बिड संख्या/Bid Number: GEM/2026/B/8222744

दिनांक /Dated: 05-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	26-11-2026 18:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	27-11-2026 18:00:00
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	Isro Headquarters
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hps@isro.gov.in Buyer Email id: basavanna@isro.gov.in
वस्तु श्रेणी /Item Category	Custom Bid for Services - Workpackage contract for administrative support service
समान श्रेणी/Similar Category	• Facility Management Service- Manpower based (Version 2) • Manpower Outsourcing Services - Man-days based • Manpower Outsourcing Services - Fixed Remuneration • Manpower Outsourcing Services - Minimum wage • Security Manpower Service (Version 2.0)
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	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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

बिड विवरण/Bid Details	
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
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
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	3 Days
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 :

In order to clarify the scope, quantum of requirements, terms & conditions and queries, if any from the bidders, a pre-bid meeting will be organized at ISRO Headquarters, Antariksha Bhavan, Bengaluru
Isro Headquarters, Department of Space, indian space research organization, Department of Space
(Sr. Accounts Officer, Isro Hq)

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

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 % (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. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
7. 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.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Price bid template - 1793880391.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:1793364891.pdf

GEM Availability Report (GAR):1793364916.pdf

Scope of Work:1793710781.pdf

Payment Terms:1793710788.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
13-11-2026 11:00:00	In order to clarify the scope, quantum of requirements, terms & conditions and queries, if any from the bidders, a pre-bid meeting will be organized at ISRO Headquarters, Antariksha Bhavan, Bengaluru – 560 094 on 13.11.2026 at 11.00 Hrs. Interested vendors are requested to send the details of the personnel participating in pre bid meeting offline/online on or before 12/11/2026 before 17:00 Hrs to our mail id: pso_isrohq@isro.gov.in. Note: Attending the pre-bid meeting is compulsory for considering the quotation submitted by party. The offers of the bidders who has not attended the prebid meeting will not be considered for further processing. The link for participating through online mode will be sent from ISRO HQ on 13.11.2026 morning hours by return mail to the requested parties for attending meeting through online mode. Interested bidders may participate and clarify their queries

Custom Bid For Services - Workpackage Contract For Administrative Support Service (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Workpackage contract for administrative support service
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

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	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Basavanna C S	560094,Antariksh Bhavan New BEL Road	Project / Lumpsum Based	N/A

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. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
INDIAN SPACE RESEARCH ORGANISATION, HEADQUARTERS
BENGALURU – 560 094

Request for Proposal - Work Package for Administrative Support Services for the Period of 24 Months.

GENERAL TERMS AND CONDITIONS FOR SERVICE CONTRACT

1. DEFINITIONS:

1.1. The term ‘Service receiver’ shall mean “Indian Space Research Organisation Headquarters”, Antariksh Bhavan, New BEL Road, Bangalore – 560 094, hereinafter referred as ISRO HQ.

1.2. The term ‘Focal Point’ shall mean the designated officials of Service Receiver, who will be coordinating with the Supervisor of the Service Provider.

1.3. The term ‘Service Provider’ shall mean the vendor to whom the contract has been awarded against this tender.

1.4. The term ‘Supervisor’ shall mean an identified person of the ‘Service Provider’, who will supervise the work carried out by the qualified work-force of ‘Service Provider’.

1.5. The term ‘Workforce’ shall mean all the employees, supervisors and staff of the Service Provider deployed by the Service Provider to carry out the Work Package tasks as defin

ed in the Work Package Order.

1.6. The term 'Contract' refers to Work Package Contract for engagement of Administrative Support Services for DOS/ISRO HQ as per the Terms & Conditions of the contract.

1.7. The term 'TSU' shall mean two hours of administrative support services rendered by a workforce of the Service Provider.

1.8. The term 'Paying Authority' shall mean the respective Sr. Accounts Officer/ Accounts Officer of the Service Receiver.

2. SCOPE OF WORK:

2.1 To provide Administrative Support Services for Administrative work in various Section/ Divisions of DOS/ISRO HQ, Antariksh Bhavan. The nature of work required are given below:

a) Administrative Support services at DOS/ISRO HQ.
b) To carryout various other jobs such as MS Office, Database, AutoCAD, etc.
c) Organizing documents by printing reports, arranging printouts, taking photocopies, collecting, arranging, circulating etc.
d) Carrying out help desk functions, scanning, editing data etc. communication through email, Telephone, Fax etc.
e) Collection of literature through browsing of Internet, etc.
f) Any other work assigned by respective offices.

2.2 The quantum of work under each one of the above activities will vary from section to section as well as activity to activity. Based on the earlier experience, it is estimated that the quantum of work to be carried out will call for about 60 workforces. However, depending on the workload, the number of workforces required may vary from time to time. However, the service provider shall deploy as many numbers of workforce as directed by the focal point to render the services depending on the requirements. ISRO HQ reserves the right to reduce or increase the Work force at any point of time within the validity of the contract without furnishing any reason whatsoever.

2.3 The normal working hours of office shall be 09:30 Hours to 18:00 Hours from Monday to Friday with lunch break of 30 minutes. The services are required on all working days and depending on need, beyond office hours and / or on Saturdays/ Sundays/ Public Holidays. The Service Provider shall strictly adhere and ensure that workforce and supervisor availed minimum one day weekly-off. In any cases, no. of working days shall not exceed 6 days in a week.

2.4 Administrative Support Service activities carried out in Two hours is defined as One 'TSU'. In general cases, TSU per workforce will be 4 per day. In official exigencies, depending upon the requirements from ISRO/ DOS, service per workforce per day may increase beyond 4. However, the service provider shall strictly ensure that maximum allowable TSU per day per workforce shall be restricted to 6.
The number of TSUs and Workforce are as mentioned below. The quantity below is indicative only. DOS/ISRO reserves the right to increase / decrease the daily requirement workforce / service from time to time.

Sl. No.	**Nature of Services**	**Likely number of workforce to be deployed daily**	**Total quantum of work (TSU for 02 years)**
1.	Administrative Support Services	60	187200

2.5 In case the service provider fails to deploy the required minimum number of workforce within 1 hour of beginning of the office hours on more than 02 occasions in a month service provider shall be liable for deduction of amount corresponding to of 4 x 'N' TSUs from his bill on each occasion ('N' is the number of personnel service provider could not deploy within one hour of beginning of office hours). For calculating the above work load, every Two Hours of service rendered will be treated as one unit of service.

