GOVERNMENT OF INDIA
DEPARTMENT OF SPACE (DOS)
INDIAN INSTITUTE OF REMOTE SENSING
DEHRADUN
IIRS
Ph No. 0135 - 2624317, 4318 Fax. 0135 - 2741051
e-mail: PNS@IIIRS.GOV.IN

INVITATION TO TENDER

Our Ref. No. GIDI 2019-000008-01

Dear Sirs,

Please submit your sealed quotation , in the Tender Form enclosed here along with the descriptive catalogues / pamphlets / literature , superscribed with Our Ref. No. and Due Date for the supply of the following items as per the terms & conditions mentioned in Annexure(Form No. null)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description of items with Specifications</th>
<th>Unit</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Service Contract for Supply of 25 Data Entry Operators (DEO) Service Unit for data entry and office support services for one year from the date of placement of Work Order. Terms &amp; Conditions as per Annexures</td>
<td>Months</td>
<td>12</td>
</tr>
</tbody>
</table>

Delivery At: ON SITE
Mode of Despatch: ON SITE
Duty Exemptions
Special Instructions: TWO PART
Specific Terms

Instructions to Tenderers:

For and on behalf of the President of India

Kalpana R
PURS & STORES OFFICER
For and on behalf of the President of India

Signed / The Purchaser
Specific terms and conditions to the tender

1. Please submit the Technical Details / Catalogue / Make/ Model/Data Sheets.
2. The offer should be valid for a period of 90 days from the date of opening of Tender.
3. Please send the quotations ONLY in ‘SEALED COVER’ indicating our tender enquiry No. and due date by speed post so as to reach us on or before the due date & time. IIRS will not be responsible for any postal delays. Quotation may also be dropped in the tender box available in IIRS main gate.
4. E- mail/fax quotations ‘WILL NOT BE ACCEPTED’.
5. Please quote the percentage of GST applicable.
6. Our standard delivery term is FOR, IIRS. In case any vendor offers delivery term of Ex-works, Packing and Forwarding charges if any should be indicated separately either as a percentage of the quoted rate or as a Lumpsum amount.
7. We are exempted from the payment of Customs Duty and necessary exemption certificate shall be issued upon request.
8. Payment Term: Payment will be made within 30 days from the date of receipt and acceptance of the item at our site for order value upto 2.00 Lakhs. For order value above 2.0 Lakhs, 90% payment will be made within 30 days and 10% against submission of Performance Bank Guarantee for the warranty period (wherever warranty is applicable). The Performance Bank Guarantee should be valid for a period of 2 months beyond the completion of the warranty period.
9. For foreign orders our Standard Payment Term is Sight Draft.
10. Liquidated Damages – The delivery period quoted should be realistic. The delivery period so quoted and mentioned in the order is the essence of the order/contract. In case of delay in delivery of material as per the delivery schedule, Liquidated Damage @ 0.5% per week or part thereof on the undelivered portion subject to a maximum of 10% of the contract value shall be levied. Wherever, installation and commissioning is also involved, the supply will be deemed to have been completed only when the entire Stores is supplied, installed and accepted.
11. Security Deposit: Wherever the offer value is Rs. 5.00 Lakhs or above, the successful tenderer should submit Security Deposit @ 10% of the order value by way of Bank Guarantee / FD Receipt. The Bank Guarantee shall be obtained from any Scheduled Bank on Rs.200/- Non Judicial Stamp Paper and should be valid beyond 2 months from the completion of all contractual obligations.
12. In order to avail of the benefits extended to by Govt. of India to the Micro and Small Sectors, please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by the General Manager, District Industries Centre / UdyogAdhar / NSIC Registration Certification along with your offer. As per public procurement policy for MSEs, it is meant for procurement of only goods produced and services rendered by MSEs and not for any trading activities by them.
13. If any bidder submits forged / false document along with the tender, offer of such vendors will be summarily rejected and such bidders will be blacklisted for all future tenders.
14. Wherever samples are required to be submitted along with the quotation, offer without sample will not be considered.

***

Purchase & Stores Officer
SPECIAL TERMS AND CONDITIONS FOR SUBMITTING TWO PART BID

1. This is a two part tender viz., Techno-Commercial Bid (consisting of Technical Specifications, Commercial terms & condition etc.) and Price Bid. Hence, quotation should be submitted in separate sealed covers super-scribing “Tender No. GIDI 2019000008-01, Due on 24/06/2019 at 14:00 Hrs (Techno-Commercial Bid)” and “Tender No. GIDI 2019000008-01, Due on 24/06/2019 at 14:00 Hrs (Price Bid)”

2. Both the sealed tenders (Techno commercial & Price bid) should be kept in one big cover super scribing Tender for Service Contract for Supply of 25 data Entry Operators (DEO) at IIRS against Enquiry No GIDI 2019000008-01, Due on 24/06/2019 at 14:00 Hrs and put in the Tender Box available in security gate, IIRS or send by post or Courier within the due date and time prescribed.

3. The Techno-Commercial Bid should clearly indicate the technical details, scope of supply, payment terms, delivery terms, delivery period, taxes and duties, warranty, guarantee, security deposit, performance bank guarantee, etc. under separate heads. Please note that the price should NOT be indicated in the Techno-Commercial Bid

4. Tender forms can be purchased from Purchase & Store Section IIRS, Dehradun on all working days on payment of ₹ 560/- in the form of DD drawn in favor of Pay & Accounts Officer, IIRS Dehradun payable at Dehradun or can be downloaded from www.iirs.gov.in. When tender forms are downloaded, DD for ₹560/- drawn in favor of Pay & Accounts Officer, IIRS payable at Dehradun shall be attached with Technical Bid.

5. Only Techno-Commercial bid will be opened on the date of tender opening. The price Bids of those tenderers whose Techno-Commercial Bids are found to be meeting our specifications/ requirements will be opened. The bidders are allowed to attend the tender opening on the date and time of opening.

6. Late and Delayed Tenders will not be considered. Therefore, please ensure that your tender is posted well in time to reach us before the due date and time.

7. Fax/Email offers shall not be considered.

8. All the pages of your offer should be signed/initialed by competent authority and affixed with your company’s Seal.

9. **EMD of ₹ 1,35000/-** to be submitted along with the Technical Bid in the form of Crossed Demand Draft drawn on any Nationalized / scheduled bank in favor of Pay & Accounts Officer, IIRS, payable at Dehradun. Quotation received without EMD will not be considered. The EMD of unsuccessful bidder will be returned after finalization of order.

[Signature]

[Purchase & Stores Officer]
REQUEST FOR PROPOSAL (RFP)

FOR

DATA ENTRY OPERATOR SERVICES

At Indian Institute of Remote Sensing, Dehradun.
The Indian Institute of Remote Sensing (IIIRS) – is a constituent unit of Indian Space Research Organisation (ISRO), Department of Space, Govt. of India. Since its establishment in 1966, IIIRS is a key player for training and capacity building in geospatial technology and its applications through training, education and research in Southeast Asia. The training, education and capacity building programmes of the Institute are designed to meet the requirements of Professionals at working levels, fresh graduates, researchers, academia, and decision makers. IIIRS is also one of the most sought after Institute for conducting specially designed courses for the officers from Central and State Government Ministries and stakeholder departments for the effective utilization of Earth Observation (EO) data. For supporting these multi-disciplinary activities in Indian Institute of Remote Sensing (IIIRS) /ISRO, there is a need of Data entry operator support services.

The purpose of this RFP is to have a Data entry operator support services contract, wherein the service provider will provide necessary Data entry operator support services, development and testing efforts related to various Electronics Subsystems for different projects or groups of Indian Institute of Remote Sensing, IIIRS/ISRO on a need basis.

Under this services contract, continuous interactions with IIIRS Scientific as well as technical personnel is required for most of the projects and hence, the Service provider needs to provide services within IIIRS premises having its office at 4 Kalidas Road, Dehradun – 248001, Uttarakhand, India.

2.0 SCOPE OF WORK
The scope of this Contract is restricted only to outsourcing of Data Entry Operator (DEO) Service Units for data entry and office support services.

The following definitions apply for these DEO Support Services:

2.1 Service Provider: The Vendor selected to provide DEO services will be awarded for services work contract and the selected contractor shall carry out the services through suitable, qualified, trained and skilled data entry operator only.

2.2 Service Unit: It is defined as one DEO support services for providing services, as mentioned below at 2.4

2.3 Service Unit working hours: Normal working days is considered 26 days, excluding Sundays. However, vendor is required to provide services on Sundays and Holidays during normal working hours and in a shift also, if needed.

2.4 DEO Services Contract: Following Data Entry and Office Support (DEO) related activities, to be carried out by suitable service unit who mainly comprise of the qualified, trained and skilled service units provided by the service provider, in consultation with IIIRS authorized focal point in the following work areas:
2.4.1 Data entry in MS Office/Open Office in predetermined database structure for various applications.
2.4.2 Data entry in customized software.
2.4.3 Other service related to office automation & documentation support activities.
2.4.4 Storage and retrieval of documents in soft form.
2.4.5 Any Other related services required by IIRS in-charge from time to time.

3.0 QUALIFICATIONS & EXPERIENCE

Essential Minimum Qualifications:

a. Graduation in any discipline from a Government recognized University or institution .

OR

b. Technician Apprentice Diploma holder in Modern Office Management & Secretarial Practice from a Government recognized institute.

Desirable Qualifications and skills:
- MS-Office/Open Office
- Office operations, Office automation and documentation.
- Use of Intranet/Internet
- Good communication and correspondence skills in English and Hindi
- Use of email communications, scanners and Fax machine

3.1 The number of service units required per month will be maximum 25.

3.2 In case of shortfall of service unit in providing Data entry operator support services at IIRS in a calendar month, payment will be made on pro-rata basis. For this purpose, calendar month will be considered as 26 days.

4.0 SELECTION CRITERIA FOR DATA ENTRY OPERATOR SUPPORT SERVICE PROVIDERS

Considering the need of services, the Service Provider shall meet the following minimum requirements in order to technically qualify:

4.1 Service Provider must be a company registered with government agencies and in existence for a minimum of 3 years on the date of issue of this tender. It should not be a consortium of firms / companies or a placement agency.

4.2 Service Provider's office / Own Establishment should be located anywhere in Uttarakhand state having at least one branch office at Dehradun. Service Provider should provide all local contact information like address, landline phone, fax, mobile numbers, Email-Id, etc.

4.3 Service Provider should also fulfill the following minimum requirements and attach relevant documents, purchase order copies, service satisfaction certificates with the tender.
4.4 Service Provider should also fulfill the following minimum requirements and attach relevant documents, P.O. copies, service satisfaction certificates, etc. with the tender.

4.5 A Minimum annual turnover of Rs. 25 Lakhs per Year (Income-Tax returns, Audited Financial statements of last three years with PAN and such other relevant documents required as proof, to be enclosed.) Experience in the field of providing “Service Unit” for at least Two (02) years. Documentary evidence has to be provided.

4.6 Service Provider should enclose following Documents along with tender document:
   (a) Latest Copy of Registration of the firm of the contractor from concerned authorities indicating Registration No. date and its validity.
   (b) Income-Tax PAN No, and GSTN No. and a copy of the annual return of income filed during last three years.
   (c) Copy of valid license for having undertaken similar services
   (d) Documentary proof of having office in Uttarakhand State
   (e) The latest valid Solvency Certificate from a scheduled Bank for Rs.10 Lakhs.
   (f) Service Provider’s Company/firm should not have been banned or black-listed by any Government Department / Central Government Unit / Public Sector Undertaking/ Financial Institutions / Court and submit a declaration in this regard
   (g) Registration or License documents from ESIC and EPF

4.7 If required IIRS Officers may visit the Service Provider’s office premises for verification of information related to work orders and infrastructure facilities claimed. The Service Provider, who is not able to substantiate/satisfy the technical requirements laid down in this RFP, is liable to be rejected during technical evaluation process.

4.8 IIRS reserves the right to accept or reject any offer, fully or partly without assigning any reasons. IIRS also reserves the right to split and enter into parallel Service Contracts with two vendors if the L2 (second lowest) bidder matches the price of the L1(Lowest) bidder. In such scenario the requirement shall be split in the ration of 60:40 for L1:L2 if required, under this RFP.

5.0 CONTRACT MANAGEMENT

IIRS will designate a focal point to coordinate with service provider.

RESPONSIBILITIES OF THE SERVICE PROVIDER

5.1 The service units provided by service provider must comply with the qualification criterion mentioned in article 3.0. Service provider has to carry out elaborate screening and ensure that only technically competent and knowledgeable service units are provided for rendering the services.
5.2 Service provider shall submit to IIRS, a list of short listed service units. These service units shall be ranked based on their performance in tests conducted by service provider. Service provider shall also submit to IIRS bio-data, photo-ID and other personal details like residential address, contact phone/mobile Nos., etc. of proprietor or managing partner or managing director or any competent authorized person.

5.3 Service Provider will ensure that all the Service units provided in IIRS are bonafide employees of the Service Provider having valid vendor's Identification card with photograph.

5.4 The Service Provider cannot subcontract this work to any other entity or agency.

5.5 The service provider shall provide only physically fit and mentally sound service units.

5.6 Service Provider is required to obtain the Police Verification Certificate of the service units at its own expenses and submit the same to IIRS authorities. Service provider has to ensure that services units should be Indian Nationals only.

5.7 Service Provider will initiate the services within 15 days of the award of contract after fulfilling other terms and conditions like police verification etc.

5.8 Service Provider will maintain a record of the services offered by its service units for each completed month and provide to IIRS.

5.9 Service Provider must service units in sufficient numbers to take care of the additional service requirement that may arise from time to time, during the contract duration within the limits defined under section 3.1 of this RFP. Service Provider should be able to provide any additional service support within short notice but not exceeding two weeks. IIRS also reserves the right to decrease or increase the numbers of service units at any time.

5.10 Service Provider will ensure that the service units provided at IIRS are available for the support services for the total duration of the contract and frequent changes of the service units to be avoided.

5.11 There should not be any break in support Services due to absence of any service unit for a prolonged period. The Service Provider has to ensure suitable replacement at the earliest and within a maximum period of 7 days.

5.12 Service Provider shall be responsible for the good conduct of the service units employed by him. The Service Provider will be responsible for and liable to pay compensation for any damage or loss to the property of IIRS as a result of negligence / carelessness of any of his employees. This amount shall be recovered from the payment due to the Service Provider. The decision in this regard will be taken by IIRS/ISRO and it will be binding on service provider.
5.13 IIRS will not be responsible for any contingency arising out of the services provided by Service Provider in IIRS premises. The Service Provider will be responsible for the safety of the service units provide to IIRS. IIRS shall not be responsible for any accident/injury/loss of life of Service unit due to natural calamities, accidents etc. The Service Provider shall submit an Indemnity Bond after award of contract, indemnifying IIRS/ISRO from any claims that may be filed by the service unit provided by the contractor. Service provider shall adequately insure their service unit against accidents/loss/injury/ including loss of life if any that may arise during their stay at IIRS premises.

5.14 Service provider shall make own arrangements for conveyance & other logistics requirements for service units.

5.15 IIRS reserves the right to seek replacement any of the Service Units provided, for various reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience, doubtful credentials/ integrity, medically unfit etc. Service Provider is required to replace immediately or within 7 days, the service unit found unfit for assigned services, during the tenure of the contract.

5.16 Service Provider and service unit shall abide by the security guidelines and rules followed in IIRS from time to time. Whenever the Service Provider or his service unit have to enter IIRS, they should carry valid entry passes, issued by IIRS & identity card provided by the service provider; and should produce the same to CISF as and when demanded. Their movement shall be restricted to only those places / Offices / laboratories where they will be authorized to enter.

5.17 Service Provider will also be required to adhere to the applicable statutory rules and laws of the land, laid down by Government of India and Government of Uttarakhand regarding the wages, benefits and rights of its service unit like PF/ESI/Medical Insurance Contributions, monthly wage statement leave statement, income tax deductions etc. If required, IIRS reserves the right to evolve a joint mechanism with the Service Provider for grievance redressal related to contract management. Any violation of these statutory provisions shall be good and sufficient reason for termination of this contract.

6.0 GENERAL TERMS AND CONDITIONS

6.1 As regards the security of handling of material/equipment and sensitive data/ files at the system site, the arrangement will be worked out by IIRS. The service unit of Service Provider will strictly follow the procedures so worked out.

6.2 Intellectual Property Rights (IPR): Work carried out by the Service Provider through his service unit will remain the sole property of IIRS. Neither the Service Provider nor his service unit, carrying out the services will claim any intellectual property rights on such works. The Intellectual property rights relating to the design, development, processes and other fabrication details given to and received from the Service Provider selected shall remain the exclusive property of IIRS. Service Provider or service unit provided by the Service Provider at IIRS shall make no
attempt to unlawfully reveal, misuse or encroach upon the intellectual or private data/information/Computer systems at IIRS to which they may have access to, as part of the services carried out.

6.3 Confidentiality Agreement: Service Provider & service unit provided by the Service Provider shall not reveal, divulge, transfer or disclose the information relating to the design, processes, fabrication procedures, product, quality control methods etc., that are exclusively provided by IIRS for its (IIRS's) own requirements, to any third party. Service Provider shall not, without prior written consent from IIRS, use such information for any purpose other than for fulfilling obligations under the Contract to be placed. Service Provider & service unit undertakes to restrict the access of non-Service Provider personnel and other customers/visitors to their establishment, to any of the details of the job being performed under this Contract.

6.4 Non-Disclosure Agreement (NDA): Service Provider & service unit provided by the Service Provider shall maintain absolute secrecy and security of the circuit schematics, drawings, process methods/documentation etc., provided by IIRS for the purpose of fabrication and testing or stored on various computing systems at IIRS. Service Provider shall return the original and copies of the same to IIRS after completion of the work. The technical information/papers/drawings to be provided by IIRS from time to time, are for the execution of this Contract only; and should not be used/copied/reproduced/published in any form or disclosed to third party, by the Service Provider or his service unit. Thus, the Service Provider is required to sign a Non-Disclosure Agreement (NDA) with IIRS. Service Provider will also be responsible for any violation or infringement of NDA by his service unit.

6.5 The service support requirement is purely temporary and need based. The service unit provided by Service Provider will be treated as employees of service provider only and under no circumstances they will have any right to claim any employment, regular or otherwise, under IIRS/ISRO.

7.0 ARBITRATION IN CASE OF DIFFERENCES OF OPINION

Any disputes that arise during the execution of contract will be mutually discussed and settled between IIRS Contract-In-Charge/Focal Person and Service Provider. Any dispute that remains unresolved thereafter will be referred to a one-man Arbitrator, appointed by Director, IIRS, Dehradun in accordance with Arbitration & Conciliation Act 1996 as amended from time to time, whose decision shall be final and binding on both the parties.

8.0 DURATION OF CONTRACT

8.1 Period of the Contract will be one (01) year. The Contract may be extended up to One (01) year maximum on mutual consent, depending on the need and exigencies subject to satisfactory Services and other applicable terms and conditions of the RFP.
8.2 The performance of Service units and the contract will be reviewed periodically. Depending on the performance assessment, the contract will be continued for the remaining period.

9.0 MONITORING AND TERMINATION OF CONTRACT

9.1 IIRS management shall carry out periodic reviews of the progress of the services at various stages during the contract duration. The Service Provider is required to provide all necessary information on this matter, as and when solicited by IIRS.

9.2 IIRS reserves the right to terminate the Contract or reduce the scope and number of service units any time within the Contract duration at short notice, if the Service Provider fails to provide satisfactory quality Services or fails to comply with any of the clauses mentioned above and laid down in the contract.

10.0 PAYMENT TERMS AND CONDITIONS

10.1 On completion of the services, the signature of the concerned In-Charge shall be obtained in the register itself. The Service Provider will submit consolidated bills for satisfactory services on Monthly Basis in terms of total gross service units Rate, along with the attendance certificates.

10.2 Payment with respect to the contract, against the consolidated bills submitted, will be made for each month, based on the extent of service unit service satisfactorily carried out and the Completion Certificates/Voucher (CV) issued by the respective Project-In-Charges for having satisfactorily carried out the assigned services. Individual CVs for each service units will be collected by the Service provider and a single consolidated bill should be submitted to IIRS Accounts. Submission of proof of payment of EPF and ESIC is required.

10.3 Only those taxes / duties / EPF / ESI / Administrative Charges etc. which are legally leviable are already mentioned in tender commercial offer, will be claimed by the Service Provider and paid by IIRS. The taxes as applicable on contract in the state of Uttarakhand should be clearly accounted for. If this is not mentioned in tender price bid, no claim on these accounts would be admissible later.

10.4 Bills submitted by services providers should supported with documentary evidence in respect of statutory payments made by him to respective authorities towards PF, ESI, salary etc. while servicing this contract for each service units, which will be verified before release of payments. A confirmation statement duly signed by concerned service unit (employee of service provider) after verifying online ESI/EPF shall be submitted every quarter.

10.5 The claims for reimbursement of EPF/ESI in respect of service unit's contribution will be entertained only on production of original Challans thereof.

10.6 The Service provider is required to submit the documentary proof of remittance statement submitted to bank for depositing the amount to the individual account of each service unit,
failing which the bills for subsequent periods will not be cleared and paid. The Service Provider shall invariably provide monthly salary slips to each service unit engaged by it.

10.7 Service units are required to work for entire duration of the month including Saturdays & Holidays, if required by respective in-charge. Service units are required to work in shifts on need basis and after office hours as well. These will be considered as a part of regular services under contract and no extra payment will be made for the same. Not reporting for work will be considered as absence and further action may be taken.

10.8 **EARNEST MONEY DEPOSIT (EMD):** An amount of Rs. 1,35,000/- shall be remitted by Account Payee DD / Fixed Deposit Receipt (FDR)/bank guarantee in favour of Accounts Officer, IIRS towards EMD along with quotation. Please note that without EMD, quotation will not be considered. EMD of successful bidder shall be adjusted against Security Deposit. EMD of unsuccessful bidders will be returned after finalization of contract without any interest.

10.9 **SECURITY DEPOSIT:** An amount equivalent to 10% of annual contract value shall be remitted through Account Payee DD/Fixed Deposit/bank guarantee Receipt (FDR) in favour of Accounts Officer, IIRS as Security Deposit towards performance of contract. Security Deposit will be released only after satisfactory completion of the contract. Security Deposit shall be forfeited if the contractor withdraws his services at any stage before completion of the stipulate period of contract.

10.10 The Service Provider will be responsible for and liable to pay compensation for any damage or loss to the property of IIRS as a result of negligence / carelessness of any of his service unit. This amount can be deducted from the payments made at the end of that month.

10.11 Applicable Income Tax on the payment made to the service providers will be deducted or recovered at source on monthly basis as per Income Tax Act.

10.12 **ESI / EPF COVERAGE FOR Service Units:** The Service Provider shall comply with the statutory rules connected with ESI/Medical Insurance and provident Fund (EPF) and should be registered with the concerned authorities. The Service Provider is also required to pay ESI & EPF contributions regularly and the proof of payment is required to be submitted along with the Original Challans/bills. No extra payments shall be made by IIRS towards any other expenses incurred by the Service Provider. The contractor is responsible for obtaining PF statement from PF commissioner’s Office and distribute the same to Director, IIRS or his representative.

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11.0 SUBMISSION OF TECHNICAL-COMMERCIAL TENDER DOCUMENT

11.1 This is a two-part tender enquiry. Instructions for 2-part tender are provided in Annexure 1. The bidder should submit both the Technical and commercial details as enumerated in Annexure-2 in a sealed cover within the due date specified. Each page of the bid document, including Annexure shall be duly signed and stamped by Service provider or authorized representative including all pages of RFP (as acceptance of IIRS terms and Conditions) and sent to the following address:

The Purchase & Stores Officer, Indian Institute of Remote Sensing Dehradun - 248001.

11.2 The offer should be valid for a minimum period of 90 days from the due date of opening of the tender.

11.3 Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is a difference between amounts quoted in words and figures, amount quoted in words shall only be considered.

11.4 Service Provider is required to give the name of Contact person from his side for all relevant communications/interactions regarding this contract. The authority of person signing tender offer should be produced, if required.

11.5 Service Provider should provide along with the offer, the name of his bankers.

11.6 Late or delayed tender offers will not be considered. Therefore, please ensure that the tender is posted well in time to reach us before the due date.

11.7 No conditional discounts and terms will be allowed and will be rejected.

11.8 Tender fee of requisite value shall be sent along with the tenders by Demand Draft/bank transfer in favour of Accounts Officer, IIRS, Dehradun.

Annexure-1 INSTRUCTIONS FOR TWO-PART TENDER

We are proposing to invite Tenders in Two Parts Viz. Part I Technical and Commercial & Part II Price.

All Tenderers are requested to follow carefully the following instructions before preparing their offer.

PART I: TECHNICAL & COMMERCIAL BID Part – (a) Technical

i. This part should contain detailed specifications of the items quoted by you along with Technical literature and leaflets if any.

ii. A compliance statement showing the compliance of the item quoted by you with that of item tendered by us should be prepared and enclosed to this.
iii. Any other information called for in the tender related technical and specifications can also come in this part.

iv. Prices should not be indicated in this cover.

Part – (b) Commercial terms: (WITHOUT PRICES)

i. The commercial terms applicable for the item quoted by you should be indicated in this part.

ii. If any compliance statement is called for the commercial terms / contractual terms and conditions, the same is to be attached in this part.

iii. Prices should not be indicated in this part. However, a copy of the price bid (without prices) can be enclosed in this part to enable to understand whether all the items required to be quoted by you have been quoted in the price bid. Alternatively, a statement is to be made indicating that you have quoted prices for all the items as per the tender and enclosed in the Price Bid as per the format.

iv. The Commercial terms such as delivery terms, delivery period, payment terms, Warranty, validity of the offer, installation & commissioning, duties and taxes etc., shall come into this.

Note: 1. Either Technical Specifications or terms & conditions as above should be very clearly reflected item-wise with reference to the items called for in the tender.

2. Please note that the PRICE SHOULD NOT BE indicated in this part.

3. Technical and Commercial part as described above shall be prepared and put it in a sealed cover & super scribed and addressed as follows:

<table>
<thead>
<tr>
<th>Tender No.</th>
<th>Date</th>
<th>PART I: TECHNICAL &amp; COMMERCIAL BID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>The Purchase &amp; Stores Officer, Indian Institute of Remote Sensing Dehradun</td>
</tr>
<tr>
<td></td>
<td></td>
<td>From: - 248001</td>
</tr>
</tbody>
</table>

II PART II: PRICE BID

i. The prices applicable for the items, item-wise in response to the tender shall come into this part.

ii. Tenderer shall indicate very clearly item-wise prices with reference to their technical offer.

iii. Price part prepared as above shall be enveloped and superscribed as follows:

<table>
<thead>
<tr>
<th>Tender No.</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>23/5/19</td>
</tr>
</tbody>
</table>
PART II: PRICE BID

The Purchase & Stores Officer, Indian Institute of Remote Sensing Dehradun – 248001

From:

III The Technical & Commercial envelope (Part I) and Price cover (Part II) prepared as above along with 'Tender fee cover' (if applicable) should be inserted in another envelope and superscribed as follows:

Tender No. :
Due Date :
PART I & PART II ARE INDIVIDUALLY SEALED AND KEPT INSIDE:
(DD towards Tender fee also is kept inside)

The Purchase & Stores Officer,
Indian Institute of Remote Sensing Dehradun – 248001

From:

Important Note:

Being a Two-Part Tender, fax quotations will not be accepted. Please ensure your offers are received by mail before due date and time.

In case you are going to download the documents from our website and submitting the offer, you are requested to submit the DD towards Tender fee in a separate cover along with a covering letter duly superscribing on the cover “Tender fee in respect of File No. ________________”.

Quotations submitted contrary to above instructions are liable to be rejected.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Compliance Status &amp; Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Has Service Provider submitted all technical literature/leaflets/documents/Purchase Orders etc. and compliance table along with the bid document? (Pl. Refer sections 11.1)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Does the Service Provider agree, in writing, to adhere by the applicable rules/laws of the land, laid down by Government of India and Govt. of Uttarakhand, with respect to protection of its employees’ wages, benefits and rights like PF/ESI/Medical Insurance Contributions, monthly wage statement leave statement, income tax deductions etc. while servicing this contract? (Pl. Refer section 5.17)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Is the Service Provider’s offer valid for 90 days from the due date? (Pl. Refer section 11.2)</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Has the Service Provider given the name of Contact person /contract manager from his side for all relevant communications/interactions regarding this contract? (Pl. Refer section 11.4)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Has the Service Provider provided the name of bankers? (Pl. Refer section 11.5)</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Is the Service Provider registered with Govt. agencies and in existence for a minimum of 3 years on the date of issue of this tender and have necessary experience in providing required services units? (if so whether relevant P.O. copies, docs. etc. are attached) (Pl. Refer section 4.1)</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Does the Service Provider Own office/Establishment in Uttarakhand State and provided all local contact information? (Pl. Refer section 4.2)</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Whether the Service Provider’s company has Minimum turnover of Rs.25 Lakhs per Year in the field of “Services” for at least last two (02) years? Whether relevant documents, Purchase order copies, service satisfaction certificates from the parties, and Income-Tax returns or Audited Financial statements of last three years with PAN or other relevant documents attached? (Pl. Refer section 4.4)</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Has the Service Provider enclosed various necessary documents like latest copy of Registration details, income-Tax PAN No, GST No., Certification from reputed user agencies, ISO/High-level quality service certification in the relevant area, if available? (Pl. Refer section 4.5)</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Whether the Service Provider has given a declaration that it’s company has not been banned, black-listed by any Govt. Dept./Central Govt. /Public Sector Unit/Financial Institution/ Court? (Pl. Refer section 4.5)</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Does Service Provider agree to visit by IIRS Officers to his premises for verification of information related to work orders and other infrastructure facilities? (Pl. Refer section 4.6)</td>
<td></td>
</tr>
</tbody>
</table>
Part II: PRICE BID

The Service Provider should clearly mention all relevant details in the following table, as asked for. Conditional Offers will not be entertained.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Amount per month per service unit Rs.</th>
<th>Remarks, if Any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Amount payable to a service unit inclusive of contribution towards EPF and ESI per month</td>
<td>As per “Area wise rate of Minimum Wages for Scheduled employment (Construction – Area B –Skilled/Clerical) in the Central Sphere and as amended from time to time.” Declared by Ministry of Labour, Government of India. Currently Rs. 617 per day i.e. = Rs. 16042 per month</td>
<td>• Claims are to be supported with documentary evidences in respect of PF, ESI, etc.</td>
</tr>
<tr>
<td>2.</td>
<td>Vendor’s contribution per month towards EPF @ 13.15% or at actuals payable on Sl. No. 1 above</td>
<td>2110</td>
<td>• Applicable Statutory rules &amp; laws of the land are to be strictly followed by Service Provider.</td>
</tr>
<tr>
<td>3.</td>
<td>Vendor’s contribution per month towards ESI @ 4.75% or at actuals payable on Sl. No. 1 above</td>
<td>762</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Administrative charges per service unit per month (including overheads/profit etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Applicable Taxes. (GST at 18%)</td>
<td></td>
<td>Percentage of applicable taxes shall be mentioned.</td>
</tr>
<tr>
<td>6.</td>
<td>Total Cost per service unit per month. (Excluding Service / Other taxes) Sl. No. (1+2+3+4)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The L-1 bidder will be determined on the basis of total cost per service unit per month (excluding applicable Taxes) i.e. Sr. No. 5 in the above table.

Date: 23/5/19

Place: (Signature) Seal
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Compliance Status &amp; Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.</td>
<td>Does the Service Provider agree to IIRS's right to accept or reject any offer, fully or partly without assigning any reasons, and also to split and enter into parallel Service Contracts with more than one Service Providers, if Required, under this RFP? <em>(Pl. Refer section 4.7)</em></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Does the Service Provider agree to all the contract management terms and conditions mentioned in section 5? <em>(Pl. Refer sections 5.0)</em></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Does the Service Provider agree to and also bind his service unit, in writing, to the Intellectual Property Rights, Confidentiality and Non-Disclosure Agreement Clauses, under this contract? <em>(Pl. Refer section 6.0)</em></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Does the Service Provider agree to Arbitration clause, in case of any disputes arising related to this contract? <em>(Pl. Refer section 7.0)</em></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Does the Service Provider agree to the minimum contract period of one year and extend this contract on mutual consent, depending on the need and exigencies, on the same terms and conditions? <em>(Pl. Refer section 8.0)</em></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Does the Service Provider agree to contract monitoring and termination clauses? <em>(Pl. Refer section 9.0)</em></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Does the Service Provider agree to IIRS payment terms and conditions as mentioned? Does he agree to Security Deposit and penalty clauses mentioned therein? <em>(Pl. Refer all sections under 10.0)</em></td>
<td></td>
</tr>
</tbody>
</table>
Part II: PRICE BID

The Service Provider should clearly mention all relevant details in the following table, as asked for. Conditional Offers will not be entertained.

<table>
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<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Amount per month per service unit Rs.</th>
<th>Remarks, If Any</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Amount payable to a service unit inclusive of contribution towards EPF and ESI per month</td>
<td>As per “Area wise rate of Minimum Wages for Scheduled employment (Construction - Area B -Skilled/Clerical) in the Central Sphere and as amended from time to time.” Declared by Ministry of Labour, Government of India. Currently Rs. 645 per day i.e. = Rs. 16770/- per month</td>
<td>• Claims are to be supported with documentary evidences in respect of PF, ESI, etc.</td>
</tr>
<tr>
<td>2.</td>
<td>Vendor’s contribution per month towards EPF @ 13.15% or at actuals payable on Sl. No. 1 above</td>
<td>Rs. 2205</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Vendor’s contribution per month towards ESI @ 4.75% or at actuals payable on Sl. No. 1 above</td>
<td>Rs. 796</td>
<td>• Applicable Statutory rules &amp; laws of the land are to be strictly followed by Service Provider.</td>
</tr>
<tr>
<td>4.</td>
<td>Administrative charges per service unit per month (including overheads/profit etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Applicable Taxes. (GST at 18%)</td>
<td></td>
<td>Percentage of applicable taxes shall be mentioned.</td>
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<tr>
<td>6.</td>
<td>Total Cost per service unit per month. (Excluding Service / Other taxes) Sl. No. (1+2+3+4)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The L-1 bidder will be determined on the basis of total cost per service unit per month (excluding applicable Taxes) i.e. Sr. No. 5 in the above table.

Date:

Place:

(Signature) Seal