

No.A-11019/2/2021-Admn
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Staff Selection Commission (ER)

8th Floor, 1st MSO Building, Nizam Palace,
234/4, A.J.C. Bose Road,
Kolkata – 700020

Dated, the 1st September 2021

To

(ELIGIBLE VENDORS)

SUBJECT: NOTICE INVITING LIMITED TENDER ENQUIRY FOR OUTSOURCING OF SERVICES OF TWO HELPLINE OPERATORS AS WELL AS DATA RELATED WORKS THROUGH COMPUTER PROGRAMMING IN STAFF SELECTION COMMISSION (EASTERN REGION)

Sealed quotations are invited from interested firms/agencies for outsourcing of services of two helpline operators as well as data management through computer programming in Staff Selection Commission initially for two years period which may be extended or curtailed as per requirement of this office as per Tender Documents.

2. For further details, for any clarification, interested parties may contact the Administration Section, SSC(ER), Kolkata during office hours from the date of issue of the tender notice till submission of tender form.

3. The sealed tender superscribed as “**OUTSOURCING OF SERVICES OF TWO HELPLINE OPERATORS AS WELL AS DATA RELATED WORKS THROUGH COMPUTER PROGRAMMING**” along with name and address of bidder should be submitted on or before 05:30 PM of 7th September 2021 in the Administration Section of this Office at the above address. No tender received after 05:30 PM of 7th September 2021 would be entertained. The Tenders will be opened on 8th September 2021 at 11:30 AM in this Office premises in the presence of the representatives of the interested firms/agencies, if they so desire.

4. The Terms & Conditions etc. governing the Tender Notice and Tender Form are given along with this Notice Inviting Limited Tender Enquiry. Unsolicited bids will not be accepted.

5. This issues with the approval of the Regional Director (ER).

Encl: Tender Documents



Deputy Director
Staff Selection Commission (ER)
Telephone: (033) 2290-2230

1. ELIGIBILITY

- The bidder should be located and have their base at Kolkata,
- The bidder should not be in the list of the blacklisted/debarred/depaneled by any Government organization during last five years,
- Service Provider must have GST Registration,
- Service Provider must have EPF & ESI Registration
- The helpline operators should have minimum experience of 3 years in dealing with confidential matters of Government of India and replying to queries over phone.
- Qualification of the helpline operators should be Graduation with Diploma in Computer application/IT/PC application

2. INSTRUCTIONS TO BIDDERS

PROPOSAL should be submitted in English and should include the below documents:

(a) Cover letter (**Annexure-A**)

(b) General and Technical proposal (**Annexure-B**)

(a) **Cover letter**

In the cover letter the following information should be confirmed:

- The bidder has not indulged in any corrupt or fraudulent practices in preparing this proposal.
- The person signing the cover letter and the proposal has due authorization to do so.
- The cover letter must clearly mention the name, address, telephone, and email id of the authorized person who will serve as the primary point of contact for all communication for the assignment.
- The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.
- The template for the cover letter is given at **Annexure A**.

(b) **Financial Proposal**

The Financial proposal is to be submitted in the format as prescribed at **ANNEXURE- B. Rates should be quoted inclusive of all taxes. The rate should be for skilled category.** The bidder should submit the following documents/information duly signed by the authorised signatory viz.:-

- Signed copies of PAN card of the Bidder/Company/Proprietor/Authorised Person
- Certified copy of Registration Number
- Certified copy of GST registration number
- Certified copy of EPF & ESI registration number
- Copy of Graduation with Diploma in Computer application/IT/PC application

3. SUBMISSION OF BIDS

Sealed quotations filled in the specified Proforma and should be superscribed – **“NOTICE INVITING LIMITED TENDER ENQUIRY FOR OUTSOURCING OF TWO HELPLINE OPERATORS AS WELL AS DATA RELATED WORKS THROUGH COMPUTER PROGRAMMING IN STAFF SELECTION COMMISSION (EASTERN REGION)”**. The bid should be prepared strictly in accordance with the instruction prescribed and be submitted in proper sealed envelope addressed to the **Regional Director, Staff Selection Commission (ER), 8th Floor, 1st MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata – 700020**. Tenders received online will not be accepted.