2.6 The service provider shall maintain a register for the execution of the work and get endorsement of the same from the focal point of ISRO HQ every day for having completed the

work satisfactorily. Only works shall be recorded in this register with appropriate 'TSU'. No details of the workforce to be mentioned here. Service provider shall keep a separate register under their custody for logging the details of works performed by their individual workforce. The internal register of the service provider shall not be endorsed by Focal point / representative of ISRO / DOS.

3. QUALIFICATION OF THE WORKFORCE:

3.1 The service provider shall provide the Administrative Support Services through the work force with the following qualifications.

a. Diploma in Commercial Practice with good Communication skills.

OR

b. Graduate (3 years) in any branch of Science/ Arts/ Commerce. Conversant with the working of computers and necessarily have knowledge of MS Word, MS Excel and MS Power Point packages.

c. English Typing knowledge is necessary.

d. The Age should not be less than 18 years and not more than 35 years.

3.2 Bio-data and two stamp size photographs of the workforce planned to be deployed should be provided before their deployment.

3.3 The character and Antecedents of the workforce to be deployed shall be verified through the Police authorities concerned, and submit the original Police verification report to ISRO HQ before their deployment.

3.4 Antariksh Bhavan being a high security area, the Service Provider, will be required to follow the security requirements for his workforce such as possessing a valid Identity Card issued by the service provider while entering the campus and maintain high order of discipline while on work.

3.5 The service provider or his workforce shall not misuse the premises allotted to them for any purpose other than for which the contract is awarded.

3.6 If any of the workforce is found unacceptable for any reason, the Service provider shall be required to substitute the same by another suitable workforce within a reasonable time.

3.7 The workforce engaged shall attend for duties by making their own transport arrangement and DOS/ ISRO shall not pay any conveyance charges.

3.8. The workforce deployed shall reach the work spot well in time and strictly follow the rules and regulations regarding safety and security of DOS/ ISRO.

3.9 The workforce deployed are not authorized to communicate any official's information they may come across during and after their working period in DOS/ ISRO.

4. Period of Contract:

4.1 The contract shall initially be on trial for a period of 03 Months and on satisfactory completion of the trial period, the contract may be confirmed and extended for a further period of 21 months, thus totally for a period of Two years from the date of award of contract, unless it is curtailed or terminated by DOS/ISRO HQ, owing to deficiency of service, sub-standard quality of workforce deployed, breach of contract, reduction of cessation of the job requirements etc.

Depending upon the need of ISRO/ DOS, in official exigencies, the contract may be extended for a further period upto **one year** which shall be mutually agreed upon by both the parties on the same terms and conditions. In case of extension of contract beyond two years, service charges per TSU will be at the same rate of percentage to the preceding year.

4.2 The timely payment of Employer's and Employee's contribution toward EPF & ESI at scheduled rates shall be the sole responsibility of the Service Provider. The Service Provider shall be responsible for the payment of wages and allowance of his deployed work force as per minimum wages in force fixed by the Central Govt./ State Govt. whichever is higher and all statutory dues (PF, ESI, etc.) to the workforce engaged by him for providing the manpower service. DOS

/ISRO shall in no way be responsible for any default with regard to any statutory obligation related to the manpower deputed by the Service Provider. The workforce deployed by the service provider whose total remuneration is above Rs.21,000/- per month, the ESI act, 1948 is not applicable. Such work force shall be covered by a Mediclaim policy from Nationalized Insurance company with a coverage of Rs. 2 Lakh per annum/per person to the workforce at the cost-of-service provider. The service provider has to arrange for insurance at their cost.

4.3 The Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its right and liabilities under this contract to any other agency without the prior written consent of DOS/ ISRO.

5. <u>Responsibilities of the selected Service Provider:</u>

5.1. The Service Provider shall ensure deploying workforce who are capable of performing the nature of work as prescribed under Scope of Contract.

5.2. The Character and Antecedents of the selected workforce shall be verified through record check by the Service Provider from the concerned Police authorities at their own cost, and the original Police Report shall be submitted to this office at the time of joining.

5.3 The Service Provider shall maintain his own Attendance Register and the workforce reporting for work shall sign the attendance register duly indicating arrival and departure time regularly and a certified copy (by the service provider) of the same shall be submitted along with his bills while claiming monthly payment.

5.4 The service provider should ensure deployment of workforce in total. In case of any absence, an alternate workforce who qualifies our requirement should be deployed by the service provider under intimation to this office. Whenever there is a need to provide a replacement due to leave, etc., the details of substitute candidate should also have to be verified. For this purpose, the service provider may keep a panel of workforces whose details have been verified. Changing of the workforce deployed should be intimated to the focal point in advance

5.5 The service provider shall identify a supervisor among the deployed workforce, who would be responsible for immediate interaction with DOS/ISRO HQ so that optimal services of the workforce deployed by them could be avail without any disruption.

5.6 The service provider will be totally responsible for the duty and behavior of the workforce provided by them.

5.7 The service provider shall provide his First Aid kit at the Identified place in Antariksh Bhavan for the use of their workforce.

5.8. DOS/ ISRO premises being High Security zone, the workforce deployed by the Service Provider shall be required to follow the security requirements such as possessing a valid pass/ID card while entering the campus, maintaining high order of discipline while on duty etc. the Service provider shall issue a valid photo ID card to the personnel deployed. In case any Access Control Identity card is issued by DOS/ ISRO to the workforce deployed by the service Provider and if any expenditure is involved, it has to be borne by the Service Provider.

5.9. In case, the workforce employed by the Service Provider commits any act of omission/ Commission that amounts to misconduct/ indiscipline/ incompetence, the Service Provider shall intimate the same to DOS/ ISRO & be liable to take appropriate disciplinary action against such workforce including their removal from site of work, if required by DOS/ISRO.

5.10 The Service Provider shall replace any of its workforce who is found unacceptable to DOS/ ISRO because of security risks, incompetence, conflict of interest, improper conduct or for any other reasons, immediately upon receiving written notice from DOS/ ISRO.

5.11. The Service Provider shall provide a substitute workforce well in advance if there occurs probability of the workforce quitting the job due to his/her own personal reasons. The payments in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.

5.12. In case of termination of the Work Package Order(s) on its expiry or otherwise, the work-force engaged by the Service Provider shall not be entitled to and shall have no claim whatsoever for any kind of employment in Service Receiver’s establishment and shall be made known by

the Service Provider to their workforce before being engaged.

5.13. The status of the Service Provider shall be that of an independent Service Provider. The Service Provider and its work-force performing under this Work Package shall not be the employees of Service Receiver. Neither the Service Provider nor its work-force shall be considered as employees of Service Receiver. Such work-force has no right for subsequent regularization.

5.14. The requirement of the quantity mentioned in the Work Package may vary (increase/decrease) and is subject to change based on actual requirement of the Service Receiver. The Service Provider has also to complete any additional or sporadic requirement as required by the Service Receiver by engaging additional work-force, if any required. The payment will be based on the quantum of work completed which should be duly certified by the authorized official of the Service Receiver.

5.15. The Service Provider should have their liaison office at Bengaluru throughout the period of contract for better coordination. **Liaison office at Bengaluru is one of the mandatory requirements** of the contract.

6. <u>Uniform:</u>

Gents : Black Pants, Pista Green Shirt , Black Shoe & Socks.
Ladies: Black Pants, Black Dupatta, Pista Green Top, Black Shoe & Socks.

The Service provider shall provide Stitched Uniforms, 2 sets per workforce per year (as indicated) to the concerned workforce. The Service Provider shall ensure that workforce engaged at Service Receiver’s Campus shall wear Uniform while they are on duty. Any instance of wearing alternative attire (other than prescribed uniform) by workforce shall incur a financial penalty of Rs. 100/- per workforce per day, payable by Service Provider.

7. <u>Legal:</u>

7.1 The Service Provider must be registered with the concerned Govt. Authorities, i.e. Central Labour Department, Provident Fund Authorities, Employees State Insurance Corporation, etc., and a copy of the registration certificate shall be submitted.

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7.2 The Service Provider shall abide by the law of the land including, Contract Labour (Regulation & Abolition) Act 1970 and Contract Rules 1971, EPF Act, ESI Act, Minimum Wages Act, Equal Wages Act, Employees Compensation Act, Payment of Wages Act, Income Tax Act, Goods and Services Tax Act or any new regulations/legislations enacted in this regard and its compliance as applicable during the tenure of the Contract Service Receiver shall in no way be responsible for any default regarding statutory obligation. The Service Provider has to ensure compliance of the above provisions at the time of submission of bill to the Service Receiver and while making payments to their work-force at all times during the currency of the work package.

7.3 The Service Provider will discharge all the legal obligations in respect of the work-force engaged by them for the execution of the work in respect of their wages and Service conditions and shall also comply with all the rules and regulations and provisions of the law in force that may be applicable to them from time to time. The Service Provider shall indemnify and keep indemnified ISRO HQ from any claim, loss or damages that may be caused to it on account of any failure to comply with the obligations under various laws. In case of any dispute, the decision of ISRO HQ shall be final and binding on the Service Provider.

7.4 The timely payment of wage to the workforce, remittance of EPF and ESI (wherever applicable) shall be the sole responsibility of the Service Provider. For any default with regard to statutory obligation, the Service Provider is solely responsible. Wherever workforce is not covered under ESI, Service Provider should provide Mediclaim Policy for a sum of Rs.2,00,000/- each to their Workforce per annum. The Original Mediclaim Policy should be with the workforce and a copy of the same shall be submitted to ISRO HQ. No separate reimbursement towards such Mediclaim policy will be made by ISRO HQ.

7.5 The Service Provider shall also be liable for the remittance of all Taxes, Levies, Cess etc., on

account of service rendered by them to the concerned authorities from time to time as per ex tant rules and regulations in the matter.

7.6 The Service Provider shall completely be responsible to maintain the Attendance, acquittanc e of wage paid, EPF and ESI or Comprehensive Mediclaim Policy as the case may be. Govern mental authorities shall have the right to inspect these records at any time and take necessar y penal action for non-compliance of these provisions, if any.

7.7 The Service Provider is fully responsible for timely claiming and disbursing monthly payment of wages to their workforce engaged in ISRO HQ, within the time limit prescribed in the releva nt Act/Rules.

7.8 Payment disbursement shall be made to the Service Provider by ISRO HQ on monthly basis f or the actual TSU completed and on receipt of the invoice/bill which is duly certified by the Fo cal Points and approved by concerned Divisional Head/Group Head in ISRO HQ and submitted to the Sr. Accounts Officer, ISRO HQ.

7.9 The Service Provider shall make the payment to the workforce by the 7 th day of the succeedi ng month through the saving bank account of the respective workforce. The Service Provider should issue signed wage slip/statement on their letterhead to the work-force containing deta ils of wages paid, recoveries made etc.

7.10 The Service Provider shall engage the work-force as per the requirements sought for by the Service Receiver for which the Service Provider shall provide the bio-data along with the cred entials of the workforce.

7.11 Issue of Entry Pass: - For arranging Entry Pass to enter the Service Receiver's premises, the S ervice Provider should submit the details of the work force to the concerned Purchase & Store s Officer along with the following documents:

(a) **Police Verification Certificate:** It is the responsibility of the Service Provider to arrange the character and antecedents of the work-force engaged for duty. The Service Provider shall engage the work-force who is not having any criminal background. The character and antece dents shall be verified through record check by Service Provider at their own cost from the c oncerned Police authorities (Police Verification Certificate) and submit the original report. Ge nerally, Police Verification Certificate is valid only for a period of 12 months/1 year. As and w hen the Police Verification Certificate expires, immediately a new Police Verification Certificate has to be provided and in the absence of the same, entry pass will be denied.

(b) **ID card issued by the Service Provider:** The Service Provider shall issue necessary Id entity Card in their firm's logo to the work force deployed by them to ISRO HQ.

(c) Copy of the AADHAR;

(d) Copy of PAN Card (wherever applicable), and

(e) Two copies of stamp size photographs:

7.12 In case, the Service Provider fails to comply with any statutory/ taxation liability under the a ppropriate law, and as a result, if ISRO HQ is put under any loss/obligation, monetary or other wise, ISRO HQ will be entitled to get itself reimbursed either out of the outstanding bills again st any of the Contract or from the Security Deposit to the extent of the loss or obligation in m onetary terms.

7.13 The Service Provider shall be bound by the details furnished by them to ISRO HQ while sub mitting the tender or at any subsequent stage(s). In case, any of the documents furnished by them is found to be false at any stage, it would be deemed to be a breach of the Terms and C onditions of the Work Package Contract making the Service Provider liable for legal action bes ides termination of Work Package Contract and forfeiture of Security Deposit.

7.14 The Service Provider shall not be allowed to transfer, pledge, assign or sub Contract its right s and liabilities under this Work Package Contract to any other agency.

7.15 The Service Provider shall be solely responsible for the redressal of grievances/resolution of

disputes relating to the work-force engaged by the Service Provider. Service Receiver shall in no way be responsible for the settlement of such disputes. Service Provider should maintain a record of grievances received from their work force and action taken for settlement and as and when it is demanded by ISRO HQ, a copy of the same shall be provided.

7.16 **For all intents and purposes, the Service Provider shall be the 'Employer within the meaning of different Labour Legislations in respect of the work-force engaged by the Service Provider/Bidder at ISRO HQ. The workforce engaged by the Service Provider in ISRO HQ shall not have any claim whatsoever of "Master and Servant' relationship nor have any 'Principal and Agent' relationship with or against ISRO HQ for the said services. The status of the Service Provider shall be that of an independent Service Provider. The Service Provider and its work-force performing under this Work Package Contract shall not be the employees of ISRO HQ. Neither the Service Provider nor its work-force shall be considered as employees of ISRO HQ. Such work-force has no right for subsequent regularization.**

7.17 The successful bidder upon being served with the Work package contract by the Service Receiver shall obtain all necessary Labour Licenses from the concerned Labour Department, Govt of India and the License shall be valid till the currency of the Work package contract. The Form III will be issued by the Principal Employer of ISRO HQ.

7.18 Any other terms, conditions or clauses not covered in this document shall be in accordance with all other statutory Rules / Acts applicable to DOS/ISRO HQ.

7.19 The Partners or Shareholders or Directors or Executives or Officers of the Service Provider shall not engage themselves as workforce under the Work package.

7.20 In case of termination of Contract on its expiry or otherwise, the work-force engaged by the Service Provider shall not be entitled to and shall have no claim whatsoever for any kind of employment in ISRO HQ and shall be made known by the Service Provider to their workforce before being engaged.

7.21 The Service Provider shall not assign, transfer or convey in whole or in part, this Work/Service to anyone. The Service Provider may also not delegate any of its obligations or duties under this Service to anyone. The Service Provider may not assign, pledge as collateral, grant a security interest in, create a lien against or otherwise encumber any payments that may or will be made to the Service Provider under this Work Package.

7.22 The Service Provider shall be bound to accept all instructions/ directions issued by the Focal Point or any other person duly authorized by them relating to the execution of the Work Package.

7.23 The details of work handled by the work-force, Supervisor and Establishment should be kept secret and should not be divulged to any person or outside agencies. An undertaking in this regard shall be provided by the Service Provider.

7.24 The Service Receiver reserves the right to reject any of the work-force engaged by the Service Provider, if the presence or activity of such workforce is detrimental to the interest or discipline or security of the Service Receiver.

7.25 The Service Provider is responsible to complete the quantum of work as specified in the Work Package and as required by the Service Receiver and in case of absence of the work-force, the successful Service Provider should provide suitable replacement and for this purpose to ensure timely completion and the Service Provider shall keep a panel of work-force whose Character and Antecedents are verified.

8.0 Financial and Payment:

8.1 The payment to the workforce deployed shall be as per rate quoted by the service provider in price bid format and shall not be less than the minimum wages fixed by the Ministry of Labour and Employment, Government of India/ Government of Karnataka or by ISRO HQ, from time to time, whichever is higher. The rate(s) mentioned in the Work Package Orders(s) shall be firm and fixed during the currency of the Order/Contract.

8.2 The service charges mentioned in the Work Package Contract shall be firm and fixed during the currency of the Contract. TSU quoted by the bidder shall appropriately account minimum wages, fixed service charges and other charges. There shall be no change in the Service Charges / Profit Margin payable to the Service Provider even in case of wage revision if any.

8.3 The **Service Provider's bill shall be submitted before 28th (Twenty eighth) of every month**, which shall cover the works accomplished between 21st of preceding month to 20th of current month, with due certifications to the respective Paying Authority. To facilitate this payment cycle, Service Provider shall submit the bill to the concerned focal point of the Service Receiver by 21-23rd of the month for certification. For the first payment, works completed from the date of commencement of the work to 20th day of the corresponding month shall be taken as the reference.

8.4 Payment disbursement shall be made to the Service Provider by the Service Receiver on monthly basis for the actual TSU completed and part thereof, on receipt of Invoice/Bill which is duly certified by the identified focal point and submitted to the paying authority together with the following documentary proof. The Invoice/Bill shall indicate separately:

a. Wages paid to workforce deployed
b. Employer's Contribution remitted towards EPF and ESI
c. Service Charge to the Service Provider
d. GST as applicable and
e. Valid Labour Licence issued by Ministry of Labour and Employment.

8.5 The supporting documents that should be submitted by Service Provider along with Bill/Invoice are:

i. Proof of payment of wages having made to the workforce for the preceding month for which receipt is submitted.
ii. Proof of remittance of both Employee's and Employers Contribution towards EPF, ESI or Medi-claim Policy, as the case may be, made for the month including the statements containing the names of the workforce deployed, Account Numbers, Contribution paid and
iii. Proof of GST paid for the preceding month towards bill amount received from ISRO HQ.

At the discretion of this office, ISRO HQ shall hold up a requisite portion/whole of the bill amount till such proof is furnished.

8.6 The Service Provider is fully responsible for timely claiming and disbursing monthly payment of remuneration to their work-force engaged in the campus of the Service Receiver, within the time limit prescribed in the relevant Act/Rules.

8.7 The **Service Provider shall make payment to their workforce by 07th day of the succeeding month** and should issue signed wage slip/ statement on their letterhead to the work-force containing details of remuneration paid, recoveries made etc.

8.8 In case, the Service Provider fails to make payment to the workforce deployed by 7th of the succeeding month as mentioned above and not remitted the amount related to ESI and EPF to the concerned authorities, ISRO HQ reserves the right to make alternate arrangements for such payments and recover the amount so paid from the Service Provider either by deduction of any amount payable to the Service Provider under the work order/service contract or any other work order/service contract placed on the Service Provider by ISRO HQ/ISRO or as debt payable by the Service Provider or shall be adjusted against Security Deposit and no notice shall be issued for such payment by ISRO HQ.

8.9 In case of breach of any conditions under the Contract, the Security Deposit shall liable to be forfeited by the Service Receiver. In addition, the Service Contract is also liable to be terminated and any amount due to the Service Provider against any other Contract from the Service Receiver is also liable to be appropriated.

8.10 In case of partnership firm, 'power of attorney should be signed by one person on behalf of others. Any breach of these conditions by the Service Provider in relation to the Bidding Establishment or Partner or Shareholders or Directors or Executives or Office Bearers, the tender/ Work Package contract will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The Service Receiver will not pay any damages to the

Service Provider. The Service Provider will also be debarred from further participation in the c oncerned unit of the Service Receiver.

8.11 In case of a workforce deployed coming late or going early twice a week, wages for four unit s shall be deducted from the total wages payable. If the late coming or early going persists fo r a period exceeding 5 days consecutively, the services of the individual shall be discontinued by the Service Provider, and a suitable replacement be provided immediately. The identified " Focal Point" in ISRO HQ shall intimate to the Service Provider or his representative in this reg ard.

8.12 The Stitched Uniforms as per Para 6, 2 sets per workforce per year shall be issued to the con cerned workforce in the presence of Focal Point of ISRO HQ / representative. The service char ges payable will be inclusive of such stitched uniform cost. No additional reimbursement any other cost, if any shall be made by service receiver ISRO HQ.

8.13 Goods and Services Taxes - The total Contract value is inclusive of Goods & Service Tax. The present rate of Goods and Service Tax is 18%. Request to bill under B2C. In case of any reduc tion to GST rates, the same shall be recovered by ISRO HQ. Similarly, any increase in GST rat es, ISRO HQ shall reimburse against documentary proof.

GST TDS @ 2% or as amended from time to time shall be effected from the bill towards Suppl y of Goods and Services.

8.14 Income Tax - The Income Tax at Source [TDS] shall be deducted as per provisions of Income Tax Act as from time to time. Sr. Accounts Officer, ISRO HQ will issue necessary IT certificate. Income Tax or any other Tax/Taxes/Fees/Cess/Levy as applicable and payable by the Service Provider as per rules will be recovered from the monthly bills payable to the Service Provider.

8.15 Service Provider shall make the payment to workforce deployed through ECS not later than 7t h of succeeding month, and submit necessary proof from their banker to ISRO HQ/DOS tow ards the payment made for preceding month along with Bill / Invoice and other documentar y proof. **GeM Invoice to be raised by the Service Provider on monthly basis for en abling us to generate SDAC (Service Delivery Acceptance Certificate) and for pro cessing payment.** Alternatively, the payment can also be made by cheque to the workfor ce deployed, in the presence of Contract Manager or his representative, before 4th of the s ucceeding month.

9.0 Parallel/Adhoc Contract:

9.1 DOS/ISRO HQ reserves the right to enter into parallel/ Adhoc contract(s) with one or more services provider(s) during the currency of the contract for availing the same or similar servi ces.

9.2 In order to identify more than one service provider, DOS/ISRO HQ reserves the right to aw ard the contract to any other service provider who has qualified in the subject tender and w illing to provide the services.

10. Focal point:

Sr. Admin. Officer (GAD) (Ph: 080 2217 2293) or any authorized officer is identified as Foc al point for progress monitoring of the contract.

11. Security Deposit:

The Service Provider shall guarantee faithful execution of the contract in accordance with terms and conditions specified herein. As a performance security, the Service Provider shou ld furnish a security deposit for 3% (Three percent) of the total contract value within 15 day s from the deployment in the form of Bank Guarantee/FDR/DD valid for entire Contract perio d with a claim period of sixty days beyond the validity of the Bank Guarantee. The SD shall not carry any interest and shall be returned after satisfactory completion of the contractual obligation.

In the event of any breach of any of the terms and conditions of the contract, DOS/ISRO H Q shall have (without prejudice to other right and remedies) the right to terminate contract

forthwith and/ or to forfeit the entire or part of the amount of security deposit or any par the reof.

12. General:

Labour Laws: The contractor has to abide by all labour laws of the appropriate local body applicable in that place where work executed. The contractor shall be responsible for all co mpensation payable to the workmen under Workmen Compensation Act or any other enact ment in force.

13. Indemnity Bond:

The Service Provider shall indemnity ISRO HQ on Rs. 200/- Non Judicial Stamp Paper against any action, claims or proceedings relating to infringement of all or any of the prevailing law s like Employees Compensation Act (Workmen Compensation Act) 1923, Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971, EPF Act, ESI Act, Industrial Dispu te and any other Acts specifically not mentioned during the currency of the Contract. The In demnity Bond has to be executed as per our specimen.

14. Jurisdiction:

It is agreed that the courts within the local limit of whose jurisdiction the place from which this contract is made, namely Bengaluru shall have jurisdiction to deal with and decide any matter arising out of this contract.

15. Arbitration:

In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpr etation and application of the Contract, such dispute/s or difference/s or claim/s shall be set tled amicably by mutual consultations of the good Offices of the respective Parties and reco gnizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shal l be referred to the Sole Arbitrator appointed by the Parties by mutual consent, in accordan ce with the rules and procedures of Arbitration and Conciliation Act 1996 together with ame ndments thereto or any modification thereof. The Arbitration shall be conducted in Bengalu ru at the Arbitration and Conciliation Centre- Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The applicable language for Arbitration shall be E nglish only.

Work under the contract shall be continued by the Contractor during the pendency of arbi tration proceedings, without prejudice to a final adjustment in the accordance with the deci sion of the Arbitrator unless otherwise directed in writing by the Purchaser or unless the ma tter is such that the works cannot be possibly continued until the decision (whether final or i nterim) of the Arbitrator is obtained.

16. Short closing and termination:

Under the normal circumstances, Termination/Short closing of the Purchase Order/Contract is not foreseen. However, ISRO HQ reserves the right to terminate the Contract in whole or i n part by giving 30 days' notice under any of the following circumstances.

a) For repeated non-performance in the execution of service contract.
b) If the Service Provider fails to deliver the services.
c) If the Service Provider fails to perform any other obligations under Service Contract.
d) Owing to deficiency of service, breach of Contract.
e) For inefficiency, indiscipline, irregularity, insincerity, indifference in work, indulges in co rrupt practices, disobedience, doubtful credentials / integrity, unsatisfactory services, etc. , at any point of time during the Contract period.
f) To terminate the Service Contract at any time by giving 30 days' prior notice.
g) If the Contractor becomes bankrupt or otherwise insolvent or any petition seeking its in solvency is admitted by a Court/Tribunal of Competent Jurisdiction or if the Contractor ap

plies for Voluntary Insolvency or enters into any arrangement for deferred payment to its creditors.

h) When both the Parties agree mutually.

i) ISRO HQ reserves the right to terminate the Contract wholly or partly without assigning any reasons.

j) Any special circumstances, which must be recorded to justify the cancellation or termination of PO/Contract.

k) The Service Provider should be in possession of the valid License till the expiry of the Contract and made liable for renewing the License before its expiry and produce the copy to Principal employer, ISRO HQ. If the Contractor/Service Provider fails to renew the license before the due date, the Contract is liable for termination.

17. Compensation to workforce:

a. DOS/ISRO HQ have adopted the guidelines to grant compensation in case of death/permanent incapacitation of persons engaged by the Service Provider (Private Companies, firms & Contractors) due to unintended/unforeseen occurrences during maintenance, operation and provisioning of Public Services.

b. The extent of liability, on the occurrence of any "accident" as defined under these Guidelines, Department shall whether or not there has been any wrongful act, neglect or default on its part and notwithstanding anything contained in any other law, be liable to pay compensation to such extent as prescribed below:

i. In the event of death or permanent disability resulting from loss of limbs - Rs.10 Lakhs.

ii. In the event of other permanent disability - Rs. 7 Lakhs. Any compensation paid under these Guidelines shall be recoverable from such Service Provider concerned.

c. For this purpose, without limiting any of the other obligations or liabilities, the Service Provider concerned shall at their own expense take and keep a Comprehensive Insurance for their workforce and for all the work during the execution.

d. The Service Provider concerned shall have to furnish originals along with premium receipts and other papers related thereto the concerned Contract Manager/Focal point within 15 days from the date of commencement of the Contract.

18. Volume of work:

The requirement of works (office supporting services) purely depends upon the activities of ISRO HQ for the Work Package. The mere mention of the number of work-force against this Work Package Contract does not by itself confer any right on the Service Provider to demand that work relating to or any item thereof, should necessarily or exclusively be entrusted to the Service Provider/Bidder The Service Receiver reserves the option for allocation of work force to meet the works to be carried out and the Service Provider shall not have any right in this regard. No guarantee can be given as to the definite volume of work which will be entrusted to the Service Provider/Bidder at any time or during the period of the Work Package Contract.

19.0 Force Majeure:

Neither party shall bear responsibility complete or partial non performance of any of his obligations [except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the Purchase Order], if the non performance results from such force majeure circumstances such as, but not restricted to, flood, fire, earthquake, civil commotion, sabotage, explosion, epidemic, quarantine restriction, strike, lock out, freight embargo, acts of the Government either in its sovereign or its contractual capacity, hostility, acts of public enemy and other acts of God as well as war or revolution, military operation, blockade, acts or actions of state authorities or any other circumstances beyond the control of the parties that have arisen after the conclusion of Purchase Order. In such circumstances, the time stipulated for the performance of an obligation under the Purchase Order may be proportionately extended. The party, for whom it has become impossible to meet the obligati

on under this contract due to force majeure condition, shall notify the other party in writing not later than 21days from the date of the occurrence of the force majeure conditions. In th e event of delay lasting over 60 days, arising from force majeure causes, the Purchaser reserves the right to cancel the contract without any obligation to compensate the Contract or in any manner. Unless agreed by both the parties, in writing, the Contractor shall continu e to perform his obligations under the Purchase Order as far as is practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event .

Any Certificate issued by the Chamber of Commerce or any other competent authority or organization shall be sufficient proof of commencement and cessation of the above circums tances.

In case of failure to carryout complete or partial performance of an obligation for more tha n 60 days, either party shall reserve the right to terminate the Contract totally or partially. A prior written notice of 30 days to the other party will be given informing of the intention to terminate without any liability.

20. Compensation for damage caused for person's goods, property:

The Service provider shall indemnify and hold harmless, DOS/ISRO HQ and or any Officer, Employees, against any loss, damage or expense resulting from damage to property or per sonnel injury arising out of willful misconduct or gross negligence of the Service provider or their personnel in the execution of the work under this Contract. The service provider shall, at its expenses defend any suit or proceedings brought against DOS/ISRO HQ on account th ereof, and shall satisfy all judgments and pay all expenses, which may be incurred by or re ndered against them, or any of them in connection therewith. DOS/ISRO HQ shall not respo nsible for any damages, loss, claims, financial loss and other injury for any workforce in cou rse of their performance of their duties or for payment towards any compensation.

21. Secrecy and Non-Disclosure Agreement:

The Service Provider shall execute the Secrecy and Non-Disclosure agreement as per the format.

22. Terms and conditions or clauses not covered in this document:

Any other terms, conditions or clauses not covered in this document shall be in accordance with the concerned labour and other statutory rules/ acts.

23. Other Conditions:

23.1 In case of leave or absenteeism of any workforce for a period exceedin g fifteen days, the Service Provider shall arrange for suitable replacement. The workforce shall av ail leave with the prior consent of the Focal Point, at ISRO HQ and keep the Service Provider infor med of availing leave. Whenever, the workforce proceeds on leave for more than fifteen days, the identity card issued to the workforce should be deposited with ISRO HQ Administration. The workf orce shall not be entitled to any paid leave by ISRO HQ even on medical grounds.

23.2 ISRO HQ shall be at liberty to withhold/deduct any part or full amount f rom Security Deposit in case of any failure on the part of the Service Provider to make good any l oss/damage caused to the property or personnel injury of ISRO HQ by the workforce. The decision of ISRO HQ on this, shall be final and binding on the Service Provider.

23.3 Service Provider should be willing to source at least 20% of employees from local area [within 10 km of the location of the Work Place].

24. Submission of Forged Documents: -

If any of the Service Provider submits any forged or false documents along with their Te nder/Bid, such Tenders/Bids will be summarily rejected and such Service Providers will be blacklisted for all future tenders/bids.

25. **Compliance Statement:**

The Service Provider shall mandatorily submit the Compliance Statement as at **Annexure-C** along with their tender/bid, failing which the said tender/bid will not be evaluated.

26. Validity:

The bid submitted by the Service Provider shall be valid for a minimum period of **One Hundred and twenty Days (120 Days)** from the date of opening of the Bids/Tenders.

27. Corrections:

Any corrections in any portion of the tender/bid shall be rounded off and shall be compulsorily initialed by the Service Provider, failing which such tenders/bids are liable for rejection.

28. Technical Bid Documents:

The service provider satisfying the below criteria should submit self-attested copies of the following documents for qualification of technical bids.

a) PAN
b) GST registration Certificate
c) ESI registration certificate
d) EPF registration certificate
e) Professional Tax Registration Certificate
f) Solvency Certificate for Rs. 50 Lakhs from a Nationalized/Scheduled Bank.
g) Details of Annual turnover (minimum 50 Lakhs for the last 3 years).
h) Details of 5 years of experience in Supply of Manpower (office Support Service/Reprographic Services/Office Boys or similar contract) in Central Government /State Government/PSU/ reputed private Limited company in India .
i) Details of One contract executed of value Rs. 1.5 Crores in last 5 years. (Between 2021-2025) ***(OR)*** Minimum 02 nos. of similar contract of value Rs. 1 Crore in last 5 years. (Between 2021-2025) ***(OR)*** Minimum 03 nos. of similar contract of value Rs. 75 Lakh in last 5 years. (Between 2021-2025)
j) Contact person and liaison office address at Bengaluru throughout the execution of the contract.
k) Copy of IT returns for the last 3 years/Certified copy of Audited Balance sheet from a Chartered Accountant
l) Declaration as per Attached form
m) Any other Registration (if applicable).
n) Validity of the offer for a period of 120 days from the date of opening of technical bids.

29. Pre-bid meeting:

In order to clarify the scope, quantum of requirements, terms & conditions and queries, if any from the bidders, a pre-bid meeting will be organized at ISRO Headquarters, Antariksh Bhavan, Bengaluru – 560 094 on 13/11/2026 at 11:00 Hrs. Interested vendors are requested to send the details of the personnel participating in pre bid meeting offline/online on or before 12/11/2026 before 17:00 Hrs to our mail id: pso_isrohq@isro.gov.in.

Note: Attending the pre-bid meeting is compulsory for considering the quotation submitted by party. The offers of the bidders who has not attended the prebid meeting will not be considered for further processing.

The link for participating through online mode will be sent from ISRO HQ on 13.11.2026 morning hours by return mail to the requested parties for attending meeting through online mode. Interested bidders may participate and get reply for their queries.

ANNEXURE-A
DECLARATION BY THE SERVICE PROVIDER

(To be provided by the Service Provider with their bid
on the letter head of the Service Provider)

1. I/We, ... Son/Daughter/Wife/ Husband of Shri/Smt. ... ... (Proprietor/Partner/Director/Authorized Signatory of the Firm), I am competent to sign the declaration and execute this Bid

2. I/We have carefully read and understood all the enclosed terms and conditions and undertake to abide by the same.

3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of our Tender at any stage besides liabilities towards prosecution under appropriate law.

4. I/We agree to pay the Remuneration to the work-force in time not less than the Minimum Remuneration fixed by the Ministry of Labour and Employment, Government of India/State Government and remit the EPF and ESI or Medi-Claim Policy of both Employee's as well as Employer's without fail to the concerned Government Authorities regularly.

5. I/We also agree to strictly abide by all the statutory requirements/provisions relating to labour laws as prevailing from time to time.

6. I/We also agree to engage only that work-force whose character and antecedents are verified through Police Clearance Certificate for carrying out the work at ISRO HQ.

7. I/We also agree to submit the monthly bills/invoices to the Paying Authority before 28th of the month itself with due certification.

8. I/We also agree to strictly provide self-attested proof of crediting remuneration to the Bank Account of our work-force as per labour laws/rules.

9. I/We also agree to adhere to all the Clauses of the General Terms and Conditions of the Work Package.

Date : ..... (Signature of Authorized Signatory with Seal)

Place : ..... Name in full :

ANNEXURE–B

UNDERTAKING BY THE SERVICE PROVIDER

(to be submitted by the Service Provider in their letter head
to the Service Receiver)

UNDERTAKING

I/We, ... (authorized person of the Service Provider), ... (Designation) of M/s..... .... (Service Provider's name & address) participating in the tendering process for award of work under the Work Package Order(s) in ISRO Headquarters, Antariksh Bhawan, New BEL Road, Bangalore-560094 do hereby undertake that:

1. I/We have read and understood the General Terms and Conditions of the Work Package Tender.

2. I/We as well as the workforce to be deployed by me/our firm/society/agency/ company will maintain confidentiality of the work awarded to us and will not divulge any information that has come to my/our knowledge during the course of the execution of the Work in Service Receiver's establishment.

3. I/We as well as the work force to be deployed for carrying out the work will not retain or remove any drawings, electronic records or any documents related to such work from the premises/establishments of the Service Receiver and do not take any photograph or make copies or extracts from them.

4. I/We as well as the work force do not divulge any information or matters either during or after the term of the Work Package Order(s) for my or our own benefit or for the benefit of others.

5. I/We have understood that in case of violation of the terms and conditions of the Work Package and this undertaking, the Service Receiver has the right to cancel the Work Package Order(s) including forfeiture of Security Deposit in addition to initiation of appropriate legal action/remedies.

6. I/We have understood that strict compliance of this undertaking is a condition for award of the work under Work Package.

Dated this the .....day of ..... 2026 at..... .....

(Signature of Authorized Signatory
of the Service Provider with Seal)

Name in full :

–

–

ANNEXURE- C
COMPLIANCE STATEMENT

–

(to be provided by the Service Provider with each Tender on their letter head)

–

Tender Ref.No. ----------

Sl. No.	**Particulars**	**YES/ NO**	**Encl No**
1	Whether a copy of the Establishment Registration Certificate is enclosed		
2	Whether a copy of PAN Card is enclosed		
3	Whether a copy of TAN Card is enclosed		
4	Whether a copy of the AADHAR Card/Udyog AADHAR Card is enclosed		
5	Whether a copy of last 3 years IT return filed by the establishment (Form-16) is enclosed		

6	Whether a copy of the valid Goods and Service Tax Registration Certificate is enclosed		
7	Whether a copy of the valid E.P.F. Registration Letter/Certificate is enclosed		
8	Whether a copy of the valid E.S.I. Registration Letter/ Certificate is enclosed		
9	Whether copy of Financial Statements like Profit & Loss Account, Balance Sheet etc., in support of financial turnover of last 03 years of the establishment is enclosed (**minimum 50 Lakhs for the last 3 years**).		
10	Whether Solvency Certificate for Rs. 50 Lakhs from a Nationalized/Scheduled Bank attached.		
11	Details of One contracts executed of value Rs. 1.5 Crores in last 5 years. (Between 2021-2025) ***(OR)*** Minimum 02 nos. of similar contract of value Rs. 1 Crore in last 5 years. (Between 2021-2025) ***(OR)*** Minimum 03 nos. of similar contract of value Rs. 75 Lakh in last 5 years. (Between 2021-2025) .(Proof should be enclosed)		
12	Details of 5 years of experience in Supply of Manpower (Admin Support Service/Data Entry Operator or similar contract) in Central Government /State Government/PSU/ reputed private Limited company in India		
13	Contact person and liaison office address at Bengaluru throughout the execution of the contract whether attached.		
14	Whether the Annexure-B (Details of the Service Provider's Establishment) is duly filled in and signed		
15	Whether the Annexure-C (Declaration by the Service Provider) is duly filled in and signed		
16	Whether Earnest Money Deposit as per the Tender is enclosed		
17	Whether the Offer is valid for 120 days from the date of opening of technical bids		

Date : .....

(Signature of Authorized Signatory with Seal)

Place : .....

Name in full :

DETAILS OF THE SERVICE PROVIDER'S ESTABLISHMENT

(To be provided by the Service Provider with each EoI/Tender)

PASSPORT SIZE PHOTO OF THE PERSON SIGNING

1	Name of the Service Provider/Tendering Company/Firm/Agency		
2(a)	Full Address of the Registered Office		
2(b)	Telephone No. & Mobile No.		
2(c)	Fax No.		
2(d)	E- mail address		
3	Full Address of Operating Branch Office, if any		
3(a)	Telephone No. & Mobile No.		
3(b)	Fax No.		
3(c)	E mail address		
4	Under which Act/ Rule the Service Provider/Tendering Company/Firm/Agency is registered		
5	Registration No. & Date of Registration		
6	Name of the Proprietor/Manager/ President/Secretary/Chief Executive with address and contact phone No.		
7	Name of Partners /Shareholders/ Directors/Executives/Officers of the Service Providers. (If required attach additional sheet)		
8	Whether any of the persons mentioned in serial No. 6&7 above are being included as a part of the work force.		

9	Whether any near relative of the Proprietor/Office bearers is/are working in ISRO HQ / URSC/ISTRAC/LPSC/HSFC, if so provide details.		
10	Whether any known employee (other than above) is working in ISRO H Q / URSC/ISTRAC/LPSC/HSFC (give details)		
11	Copy of the Memorandum of Association & By-law of the Company/ Society/Firm/ Establishment in full.		
12	Indicate the relevant clause of the Memorandum/By-Law enabling the Service Provider to undertake Work as under clause 6.1 of the General Terms and Conditions		
13	Valid PAN No. & Year		
14	Valid TAN No. & Year		
15	Valid AADHAR Card No./Udyog AADHAR Card No.		
16	Valid Goods & Service Tax Registration No. & Year		
17	Valid EPF Registration No. & Year		
18	Valid ESI Registration No. & Year		

19	Bank Account Details of the Service Provider Name of the Bank Account No. IFSC Code				
20	The details of the Works of similar nature of two or more Contracts for supply of workforce (more than 10 workforces in each contract) in ISRO/Government Departments or any other reputed Agencies during the last 5 years shall be submitted in the following format and documentary proof (Work Completion Certificate) should be attached.				
Sl. No.	Details of Client along with Address, Telephone & Fax No.	No. of workforce engaged or supplied	Value of Contract (Rupees in Lakhs)	Contract period	
				From	To
(a)					
(b)					
(c)					
(d)					
21	Whether the Service Provider, provides work-force to any Establishments in Bengaluru other than ISRO HQ/ URSC/ISTRAC/LPSC/HSFC. If so, give the details				

Note:- 1. If any of the above columns are kept unfilled and not supported by documentary proof, such EoIs/Tenders will be summarily rejected by the Service Receiver.

DECLARATION

I/We hereby declare that the information furnished above are true and correct to the best of my/our knowledge and belief.

Date : ..... (Signature of Authorized Signatory with Seal)

Place : ..... Name in full :

OTHER CONDITIONS:

Note: 01) Detailed price break-up of your quote may be uploaded in pdf format under the financial document template.

02) Conditions for BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDI A

i. Any bidder from a country which shares a land border with India will be eligible to bi d in this tender, only if the bidder is registered with the Competent Authority. Compet ent Authority for the purpose of registration shall be the Registration Committee cons tituted by the Department for Promotion of Industry and Internal Trade (DPIIT).

ii. Any false declaration and non-compliance of the above would be a ground for imme diate rejection of offer or termination of the contract and further legal action in accor dance with the laws.

iii. Validity of Registration: Registration should be valid at the time of submission of b ids and should be valid at the time of placement of order.

03) For any tender related queries, please contact Purchase & Stores Officer, ISRO HQ , Bangalore. Email: pso_isrohq@isro.gov.in, Ph: 080 2217 2142/2249/2247 quoting our i nternal reference number 2025004084.

04) ISRO Headquarters e-PBG details are:-

i. e-BG UIN Number - NCTGC2537P (ISRO HEADQUARTERS)

ii. E-mail Id - SAOISROHQ@ISRO.GOV.IN

iii. Mobile no. - 9611555677

iv. Registered Entity - ISRO HEADQUARTERS

v. Name of Beneficiary - SENIOR ACCOUNTS OFFICER, ISRO HQ

vi. IFSC Code - SBIN0009042

05) GST No. 29BLRI00121C1DL.

06) Common IP Address:

Bidders may note that GeM is capturing and showing the IP addresses used by the bid der(s). The received bids having matching /common IP Addresses shall be outrightly re jected and shall not be considered for further evaluation.

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3. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

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---