बिड संख्या/Bid Number: GEM/2026/B/8201449

दिनांक /Dated: 27-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-11-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-11-2026 17:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Department Of Space
विभाग का नाम/Department Name	Department Of Space
संगठन का नाम/Organisation Name	Indian Space Research Organization
कार्यालय का नाम/Office Name	Laboratory For Electrooptics Systems
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :buyer233.isro.ka@nic.in Buyer Email id: buycon16.isro.ka@gembuyer.in
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Highly-Skilled; Graduate; Admin
अनुबंध अवधि /Contract Period	2 Year(s)
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes | Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Certificate (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3

बिड विवरण/Bid Details	
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

(a).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Sr. ACCOUNTS OFFICER, LEOS
Laboratory For ElectroOptics Systems, 1st stage, 1st cross, peenya industrial Aera, Bengaluru, Karnakata - 560058
(Sr. Accounts Officer)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of work & Job description:1793010583.pdf

In case, the buyer wants to retain some of the existing resources then buyer is needed to upload the list of resources along with the quantity of each type or resource to be continued by the successful bidder/service provider under the new contract as per the T&C of new contract concluded on the basis of this bid along with approval of Competent Authority.:1793010609.pdf

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:1793010625.pdf

Manpower Outsourcing Services - Minimum Wage - Highly-Skilled; Graduate; Admin (4)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Highly-Skilled
Educational Qualification	Graduate
Type of Function	Admin
List of Profiles	Receptionist Cum Operator
Specialization	NOT APPLICABLE
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	06 MONTHS
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Karnataka
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	UNIFORM
Title for Optional Allowances 2	-
Title for Optional Allowances 3	-

विवरण/ Specification	मूल्य/ Values
Designation	RECEPTIONIST

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes

प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Simsan P K	560058,Laboratory for Electro-Optics Systems (LEOS) First Cross, First Phase Peenya Industrial Estate	4	• Minimum daily wage (INR) exclusive of GST : 1400 • Bonus (INR per day) : 0 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 10.57 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 0 • Provident Fund (INR per day) : 125 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. **Certificates**

   Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. **Generic**

   Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. Click here to view the file

5. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

SCOPE OF WORK

Name of Work: Annual Service contract for providing Receptionist Services round the clock on rotational shift basis at LEOS Guest House / Transit House, Bengaluru.

Scope of service contract and responsibilities are as per details given below.

Providing front desk reception services 24 hours a day, 7 days a week, on a rotational shift basis at the LEOS Guest House/ Transit House.

In addition to the reception services, the following works shall also be carried out at the Guest House/Transit House:

· Managing guest check-ins, check-outs, official room allocations, and maintaining the guest register and key inventory.

· Up keeping of all plates, Cutleries Tumblers etc. if used at the reception/transit area, washing as per procedures prescribed.

· Coordinating with housekeeping and maintenance personnel to ensure rooms are prepared and maintained for arriving dignitaries and guests.

· Removing drainage blocks at various locations up-keep of internal / external / surface/ concealed drainage system to prevent seepage and blockage of water / dirt, etc.

· The requirement of work need to be noted down at least 24 hours in advance from Admin Officer and adequate work force / working mechanism is required to be deployed and the rate quoted shall be inclusive of all contingencies and no Extra claim whatsoever shall be entertained.

· Up keeping of all telephones including removal of duct, spraying of perfumes periodically. (Perfumes will be issued by Department free of cost).

· Assisting in maintenance of guest house inventory stores for all provisions/items and stock maintenance and inventory of items drawn on daily basis.

NOTE:

All the consumable materials required for the guest house services shall be issued by the department. The same have to be used in a proper way as it is required to be used. In case of dismantling/ damaging/ breaking/ consuming more quantity than required the same shall be replaced by Service providers at no extra cost.
The above list of works is indicative but not exhaustive. Service providers have to execute all related guest house operations and maintenance works as directed.

2. DEPLOYMENT OF SERVICE PERSONNEL

Deployment of maximum 04 nos. Service Personnel or on actual requirement towards Receptionist Service at LEOS Guest House / Transit House, Bengaluru.

3. QUALIFICATION AND CATEGORY OF SERVICE PERSONNEL DEPLOYED BY THE SERVICE PROVIDERS

3.1 The service Personnel towards Receptionist Service shall have minimum qualification of **first class degree and should have minimum 06 months of experience** at any certified government/ private guest house/ hotels/ organizations. Minimum wage of these service personnel shall be 1400/- day as per notification issued by URSC wage committee or Office of the Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India, New Delhi.

4. UNIFORMS

4.1 Every Service personnel shall wear neat uniforms. The clothing material for uniform shall be of two different colors. The agency has to provide 02 sets of different colour uniforms to the work force personnel per annum in single installment. Uniform cloth material shall be got approved by Admin Officer before issuing to work force personnel. The service provider shall ensure providing uniform to all the service personnel immediately or in any case within 60 days from the date of issue of work order failing which, action will be taken as per the penalty clause. The maximum cost for two pairs of uniform should be under 4000/-.

5. PAYMENT OF WAGES

5.1 Prevalent minimum wages to be paid to the Service personnel as per notification issued by office of the Chief Labour Commission (C), Ministry of Labour & Employment, Government of India, New Delhi for the respective category during the entire period of contract and the agency shall not wait for the revision in wages by the Department.

5.2 The payment shall be made online directly to the Bank account of the service personnel and record of the same shall be maintained.

5.3 The service providers shall declare in the tender the minimum wages adopted for different category of the service personnel. In case there is revision in the minimum wages during the currency of the contract the same on receipt of application by the contractor, will be considered and paid based on the notification issued by Ministry of Labour & Emploment. The amount payable however shall be difference in amount considered and declared at the time of tender and revised rate. However, if the revised minimum wages is less than the wages already adopted, no further payment will be made. Further, such revision shall be applicable to only minimum service personnel indicated for the respective categ

ory in the tender. Also it is to be noted that the payment of minimum wages sha ll be paid every month as per the prevailing minimum wages and shall not hold the payment of revision in wages till the same is cleared by the Department.

6. RECOVERY & PENALTY

6.1 The service providers shall necessarily deploy the service personnel as outli ned in Deployment of Service Personnel in para 2 above. In case of shortage of service personnel deployment, recovery & penalty will be effected as under:
Recovery of [Minimum wages of the respective category of service personnel + prevalent EPF & ESI contribution towards the personnel + 15% (towards Contra ctor's profit & Overheads) + tender premium offered with respect to amount pu t to tender] & an additional penalty of 5.00% of the amount recovered as above. (The sample calculations shall be as per the tender format)
This clause shall be applicable from the date of commencement of contract.

6.2 The service providers shall ensure that the service personnel are wearing pr oper uniform as per the above guidelines. In case of non-wearing of uniform, a p enalty up to a maximum of Rs.10 per shift/person shall be levied and recovered from running account bill. In this regard, the decision of the Admin Officer is fin al.

7. RATE

7.1 The rate quoted shall cover the entire scope of service and the statutory obligations to be complied with as outlined above. The rate quoted however sha ll be exclusive of GST and EPF. The service providers shall pay the GST as per pr evalent rules of GST authorities and the same shall be reimbursed to the service providers on production of proof of payment. **No payment will be made for t he day of absence.**
NOTE: If in any case the rates quoted are less than minimum wages the tender i s liable to be rejected. Further, if consideration towards service providers' profit s & margin over the minimum wages adopted for the service personnel is NIL, t he tender is liable to Be rejected.

8. DOCUMENTS & RECORDS TO BE SUBMITTED FOR PROCESSING MONT HLY PAYMENT

8.1 Details of attendance of service personnel.

8.2 Bank remittance details in support of payment made to service personnel.

8.3 Details of payment made to EPF authorities.

8.4 Details of payment made to insurance companies

9. DOCUMENTS TO BE MAINTAINED

9.1 Service Contract & agreement.

9.2 Details of service personnel certificates, qualification proof, Contract license s, etc.

9.3 Details as per Labour Department rules, Tax Department rules

9.4 All operational and maintenance registers/files as required.

9.5 Any other relevant documents.

10. SAFETY PROCEDURES

10.1 Safety of service personnel engaged by the service providers is sole responsibility of the service providers.

10.2 Department shall not pay any compensation for any accident that may happen at site. Service providers are advised to take suitable insurance cover for this.

10.3 The service providers should ensure that all personnel engaged by them are adequately trained for the use of firefighting equipment's maintained in the campus in case of requirement.

10.4 The service providers should ensure that all personnel engaged by them are adequately trained for the use of FIRST AID KIT maintained in the campus in case of requirement. The service providers shall maintain at one standard FIRST AID KIT at site for the use of his personnel.

10.5 The service providers should ensure that all personnel engaged by them are adequately trained for the use of PERMIT to WORK and other safety procedures while performing work.

10.6 The service providers should ensure that all personnel engaged by them are polite and possess good manners while on duty and while dealing with Department / other agency officials.

10.7 No damage shall happen to the Department's property, equipment's systems and if any happened by any action by the service providers or his personnel during the period, the service providers is required to set right/repair or make good the loss according to the decision taken by Admin Officer.

11. SECURITY REGULATIONS:

The service providers have to follow strictly the regulations of the Department at the service site regarding entry of personnel/material etc., and any other regulation that might be enforced from time to time. Service providers' personnel should possess valid passes and should produce the passes to security/departmental authorities when demanded. Service providers' personnel / workers should not enter the departmental premises, other than those periods for which the passes are issued and also should not enter after/before shift working hours without obtaining prior approvals. Any person found in the departmental premises without authorized passes, during before or after shift working hours is liable for action as per the departmental procedures and rules.

All materials and articles brought by the service providers to the service site shall have to be declared at the security gate. Similarly, no material shall be taken out from the departmental premises without proper gate pass which will be issued/caused to be issued by the Admin Officer to the service providers on written request. It is to be noted that loading of service providers' materials in vehicles and trucks shall be done in the presence of departmental personnel/CISF. The service providers' representatives will have to escort the material till the security check is over.

Any breach of above security regulations and rules in force from time to time wi

ll be viewed seriously. No claim whatsoever will be entertained by the Departm ent on account of observance of security regulations.

12. SPECIAL TERMS AND CONDITIONS PERTAINING TO THE SERVICE CO NTRACT

12.1 PERIOD OF CONTRACT AND TERMINATION CLAUSE: The period of contract shall be 24 (twenty-four) months from the date of issue of service contract subje ct to the successful completion of three months' probationary period. If the service providers' performance is not satisfactory, the department reserves the right to terminate the contract after giving fifteen days' notice to that effect. On satisfactory completion of two years, Department reserves the right to extend t he contract with same terms & conditions for further period of two years annual ly.

12.2 The rates quoted by the service providers shall be firm/fixed and shall inclu de all statutory levies and the rates are not subject to negotiations/variations on any account except for revision in minimum wages as notified by Ministry of La bour for the defined scope of service. The details of the service to be carried out are specified in the schedule enclosed. The clause 10CC of the general direction s and conditions of contract given for the guidance of service providers does not apply to this contract.

12.3 The payment towards over time logged / worked beyond office hours will b e regulated based on the reports of attendance monitoring systems and authori zation slips.

12.4 Food recovery charges for all the service personnel will be recovered @ Rs. 25/- per person per day from payment on monthly basis (if applicable to the de ployed staff).

12.5 Monthly payment will be processed on production of monthly attendance r egisters duly countersigned by Admin. Officer, LEOS based on attendance monit oring system. In case of any leave/or absence of the staff, suitable recovery shal l be made in the bills.

12.6 It may be noted that the agency has to provide services as per details men tioned above on all working days including Saturday and Sundays including gen eral holidays. However, service personnel will be eligible to get a day off in a we ek.

12.7 Tumblers, spoons, cutlery items, or guest amenities that are required for d aily usage handed over to the agency shall be maintained by them in usable co ndition. Any loss of items would be the responsibility of the agency and would b e charged as per market rate from the agency.

12.8 Any items found outside shall be handed over to Admin authorities in usable condition.

12.9 The guest house requirement for the day needs to be noted down at least 24 hours in advance and only the minimum work force/working mechanism is r equired to be deployed and the rate quoted shall be inclusive of all contingencie s and no extra claim whatsoever, shall be entertained.

12.10 It is the responsibility of the agency to get regular Medical Fitness check- up of the personnel under his contract to get checked for medical fitness periodi

cally at least once in every SIX months. To this respect the concerned Doctor, (preferably from ESI Hospital) who has checked up these personnel shall furnish the Certificate of fitness.

12.11 The service providers shall take all precautionary steps to avert any unto ward incidents failing which the service providers are liable for penal action and also the compensation to be paid to his service personnel. The service providers shall report all accidents immediately to the Admin Officer, who will make arran gements for forwarding of these reports to the concerned authorities.

12.12 Since this contact comes under the category of highly restricted and secu red area, the service providers should engage service personnel of proven cred entials and antecedents should be got verified and police verification certificate shall be submitted to the department for clearance before deploying them on th is service. Any person with doubtful antecedents is liable to be barred from ent ering the premises without any notice in this regard. The service personnel depl oyed by the service providers would be issued with a photo affixed identity card which they should always carry inside the campus. The tenderers shall provide separate identity card to service personnel which they should always carry whe n they are deployed on duty.

12.13 All service personnel deployed by the service providers shall wear neat dr ess.

12.14 The service providers shall either himself supervise the execution of the c ontract or shall appoint a competent site supervisor approved by the Indenter t o take the directions from the department and implement them.

12.15 All service personnel on duty shall have necessary qualification and exper ience for the service and proof of the same should be produced to the departme nt for record at the time of commencement of the service and also produce suc h a record from time to time if required by and inspecting authority.

12.16 The service personnel are required to discharge the duties independently according to planned operation schedule and as per instructions of Admin Offic er. The service providers should ensure minimum overlapping time for smooth t aking / handing over between shifts.

12.17 The service personnel on duty shall be conversant with safety rules / first aid rules and shall discharge his duties accordingly under safe conditions. The s ervice providers shall be held responsible for incidents / accidents occurring due to unsafe / improper / negligent operations.

12.18 A copy of the duty roster prepared in consultation with the Admin Officer should be made available well in advance for scrutiny and concurrence.

12.19 The department does not extend facilities like transport, medical and oth er allied facilities. The service providers should make note of this.

12.20 Any damage / loss to the equipment/plants and tools etc., have to be ma de good by the service providers free of cost. In the event of his failing to do so repairs/replacement will be carried out by the department and all the charges in curred in this connection, as assessed by the Admin Officer will be debited to th e service providers. The service providers shall be held responsible for all losses occurring to equipment/material belonging to the department in the area comin g under his place of service and necessary charges towards losses / damages wi ll be recovered from his bills.

12.21 Service providers shall fill up the compliance statement and submit along with the tender. Department may seek further information and clarification afte r opening the technical bid and service providers shall provide the necessary inf ormation and clarification. In case, the service providers fail to do so, the tender is liable to be rejected.

12.22 In addition to the general rules and directions for the guidance of the serv ice providers, the above conditions are also applicable to this contract for imple mentation.

12.23 **CONDITIONS REGARDING EPF CLAUSE:** All the service personnel shall be registered for EPF facility and EPF card issued. Before 5th of every month, ne cessary remittances to EPF authorities as per prevalent rules shall be made and proof of such payment submitted to Admin Officer for verification and record. M onthly bills for payment shall be processed only on submission of proof of paym ent towards EPF for the preceding month. Rates quoted shall be exclusive of co mponents of EPF remittances.

12.24 **CONDITIONS REGARDING GST:** Necessary remittances to GST authoriti es as per prevalent rules shall be made and proof of such payment submitted to Admin Officer for verification and record. On verification remittances made tow ards GST shall be reimbursed. Rates quoted shall be exclusive of components of GST remittances.

12.25 **Comprehensive Insurance Coverage:** The contractor shall provide Co mprehensive Insurance coverage for the death or permanent disability for result ing loss of limbs of Rs. 10 Lakhs or in the event of other permanent disability, R s. 7 Lakhs for his Work force deployed at LEOS at their cost. The contractor con cerned shall have to furnish originals along with premium receipts and other pa pers related to the concerned Focal Point/ Accounts within 15 days from the dat e of commencement of the contract.

13. DOCUMENT TO BE SUBMITTED ALONG WITH TENDER RELATING TO REGISTRATIONS

13.1 Valid certificate for EPF Registration

13.2 Valid certificate for GST registration

13.3 Valid PAN/TAN registration certificate
NOTE: Tenders not accompanied by the above documents shall be liable to be r ejected.

14. STATUTORY RESPONSIBILITIES OF THE SERVICE PROVIDERS

14.1 The service providers shall adhere to all regulations as per Ministry of Labo ur & Employment, both Government of Indian and State and any other statutory body.

14.2 The service providers shall indemnify the Department against non-adheren ce to any statutory law.

14.3 The service providers shall sign in the declarations enclosed.

15. <u>DECLARATION FOR ADHERENCE TO MINIMUM WAGES-</u>

I/We hereby declare that the prevalent minimum wages of the respective categ

ory as notified by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India, New Delhi shall be paid for all the service personnel and the minimum wages adopted in tender for the purpose of quoting and included in the quoted rate is as follows.

Sl. No.	Service personnel	Category	Minimum wages adopted in tender in Rs.	Provision towards ESI over basic minimum wages	Provision towards EPF over basic minimum wages
1	Service Personnel towards Receptionist Service		Rs.	.....%	.....%

NOTE: If any case the rates quoted are less than minimum wages, the tender is liable to be rejected. Further, if consideration towards service provider's profits & margin over the minimum wages adopted for the service personnel is NIL, the tender is liable to be rejected.

16. DECLARATION TO ADHERENCE TO REGULATION OF STATUTORY BODIES-

I/We hereby declare that I shall abide by all the rules & regulations of the local electricity board and Ministry of Law and Ministry of Labour & Employment and any other statutory body and shall also indemnify LEOS, Department of Space, Government of India from any issues arising due to non-adherence of the regulations under these provisions.
Signature of Tenderer

17. DECLARATION FOR DEPLOYMENT OF SERVICE PERSONNEL-

I/We hereby declare that I/We have required number of Service Personnel in our firm/company and shall deploy the Service Personnel on receipt of work order. Copies of qualification and experience certificate for Receptionist Service personnel are submitted.
OR
I/We hereby declare that I/We shall deploy the required number of Service Personnel of required qualification and experience and submit copies of qualification and experience certificate for Receptionist Service personnel within 10-days from the date of receipt of work order.

* *Strike off para which is not applicable*
Signature of Tenderer

18. DECLARATION FOR EPF CONTRIBUTION FOR EMPLOYERS-

I/We declare that I/We ..... Are availing /not availing (strike out whatever not applicable) benefits of full EPF employer's contribution from Government under Pradhan Mantri Rojgar Protsahan Yojana (PMRPY) scheme. If benefits are availed from Government under PMRPY scheme, I/We will not claim reimbursem

ent for EPF employer’s contribution from Department.
Signature of Tenderer

19. **Vendors should have Local Office in Bengaluru. (Vendors should provide valid documentary proof)**

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6. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

7. **Service & Support**

   Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

8. **Service & Support**

   Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

9. **Purchase Preference (State)**

   Bid reserved for MSE from the State of Bid Inviting Authority: Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal. If the bidder wants to avail themselves of the reservation benefit, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible to participate in this bid. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility based on documentary evidence submitted, while evaluating the bid. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

10. **Payment**

    PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

11. **Forms of EMD and PBG**

    Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

    Sr.Accounts Officer
    A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

12. **Generic**

    1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
    2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

13. **Generic**

    WORLD BANK TERMS AND CONDITIONS: Special Terms and Conditions as defined by world bank at click here will also be applicable. APPLICABLE ONLY IN CASE OF WORLD BANK FUNDED PROJECTS.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---