4. OPENING & EVALUATION OF TENDER

- (a) A duly constituted Tender Opening & Evaluation Committee will open the Bids.
- (b) All statements, documents, certificates etc. submitted by the bidders will be verified for technical evaluation. The clarifications, particulars, if any, required from the bidders will be obtained either online or in the conventional method by addressing the bidders.
- (c) Financial bids of only technically qualified bidders, who are short-listed after technical evaluation, will be opened and evaluated by Tender Evaluation Committee.

5. SCOPE OF WORK:

The Staff Selection Commission (Eastern Region) is a recruitment agency for various posts (Group – B Non-Gazetted and Group – C) in various Ministries/Departments of Govt. of India and functioning in the Eastern Region for successful conduct of Recruitment Examination. A huge number of aspirants appear in various Examinations of the Commission from the Eastern Region. The candidates often contact this office over telephone or through e-mail or through post with this office with their queries related to Examinations, conducted by the Commission from time to time. The information pertaining to candidates' queries are based on data in respect of current examinations as well as previous examinations. Also, examination-related data are to be handled for redressal of Public Grievance Petitions and furnishing information in response to various applications under the Right to Information Act, 2005. The two persons are required to be provided by the service provider for handling Helpline Mobile phones of SSC(ER) and management of examination-related data through computer programming. They have to perform the following tasks as given hereunder:-

- (a) The two Helpline Mobile Phones are to be operative throughout the office hours from 09:30 AM to 06:00 PM for providing information to the job-aspirants. The persons to be provided will attend queries received through Helpline Mobile Phones.
- (b) The persons should facilitate the candidates by way of giving relevant information promptly to the candidates with the assistance of data management system.
- (c) They are required to provide information in Hindi, English and Bengali.
- (d) The persons must have to maintain a Register as well Excel Sheet in which each call details like Name of the Callers, Mob./Land Line No. from which the incoming call received, Location of the caller, Information sought by the caller and Information provided are to be recorded in brief etc.

- (e) The Helpline Operators will be proficient in computer system management.
- (f) Examination-related data in respect of various examinations are handled in scientific method through computer management system so that the same could be accessed on requirement. In this regard, the following jobs are to be done by the persons to be provided by the service provider:-

- i. Examination-related Data entry;
- ii. Data analysis;
- iii. Data matching;
- iv. Data conversion;
- v. Data fetching
- vi. Handling of user-id for SSC(ER), provided by the Commission for attending queries of candidates about filling up of online application forms for various examinations, in case of unlocking of their accounts, non-generation of OTP, online payment problems of examination fees, non-updation of payment status, etc.
- vii. Biometric verification status at the time of data verification of selected candidates for any examination
- viii. Any other related job(s)

6. Terms & Conditions:

- (i) It shall be also to be duty of the service provider to ensure compliances of all statutory and contractual obligations in respect of the personnel provided by them.
- (ii) The work shall be done on all working days (Monday to Friday) and payment will be made on the basis of attendance of persons during the calendar month and on pro-rata basis. As per requirement, such outsourced persons may be asked to work on declared holidays/Saturdays/Sundays also and for which they will be paid at daily rates as per contract.
- (iii) The working hours will normally be from 09:30 AM to 06:00 PM daily, with 30 Minutes for lunch break. However, in case of specific requirements of work, the working hours can be changed/extended in public interest as per discretion of the SSC (ER), Kolkata.
- (iv) The personnel provided/deployed should be fluent in speaking Hindi, English and Bengali. They should also be proficient on computer system regarding data analysis/management. As the persons are to cooperate with candidates, they should have to behave politely with the callers. They should be disciplined and well mannered. The full details of the persons along with their photographs must have to be submitted by the service provider to the Commission.
- (v) Personnel provided/deployed should have Knowledge of data related works, as indicated at Sl. No.1 of Para-A under the heading, 'Scope of Work' with minimum qualification at least 10+2 standard.
- (vi) The personnel should report to the Assistant Director (Administration) of SSC (ER) every day.
- (vii) All existing statutory regulations of both the State as well as the Central Government shall be adhered to by the Service Provider and all records maintained therefore shall be made available to SSC(ER) for scrutiny. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
- (viii) The contractor/Service Provider shall indemnify and keep this office indemnified against all acts of omissions, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any such mishap. The service provider

- is liable for any loss/damage, caused due to misconduct, negligence, etc. of the personnel engaged by them.
- (ix) This office will not involve in any dispute between the service provider and the persons engaged by them. Further, the contractor/Service Provider shall indemnify and keep this office indemnified against violation of any Government Acts/Rules relating to statutory welfare measures like PF, ESI, etc. in respect of the persons engaged and penalties/damages drawing from the above.
 - (x) In case of any change in the outsourced person, the same should only be made after prior intimation to this office.
 - (xi) The personnel will have to hand over the Helpline Mobile Phone assigned to him/her to this office every day after his day's work.

