



कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

(श्रम एवं रोज़गार मंत्रालय, भारत सरकार)

(Ministry of Labour and Employment, Govt. of India)

क्षेत्रीय कार्यालय, कोट्टयम, पी वी सं.36, आदित्या शबर टावर

पोस्ट ऑफिस रोड, तिरुनक्करा, - 686001 (केरल)

REGIONAL OFFICE, KOTTAYAM, P.B.NO.36, ADITYA SABARI TOWER,

POST OFFICE ROAD, THIRUNAKKARA, - 686 001 (KERALA)

सं. के आर/कोट्टयम/प्रशा./केयर टेकर/डी ई ओ/2018-19

दि. 19.12.2018

निविदा आमंत्रण सूचना

सहायक भविष्य निधि आयुक्त, कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, कोट्टयम, सचिवीय जनशक्ति डाटा एंट्री ऑपरेटर्स (डी ई ओ) की आपूर्ति के लिए प्रतिष्ठित स्थापनाओं/पंजीत सेवा प्रदाताओं से बाहरी स्रोत पर मोहरबंद निविदाएँ आमंत्रित करता है। वर्तमान में 03(तीन) डी ई ओ की नियुक्ति का प्रस्ताव है। लेकिन संख्या समय-समय पर कार्यालय की वास्तविक आवश्यकता पर निर्भर करेगी।

विधिवत पूर्ण किया गया कोटेशन तथा रु.10,000/- के लिए सहायक भनि आयुक्त, क भ नि सं, कोट्टयम के पक्ष में तैयार डी डी सहित “डाटा एंट्री ऑपरेटर्स (DEO) की आपूर्ति के लिए निविदा” अभिलिखित करके मुहरबंद लिफाफे में सहायक भविष्य निधि आयुक्त, कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, आदित्या शबरी टावर, पोस्ट ऑफिस रोड, कोट्टयम, केरल - 686001 के पते पर दि. 14.01.2019 अपराह्न 2 बजे तक प्रस्तुत करें। कोटेशन दि. 14.01.2019 के अपराह्न 3 बजे भागीदार बोलीदाताओं अथवा उनके प्राधिकृत प्रतिनिधियों के समक्ष निविदा समिति द्वारा इस कार्यालय में खोली जाएगी।

निविदा से संबंधित विस्तृत जानकारी हमारी वेबसाइट www.epfindia.gov.in या केंद्रीय सार्वजनिक खरीद पोर्टल <https://eprocure.gov.in> से प्राप्त कर सकते हैं। अधिक जानकारी के लिए आवेदक किसी भी कार्य दिवस में 9 बजे(पू.) से 5.30 बजे(अप) के बीच कर्मचारी भविष्य निधि कार्यालय, कोट्टयम से संपर्क कर सकते हैं।

(संदीप बिस्वास)

सहायक भविष्य निधि आयुक्त



कर्मचारी भविष्यनिधि संगठन

Employees' Provident Fund Organization

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(Ministry of Labour & Employment - Govt. of India)

क्षेत्रीय कार्यालय, कोट्टयम-686001 (केरल)

REGIONAL OFFICE, KOTTAYAM – 686 001 (KERALA)

आदित्याशबरीटावर, पोस्ट ऑफिसरोड, पी.बी. सं.36,

ADITYA SABARI TOWER, POST OFFICE ROAD, P.B.NO.36,

Fax 0481-2304708; Tel: No.0481- 2300937, 2304556, 2304557, Email-ro.kottayam@epfindia.gov.in

No.KR/KTM/Adm/CT/DEO/2018-19

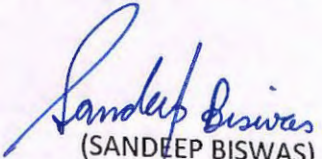
Dated 19.12.2018

NOTICE INVITING TENDER

The Assistant Provident Fund Commissioner, Employees Provident Fund Organization, Regional Office, Kottayam, invites sealed tenders from well established reputed firms/registered service providers for providing secretarial manpower Data Entry Operators (DEOs) on outsourcing basis. It is proposed to engage 03 (Three) DEOs presently. However, the number will depend upon the actual requirement of the office from time to time.

