract. Service provider shall also seek the renewal of the registration before the expiry of the license.

- Whenever there is extension of contract, the corresponding renewal of such license has to be submitted within one month.

### **13. Registers / Records to be maintained by the Service provider.**

- The Service provider shall maintain all registers required under various Acts, such as Labour, PF, ESI / Group insurance as applicable, Service Tax etc. which may be inspected by the SDSC SHAR (Department) as well as the appropriate Labour Enforcement Authorities.

### **14. Security Deposit /Bank Guarantee:**

- The Service provider shall deposit an interest free amount equivalent to the 10% of the total contract value towards security Deposit for the due performance of the Work Order [Contract. The Security Deposit can be submitted either in the form of (a) Demand Draft drawn in favour of Sr. Accounts Officer, SDSC SHAR or (b) Bank Guarantee in Rs. 100/- Non-Judicial Stamp paper obtained from any Nationalized/ Schedule Bank. This Security Deposit shall be returned to the service provider(s) only upon successful completion of all the contractual obligations or shall be adjusted/ forfeited against non-fulfillment of any of the contractual obligations.

### **15. Parallel contracts:**

- The Department of Space/SDSC SHAR reserves the right to enter into parallel Contract(s) and adhoc contract(s) with any other firm(s) during the currency of the Contract.

### **16. Non-Disclosure Agreement:**

- The personnel engaged by the Service provider for executing the service contract in SDSC SHAR shall sign a Non-Disclosure Agreement. It shall be the Service provider's responsibility to get the signature of their personnel on the Non-Disclosure Agreement and submit the same to the SDSC SHAR Any violation in this regard will result in the termination of the contract without any notice.

### **17. General conditions for Service provider.**

- The Service provider shall indicate the telephone & fax numbers ( Both official and residential ) of the CEO of the company / establishment for communication purpose.
- The Service provider shall submit bio-data of the candidates along with the relevant certificates. The candidates proposed by the Service provider shall be subjected to appropriate screening test / interview for the required skills. Based on the above, SDSC SHAR will inform the list of selected personnel which becomes the active panel for the service provider for deployment of candidates as and when needed
- Entry permit for the Service provider's personnel will be issued by SDSC SHAR. To enable to issue entry passes, the service provider shall submit the list of personnel. It is the responsibility of the Service provider to return/surrender the passes after expiry and in case of non-compliance in this regard, SDSC SHAR reserves its right to withhold his payment till such time the passes are returned.
- In case of loss of such entry permit, the same should be reported to local police as well as Sr. Administrative Officer, SDSC SHAR. Duplicate cards will be issued only on payment as fixed by SDSC SHAR
- All the Contract personnel deployed by the Service provider by virtue of this Contract shall remain the employees of the service provider only and they shall

not acquire any claim whatsoever for employment in SDSC SHAR or right for regularization as employees of SDSC SHAR / Department of Space or for continues engagement under SDSC SHAR / Department of Space. The service provider or the worker(s) engaged by the service provider shall not have any right to claim for employment based on the work done through this Work order/Work Contract.

- Service provider shall submit a declaration to the effect that none of the persons engaged by them has a criminal background to the Sr. Administrative Officer, SDSC SHAR before executing the work assigned to them.
- The Service provider shall also verify / certify the conduct of the work force at frequent intervals. If any of the work force misbehaves or commits any misconduct, ISRO / SDSC SHAR reserves the right to refuse permission to such persons to enter its premises, and such work force shall be withdrawn by the Service provider immediately.
- If persons engaged by the Service provider are found responsible for any theft, damage, deface, break or destruction of any installation/ fittings etc. in SDSC SHAR, the service provider shall make good the loss, at his cost.
- The contract personnel positioned/deputed by the Service provider are not entitled for the Department Accommodation, Transport and Medical facilities. Canteen facilities during working hours may be extended to these personnel on payment rates fixed by SDSC SHAR for contract personnel from time to time.
- However a limited number of bachelor accommodations may be provided for rent as fixed by SDSC, subject to availability.
- The service provider and their Contract personnel should abide by all Security instructions of the SDSC SHAR. They will not be permitted to move in the campus without cause and shall not be permitted to do any work other than the work indicated in the Contract.
- The Service provider and/or his personnel shall adhere to all the security provisions of SDSC SHAR. Service provider and his personnel are responsible for any violation of security provisions and indiscipline/agitation when they are inside the Centre. Any resultant liabilities/damages due to violation / indiscipline /agitation shall be borne by the service provider .
- The Service provider should replace Contract personnel/ supervisors not performing the duty properly and those violating the security, safety and other guidelines of SDSC SHAR Department of Space.
- The Service provider shall be present in SDSC SHAR to supervise the work of the Contract personnel supplied by them.
- The Service provider shall not change the existing contract personnel (except in unavoidable circumstance) without the consent of SDSC SHAR
- The Service provider shall submit the verification reports from the respective local police in the prescribed proforma in respect of the Contract personnel positioned/deputed by them before executing the work. For this purpose, if required, ISRO/ SDSC SHAR will issue a letter to the concerned Police authority certifying the award of the Service Contract to the Service provider, which can be used by Service provider for expediting the Police verification
- Service provider shall ensure that the contract personnel positioned/deputed for the work are attending the duties regularly without any complaint. In case of their absence/stating away from duty on account of sickness or otherwise, the Service provider shall provide suitable substitute.