7. OTHER TERMS AND CONDITIONS:

- (a) The agency/company should produce the self attested photocopies of documents related to Registration Number, PAN Number, GST Registration Number, Trade License, etc. as per **Annexure-B** enclosed with this Tender Notice.
- (b) The contract to be entered into shall remain valid initially for two years from the date of awarding the contract and may be extended with the mutual consent of the contractor and this office. However, the contract can be terminated at any time even during its currency, in case the Commission is not satisfied with the performance of the contractor.
- (c) The rate quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (d) It may also be noted that the contractor must not backout midway of the contract. The above act of backing out would be automatically debar the agency/firm from any further dealing with SSC(ER).
- (e) SSC(ER) reserves the right to accept or reject any or all tenders without assigning any reasons.
- (f) In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion.
- (g) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute arising out of this tender.
- (h) All the pages of the documents submitted in response to the Notice Inviting Tender shall be numbered sequentially and all pages and annexure shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract.
- (i) The acceptance of the offer made by the bidder will be deemed as a contract.

8. AWARD OF CONTRACT & TERMINATION OF CONTRACT:

- (a) The contract to be entered into shall remain valid initially for two years from the date of awarding the contract and may be extended with the mutual consent of the contractor and this office in writing. However, the contract can be terminated at any time even during its currency, in case the Commission is not satisfied with the performance of the Vendor.
- (b) The award of a particular work will be offered to the L-1 vendor/bidder. In the event of refusal/non-capacity to execute the work, the vendor may have to submit reason for such refusal which will be examined on case to case basis by the competent authority and if the competent authority decides to invoke any penalty like debarring/blacklisting, the same will be implemented.

- (c) The SSC(ER) reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever,
- (d) The rates quoted should remain valid for complete contract period including any extension period (if extended with mutual consent). The Total quoted amount should be written both in figures and in words,
- (e) Quotations, which do not comply with the above conditions, are liable to be rejected,
- (f) If the successful bidder leaves the job before expiry of the contract period or work done by such vendor is not found to be satisfactory, this Office reserves the right to terminate the contract.
- (g) Rate quoted will be inclusive of all taxes. The Commission will not pay any kind of Taxes separately on the rates quoted by the firm/vendor,
- (h) The SSC(ER) reserves the right to reject any or all the tenders without assigning any reason thereof and is under no obligation to inform the affected bidder or bidders of the grounds of SSC(ER)'s action,
- (i) Any overwriting in the Tender/late submission of Tender will not be entertained.
- (j) The acceptance of the offer and signing all pages of this document by the authorised signatory/bidder will be deemed as a contract.

9. MODE OF PAYMENT:

The payment will be made on the basis of attendance of persons during the calendar month and on pro-rata basis. The payment shall be made to the Service Provider on monthly basis on submission of pre-receipted bill in triplicate in the 1st week of following month. In case of any delay in submission of the bill by the service provider this office won't be responsible for any delay in payment. Payment will be made by NEFT or through e-Payment as per convenience of this office.

10. EARNEST MONEY DEPOSIT (EMD):

In terms of Department of Expenditure's OM No.F.9/4/2020-PPD dated 12.11.2020, Bid Security Declaration should be signed by the bidders accepting that if they withdraw or modify their bids during the period of validity etc. they will be suspended for the time specified in the tender documents. No provisions regarding Bid Security should be kept in the Bid Documents, and only provision for Bid Security Declaration should be kept in the Bid documents.

11. PERFORMANCE SECURITY:

- (a) In terms of Department of Expenditure's OM No.F.9/4/2020-PPD dated 12.11.2020, the successful tenderer will have to deposit Performance Security of 3% of the value of the work in the form of Fixed Deposit Receipt/Bank Guarantee from a Nationalised Bank in an acceptable form in favour of Regional Director, Staff Selection Commission (Eastern Region).
- (b) Performance Security will be refunded to the tenderer after completion of the contract upon satisfactory performance during the contract period.
- (c) Performance Security will be forfeited if the tenderer fails to perform any of the terms & conditions of the contract, without prejudice to such other action including blacklisting by SSC(ER) if deemed fit.

ANNEXURE A – Cover Letter

To
The Regional Director
Staff Selection Commission (ER)
8th Floor, 1st MSO Building
Nizam Palace
234/4, AJC Bose Road
Kolkata – 700020.

Madam,

Sub: “NOTICE INVITING LIMITED TENDER ENQUIRY FOR OUTSOURCING OF SERVICES OF TWO HELPLINE OPERATORS AS WELL AS DATA RELATED WORKS THROUGH COMPUTER PROGRAMMING IN STAFF SELECTION COMMISSION (EASTERN REGION)”

Ref: No. A-11019/2/2021-Admn dated 1st September 2021

The undersigned Bidder, having read and examined in detail the Limited Tender Enquiry document in respect of providing comprehensive annual maintenance for the EPABX system of Staff Selection Commission(ER), initially for two years period, do hereby express their interest to offer Services as specified in the terms and conditions.

Correspondence Details:

Name of the Agency:

Address of the Agency:

Name of the contact person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Designation of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Address of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Contact Number:

E-Mail of the contact person:

Documents forming part of NIT Proposal:

We have enclosed the following:

- i) All necessary documents required as per this NIT document to be submitted along with the Proposal.
- ii) General & Technical Proposal
- iii) Financial Proposal.

I/We hereby declare that our proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief. I/We hereby declare that I/we have not indulged in any corrupt or fraudulent practices in preparing this proposal.

I/We hereby declare that we have not been blacklisted by any Government agencies.

The undersigned has been authorized to sign the cover letter and the enclosed proposals. The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.

BID SECURITY DECLARATION

I/We, hereby, accept that my/our firm would be suspended for the time period of this contract, if I/we withdraw or modify the bid during the period of validity of this contract.

Thanking you,

Yours faithfully

(Signature of the Vendor)

Name :

Designation :

Seal :

Date :

Place :

Business Address:

Witness:

Signature

Name

Address

Company

Date

Vendor:

Signature

Name

Designation

Date

PROFORMA

Sl.No.	Information to be provided by the bidders																	
1.	Name of Bidder:																	
2.	Registration No. Licence No. under Companies Act and CL(R&A) Act, 1972																	
3.	Address with telephone No., e-mail address, FAX:																	
4.	Name of the contact person (s) with contact number:																	
5.	PAN/TAN/GST No. (attach self attested copy):																	
6.	Name of persons for outsourcing job for Handling of Helpline Mobile Phones:																	
7.	Specify the qualifications of the persons mentioned at Sl.No.6:																	
8.	Whether the two (02)helpline operators have minimum experience of 3 years in dealing with confidential matters of Government of India replying to queries over phone																	
9.	Languages known (Hindi, English & Bengali):	<table border="1"> <tr> <td></td><td>Hindi</td><td>English</td><td>Bengali</td></tr> <tr> <td>Reading</td><td></td><td></td><td></td></tr> <tr> <td>Writing</td><td></td><td></td><td></td></tr> <tr> <td>Speaking</td><td></td><td></td><td></td></tr> </table>		Hindi	English	Bengali	Reading				Writing				Speaking			
	Hindi	English	Bengali															
Reading																		
Writing																		
Speaking																		
10.	Graduation with Diploma in Computer application/IT/PC application : (Yes/No): (Attach certificates)																	
11.	EPF & ESI Registration Details:																	
12.	Rate quoted per outsourcing person per day in skilled category (in Rs.) :																	

Detailed break-up of Service Charge/Administrative Charge, if charged along with liabilities like EPF, ESI Contribution, etc. are to be furnished by the Tenderers.

Declaration: I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statements at any stage, I/We will be blacklisted and will not have any dealing with this Department in future.

(Signature of Authorized Signatory with date and office seal)