The duly filled quotation along with DD for an amount of Rs.10,000/- as EMD in favour of Assistant P.F. Commissioner, EPFO, Kottayam, in sealed envelope superscribed "Tender for supply of Data Entry Operators" and addressed to The Assistant Provident Fund Commissioner, Employees Provident Fund Organization, Regional Office, Aditya Sabari Tower, Post Office Road, Kottayam, Kerala – 686001 must reach the office latest by 2.00pm on 14.01.2019. The quotations will be opened by the Tender Committee at 3.00PM on 14.01.2019 in the office in the presence of participating bidders or their authorized representatives.

The details of tender are available in our website www.epfindia.gov.in or Central Procurement portal <https://eprocure.gov.in>. For further details the applicants can also visit Employees Provident Fund Office, Kottayam on any working day between 9.00 A.M. to 5.30 PM.


(SANDEEP BISWAS)

ASSISTANT PROVIDENT FUND COMMISSIONER

Subject: - Tender Notice for outsourcing of Data Entry Operator on contract basis.

1. The Assistant Provident Fund Commissioner, Employees Provident Fund Organization, Regional Office, Kottayam (the office), invites sealed tenders from well established reputed firms/registered service providers for providing secretarial manpower Data Entry Operators (DEOs) on outsourcing basis. It is proposed to engage 03 (Three) DEOs presently. However, the number will depend upon the actual requirement of the office from time to time.

2. **Criteria for qualification of the service providers:-**

The following criteria shall be applied for qualification of the service providers:

- a. Past experience and satisfactory performance on similar work done for the Departments of the Government of India/Statutory Bodies/PSUs/Private Sectors for last three years. A list of such organizations being served may be provided. The reputation/track record of the bidder will be verified by the office.
- b. The Service Provider should have experience of providing such services on appropriate scale. The agency should have completed one such work where it has provided at least 10 persons in one organization during the last 2 years. The name/s of such organization along with number of persons deployed may be submitted.
- c. The service provider should have adequate facilities (infrastructure, qualified manpower and expertise) for testing/screening of personnel to ensure that they conform to the given standards of knowledge/skill and experience before deployment. This aspect is also subject to evaluation/verification by the office.
- d. The service provider should have a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971.
- e. The provision of training facilities/up gradation of skills of the persons deployed by the service provider, if any (this will be given weightage).
- f. The firm should be registered with Excise/GST Department of Department of Revenue.
- g. The service provider should have an office in Kerala.
- h. Financial worthiness and competence to be substantiated through Income Tax Returns/Certificates. PAN/ST/TIN/GST No. /Annual Report (Balance sheet and profit & Loss Account for the last 3years).
- i. The firm should have a valid EPF/ESI registration.
- j. Persons deployed by the service provider shall not be less than 18 years in age.

3. **The approximate number of persons required, category wise is as given below:**

Sl. No.	Category	Approximate Number
1.	Data Entry Operator	3

The qualification and experience required and job description of the categories of the persons to be deployed for secretarial assistance are given at **Annexure I**


4. The terms and conditions of the tender will be as per the enclosed Annexure II.
5. Period: The period of contract will be initially for one year or less as per requirement and at the discretion of the office, depending upon the requirement as well as the performance of the persons deployed and the Service Provider, on a periodic review conducted by the office.
6. The tenders, i.e. the Technical Bid and the Price Bid should be submitted in the prescribed format given at Annexure III and IV respectively and placed separately in two sealed covers. The first sealed cover should be super scribed as "Technical Bid" and should contain:
 - a) The format at Annexure III bringing out service provider's profile including the qualifications required as per Para 2 (full details to be furnished to facilitate on the spot verification by the office. Furnishing inadequate or incomplete or false details will disqualify the bidder).
 - b) Acceptance of terms and conditions at Annexure II
 - c) Demand draft for earnest money deposit.
7. The second sealed envelope should be super scribed as "Price Bid" which should be in the format at Annexure IV containing only rates which are to be quoted on monthly basis for normal duty of 8 hours per day per person and also on hourly basis for duties for additional time.
8. Earnest money (EMD): Rs.10,000/- (Rupees Ten thousand only) in the form of crossed DD/Pay order drawn in favour of Assistant Provident Fund Commissioner, EPFO, Kottayam and drawn on nationalized/scheduled bank Kottayam and must be submitted along with the quotations. Offer without EMD will not be considered.
9. Refund of EMD: EMD of unsuccessful bidders/contractors will be returned back as soon as a decision is taken by the office regarding placement of order. The EMD would be returnable on non-interest-bearing basis.
10. Security Deposit: The successful bidder shall have to furnish a Bank Guarantee from National/Scheduled Bank for an amount equal to one month contract value for manpower supplied, which will be forfeited in case of any violation of the terms and conditions of the contract, at the discretion of the office. The security deposit would be returned without any interest on satisfactory completion of contract.
11. Forfeiture of EMD/Security Deposit: In case of non-submission of the security deposit and/or non-acceptance of the order, the EMD submitted along with offer is liable to be forfeited. Likewise, non-performance of the contract will result in forfeiture of security deposit.
12. The office reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
13. Submission of offer:- Both the sealed covers should be placed in the main sealed envelope superscribed "**Tender for supply of Data Entry Operators**" in bold letters and Firm's seal with address. The envelope should be properly sealed, addressed and submitted on or before the due date and time at the following address and

**The Assistant Provident Fund Commissioner,
Regional Office, Employees Provident Fund Organisation,
Aditya Sabari Tower, Post Office Road,
Kottayam, Kerala – 686001**

14. The bids may also be sent by speed post/courier service/by hand well in advance to reach the office latest by **2.00pm on 14.01.2019**. Offers received beyond the due date and time of the tender will not be considered.
- Late offer will not be considered, and timely submission of tenders is the responsibility of the bidders.
 - No excuses, such as delay in issue of pass, traffic problem etc. shall be entertained.
 - There should not be any overwriting. The rates shall be typed and not handwritten.
 - Offers not fulfilling the requirements shall be rejected.
 - Validity of the offer shall be for a period of minimum 90 days from the date of consideration of the bids. Bids having the validity of less than 90 days would be considered non-responsive and declared invalid.
 - Offer must be submitted on firm's letter head duly signed and stamped.
15. In case the Service Provider's offer deviates from the office requirements and terms and conditions in any manner, these deviations must be clearly indicated in the Tender letter, failing which, the office's requirements and terms and conditions will be binding on the Service Provider.
16. One duly authorized representative of each bidder would be allowed to participate in the opening of the tender.
17. **Opening of Technical Bids:-** The technical proposals will be opened and checked for completeness and adequacy of information with reference to the qualification criteria given in Para 2 above by the Tender Committee on at 3.00 PM on 10.01.2019 in the office in the presence of the participating bidders or their authorized representatives. Incomplete bids as well as those with inadequate information will be rejected at this stage.
18. **Evaluation of Technical Bids:-** The bids found complete in all respects will be further evaluated with reference to financial soundness, physical facilities, technical competence to provide manpower services of adequate level and in time. For this purpose:-
- The committee may visit the premises of the service provider to make on the spot assessment.
 - Ask the service provider to make a presentation about facilities available as also their plan of action to provide adequately qualified and skilled manpower and in time, arrangements for rotation, replacement and training of manpower.

Only those bidders found to meet all the qualifying criteria to the satisfaction of the committee will be cleared for opening of price bids

19. The price bids of only those agencies whose technical bids meet the requisite criteria will be opened, for which date and time will be intimated to all concerned separately.


(SANDEEP BISWAS)

ASSISTANT PROVIDENT FUND COMMISSIONER

Annexure I

**Employees Provident Fund Organisation
Ministry of Labour & Employment, Government of India
Regional Office, Kottayam**

- | | | |
|--|----------|----------------------------|
| 1. Name of the post | : | Data Entry Operator |
| 2. Mode of Recruitment | : | Outsourced basis |
| 3. Qualification and Experience | : | |

Essential

- A. Qualification**
- a) Graduate in any discipline
 - b) Typing speed of 80 w.p.m.
 - c) Ability to operate Electronic Data Processing Equipments
 - d) Ability to manage files/project work/cases
 - e) Ability to work under pressure and maintain a professional demeanor
- B. Experience**
- a) Minimum two years experience of this kind of job
 - b) Must have worked at least for 1 years with any of the office of reputed Private/Public Sector Company or Government related organization.
- C. Desirable**
- a) Diploma/Certificate in office management
 - b) Diploma/Certificate in Computer Applications
 - c) Knowledge of the functioning of the any similarly placed organization

4. Job Description:-

The Data Entry Operator will be responsible for the following tasks:

- a) Entering data to update records following the promulgated codes and standards
- b) Receiving and responding to record inquiries in compliance with standards over phone and or over the counter.
- c) Receiving and dispatch of mails and posts.
- d) Accessing files through knowledge of computer terminal and manual file system
- e) Taking printouts as required.
- f) Performing related duties and any other duties as required by the office.
- g) Providing a variety of secretarial and administrative support.
- h) Performing special projects as necessary.

Annexure II

TERMS & CONDITIONS

1. **Payment Terms:** The standard terms of payment are within 30 days from the date of submission of bills in triplicate along with work completion certificate certified by the competent authority in THE OFFICE. The payment shall be made through NEFT/RTGS only.
2. **Payment of salary by Service Provider:** The Service Provider shall ensure that the salary to the persons so employed is made by 7th day of the succeeding month at a rate not less than the minimum wages including the Dearness Allowance, notified by the Government of India from time to time. The payments shall be made to the person employed through account transfer/NEFT only.
3. **Income Tax:** The income Tax/TDS and other statutory deductions, as applicable will be deducted from the payment made.
4. **Penalty Clause:** The Service provider shall send the requisite number of persons within stipulated time after requisition from the office. In emergent cases such as the person deployed falls sick or is not able to attend the office for the reason beyond his control continuously for more than 2 days, the Service Provider shall deploy a suitable substitute. If the contractor fails to deploy requisite number of persons due to default on his part or fails to send the substitute, without prejudice to any other right or remedy available under the law to the office on account of such breach, pro-rata recovery along with penalty equal to double the amount payable to the agency for deployment of that person, on pro-rata basis for the first ten days from the date of absence of the person from duty will be made. In case the Service Provider fails to provide suitable substitute(s) within ten days, additional penalty @1% of the total wage bill (excluding taxes) of that month will be imposed. The quantum of recovery will be decided by Competent Authority in the office, which will be final and binding on the Service Provider.
5. **Termination of the Contract:** In case of any material violation of any of the terms and conditions by the service provider, the office reserves its right to unilaterally terminate the contract. In case of any dispute, the decision of the competent authority will be final and binding.
6. The service provider should pay fair wages to his employees as per Minimum Wages Act and comply under Bonus Act and Leave Rules as per registration of its establishment. While quoting the rates agency should consider Basic, DA and other statutory dues, uniform charges etc, as per Minimum Wages Act of Central Government.
7. **Revision of wages:** The Service Provider will ensure annual rate of revision of wages based on All India Working Class Consumer Price Index (Base 2001=100) to be paid by the Service Provider to its employees outsourced to this office beyond one year period. If contract is extended beyond one year, such escalation may be quoted in the rates for the above purpose, at the time of extension.
8. **Statutory obligations:** The Service Provider is required to submit a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 within with the tender and produce the original within 10 days of the award of the contract for verification. If the Service Provider fails to deposit the license within the stipulated period of 10 days, the contract shall automatically stand terminated unless condoned by the Assistant

- Provident Fund Commissioner/OIC, Kottayam and the office shall be at liberty to recover losses, if any from the Service Provider.
9. The Service Provider shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and the office shall not be a party to any dispute arising out of such deployment by the contractor. The Agency should endorse Income Tax Clearance Certificate along with the quotation.
 10. **Security Considerations:** The persons deployed by the Agency should not have any Police record/criminal case against them and they should be deployed after police verification. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending and submit a clearance certificate from the concerned police station for all persons deployed to this office.
 11. **Place of Duty Working Hours and Punctuality:**
 - a. The Regional Office of EPFO is presently housed in Aditya Sabari Tower, Post Office Road, Kottayam. The personnel so deployed shall have to report for duty at the above place.
 - b. The working hours of the office will be from 9.00a.m. to 5.30 p.m.
 - c. The personnel deployed shall work for 8 hours from 9.00 a.m. to 5.30 p.m. on all working days and have to register their attendance through biometric attendance machine.
 - d. The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted.
 - e. If need arises, the Secretarial Staff shall have to sit late or come early or attend the office even on Saturday/Sunday/Gazetted Holidays (as per work requirements). For working in the office beyond office hours for period exceeding one hour or on Saturday/Sunday/Gazetted Holidays, payment will be on hourly basis.
 - f. Tenderers must quote rates for eight hours duty. Wages on hourly basis shall be 1/8th of the above for extra hours/holidays.
 12. The responsibility of statutory/compulsory deductions like EPF/ESI/Income Tax/Service Tax etc. will be of the firm/supplier. No extra payment shall be made by the office.
 13. The Service Provider will provide to the office a list of all personnel so deployed with permanent and present address along with their photographs. The character verification of the personnel through local police should be furnished at the time of deployment.
 14. The Service Provider shall be responsible for all acts of the office and omission on the part of the manpower engaged for the purpose. The office shall not be responsible in any manner, whatsoever, in matters of injury/death/health etc. of the Service Provider's employees performing duties under the contract.
 15. It shall be responsibility of the Service Provider to issue the employment card/photo/identity card to the workers as per the prescribed format and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act.
 16. The office has the right to ask to change/replace the personnel at any point of time without assigning any reasons.
 17. The Agency shall arrange such facilities like EPF and ESI as provided for in the Contract Labour (Regulation and Abolition) Act, 1970 for the welfare and health of the workers deployed with the office.
 18. The Service Provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the man power supplied by the agency, upon receiving written notice from the office.

19. The Service Provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.
20. The office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipments or vehicles of the personnel of the Service Provider.
21. The Service Provider will be responsible for any damages done to the property of the office by the personnel so employed. The office will be free to recover it from the security deposit given by the Agency or from any other dues.
22. The Service Provider's personnel deployed in the office should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote good will and enhance the image of the office. The Service Provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
23. The Service Provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, Paan, smoking, loitering without work etc.
24. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how security arrangements and administrative/organizational matters as all are of confidential/secret in nature.
25. The Service Provider's person shall not have any right to claim any benefit/compensation/regularization of services with the office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
26. Any dispute regarding working hours and regarding compensation to be paid to the workers deployed will be the responsibility of Service Provider and no representation will be entertained on this issue by the office.
27. The transportation, food, medical and other statutory requirement in respect of each personnel of the Service Provider will be the responsibility of the Service Provider and the office will not entertain any claim in this regard.
28. The Service Provider shall be contactable at all times and message sent by e-mail/fax/mobile phone/messenger from this office to the Service Provider shall be acknowledged immediately on receipt on the same day.
29. The Service Provider will provide a Manager who will be responsible for punctuality, discipline and functioning of outsourced staff deployed in this and will work as Liaison Officer between this office and the Service Provider. This arrangement will be at the cost of Service Provider and no extra payment will be made in this regard by the office.
30. The successful agency has to execute an agreement with the Assistant Provident Fund Commissioner/OIC, EPFO, Regional Office, Kottayam before commencing the work.
31. The successful agency should deposit security deposit (performance security) for an amount equal to one month contract value for manpower supplied in the form of DD favoring Assistant P.F. Commissioner, Regional Office, Kottayam within seven days from the date of award of the contract or bank guarantee from any commercial banks for the said amount which will remain valid for a period of sixty days beyond the date of completion of contract.
32. Contract shall be terminated at any time by giving one month notice if the service is found unsatisfactory.
33. The agency should read the terms and conditions, scope of work fully before quoting the rates. No additional claim if any will be entertained at later stage.
34. The Agency shall have to produce evidence of remittance of PF/ESI dues and other statutory dues each month before the bill is cleared for payment.

35. The Agency shall have to produce a certified copy of letter of code number issued by PF/ESIC authority. A copy of registration with Income Tax Department (PAN Card), Sales Tax Department, Professional Tax etc. shall be enclosed with the quotation.
36. The competent authority reserves the right to allot any other work pertaining to any section to the DEOs on contract, based on requirement in the office.
37. Copy of this annexure, duly signed on all pages by the Authorized Signatory shall be submitted along with technical bid for having read, understood and accepted the terms and conditions herein.

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ANNEXURE III

TECHNICAL BID FORMAT

1. Company profile

Name of the firm and registered address

Status – Partnership/Incorporated/Proprietary/Others – Please specify

Name, Designation and Address of the authorized officer

2. Past experience and performance on similar work done for the Government of India Departments/Statutory Bodies/PSUs/Private Sectors for the last three years. (A list of such organizations with details of man power provided and period may be provided).
3. The Agency should have experience of providing such services on sufficiently large scale. The Agency should have completed one such work where it has provided at least 30 persons in one organization in last 2 years. The name/s of such organization along with number and details of persons deployed may be submitted.
4. The Service Provider should have a valid license from the competent licensing authority under provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. Please produce proof.
5. The details of facilities available, physical as well as manpower, including reserves, arrangements for skill/knowledge testing of manpower, before deployment by the service provider.
6. The provision of training facilities/up gradation of skills of the persons deployed by the service provider, if any.
7. The firm should be registered with Excise Department of Department of Revenue. Please produce proof.
8. The firm should have an office in Kochi. Please give name and address of all branch offices.

9. The turnover of the firm from similar services during last 3 financial years 2015-16,2016-17 and 2017-18. Please indicate figures and to be substantiated through Income Tax Certificate. PAN/ST/TIN/VAT/GST No. /EPF Registration/Annual Report (Balance Sheet & P/L A/C.) for the last 3 years. Please produce proof.
10. Details of bid Security Deposited :
Amount (in figure):-
Amount (in words):-
FDR No. or DD No. or Bank Guarantee:-
In favour of:-
Date of issue:-
Name of issuing authority:-
11. Details of License as Agency:
12. No person deployed by the Service Provider shall be less than 18 years in age. Please confirm.
13. Please confirm that the service provider has read, understood and accepts the terms and conditions at Annexure II
14. Any other information to establish financial worth and technical competence.

Signature
Seal of the firm/company

ANNEXURE IV

PRICE BID FORMAT

Sl. No.	Wages Structure	Quotes	Remarks
1.	Basic Wages		
2.	Dearness Allowance (DA)		
3.	1/6 Relieving Charges (on total of Sl. No. 1 & 2) (if applicable)		
4.	Total charges		
5.	EPF on basic wages + DA (@12% restricted to maximum of Rs.15000/-) & Admin charges @ as applicable.		
6.	ESI @ as applicable		
7.	Total statutory charges (Sl. No. 5, 6 & 7)		
8.	Total wages & statutory charges		
9.	Service charges @ of		
10.	Total of Sl. No.4, 8 & 10		
11.	Service Tax @ as applicable		
12.	Grand Total		

Signature
Seal of the firm/company