- The contract personnel positioned/deputed by the Service provider shall maintain absolute integrity, devotion to duty, punctuality, discipline and proper office decorum, failing which the Service provider shall be liable to make proper replacements.
- SDSC SHAR will not, in any manner be responsible for any act, omission or commission of the workers engaged by Service provider and no claim in this respect will lie against SDSC SHAR. If any such claim is made against SDSC SHAR by any worker or his/her heirs engaged / employed by the service provider, which SDSC SHAR is obliged to discharge by virtue of any statute or any provision of law and rules due to mere fact of the workers of the Service provider working SDSC SHAR premises or otherwise, the Service provider will be liable to indemnify /reimburse SDSC SHAR all the money paid in addition to the expenses incurred thereon.
- SDSC SHAR shall have the right to advise the Service provider to terminate the services of any employee for any violation of security provisions and/or for indiscipline/violent behavior, agitation, instigating other peaceful works. In case of such advice, Service provider shall comply with the same immediately.
- Required PCs, Printers, FAX / Xerox machines and consumables will be provided by SDSC SHAR for service provider's personnel for providing the services under this contract. It shall be the responsibility of the service provider's personnel to utilize safely and properly and any misconduct in this regard will be viewed seriously and personnel services are liable for termination
- Any damage is caused to ISRO / SDSC SHAR property by any work force of the Service provider or if they sustain any injury due to their negligence, the responsibility for the same shall solely rest with the Service provider, and an Indemnity Bond to this effect shall be executed by the Service provider.
- SDSC SHAR will not be responsible for any injury, accident, death occurs to the service provider's personnel while discharging the duties at SDSC SHAR. All the liabilities in this regard shall rest with the Service provider only and no claim will be entertained in this regard.
- The Service provider shall take all safety precautions required for the execution of the work. The Department will not in any way be responsible for any injury/damage that may be caused to the service provider or their contract personnel during the execution of the work.
- In case of any injury or death caused to any of the persons during the course of engagement, the responsibility shall solely rest with the Service provider. SDSC SHAR Department shall not be responsible for loss of life of the service provider's personnel caused at SDSC SHAR site. The service provider shall alone be responsible for any compensation for which they shall take adequate insurance policy/policies at their cost and expenses from time to time.
- In case while on duty and during the course of engagement in the work premises of SDSC SHAR under this Contract, if any of the service provider's workforce meet(s)with any injury, indisposition due to accident or other natural calamities, the service provider shall ensure that immediate and adequate medical aid viz., First- aid and subsequent treatment facilities are provided to the person(s)concerned free of cost and without fail. In addition, the Service provider shall also be liable for meeting the statutory liabilities under the ESI/Group Insurance / EPF or Workmen's Compensation Act as detailed
- The Service provider shall comply with all Acts, Laws including the Contract Labour (Regulation &Abolition)Act , 1970 or other statutory rules, regulations bye-laws applicable or which might be applicable.

- The Service provider shall strictly adhere to all laws relating to the employment of labour.
- The Service provider shall indemnify and compensate SDSC SHAR, if SDSC SHAR, as Principle Employer under the Contract Labour( Regulation and Abolition ) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Service provider. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in toto.
- Any loss incurred by the Department is liable to be recovered from the Security Deposit. Further their nomination for future contract(s) shall not be considered in SDSC SHAR
- The Service provider shall bring the terms and conditions of this Contract to the notice of each contract personnel engaged/positioned by them from time to time.
- In case the Service provider fails to carry out the work satisfactorily, the Contract is liable to be terminated forthwith, without notice, and alternative arrangements made to get the work executed. Any loss incurred to the Department in this regard is also liable to be recovered from the Service provider and they will not be considered for future contracts in SDSC SHAR / DOS.

**17 Arbitration :**

- Disputes, if any, shall be settled mutually failing which it shall be referred to an One man Arbitrator to be appointed by Director, SDSC SHAR in accordance with the Indian Arbitration and Conciliation Act 1996, whose decision shall be final and binding on both the parties.

**Price Bid format**

Sl. No	Basis of Computation	Amount in Rs.
01	Wages Payable per day	<b>387.69</b>
02	Employer's Contribution to EPF @ 13 %	<b>50.39</b>
03	Employer's Contribution to ESI/Insurance @ 3%	<b>11.63</b>
04	Deemed Wages to be paid	<b>449.71</b>
05	Service charges, Transportation charges and contract administration charges etc. *	To be filled by bidder
06	Total (04+05)	To be filled by bidder
07	Service Tax @ 18 % (rounded off). Service Tax should be on the total of Sl.No.06. will be paid extra	To be filled by bidder
08	Bonus @ 8.33% on wages payable per day (Sl. No.1) Bonus will be reimbursed as per norms against documentary proof.	32.30
09	Total cost per man day rate per one Man Day (This amount may be quoted in the e procurement price bid format)	To be filled by bidder

**Note (\*):**

Sl.No.5 is firm and fixed during the entire period of contract, it remains same even though minimum wages increase during the contract.

Signature of authorized person

Date:  
Place:Full Name:  
Seal: