

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	07-10-2023 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	07-10-2023 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)
Office Name/कार्यालय का नाम	Regional Office, Bhubaneswar
Item Category/मद केटगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Data Entry Operator
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	60 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	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) *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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

Bid Details/बिड विवरण	
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	1500000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

#### EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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#### ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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#### Splitting/विभाजन

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

#### MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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#### MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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 the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[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.

4. 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.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

#### **Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:3**

**The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:3**

**Geographic Presence: Office registration certificate:**The registered office of the service provider must be located in Bhubaneswar, Odisha

**Scope of work & Job description:**[1695814789.pdf](#)

**In case, the buyer wants to retain some of the existing resources then buyer is needed to upload the list of resources along with the quantity of each type or resource to be continued by the successful bidder/service provider under the new contract as per the T&C of new contract concluded on the basis of this bid along with approval of Competent Authority.:[1695814892.pdf](#)**

**Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:**[1695814897.pdf](#)

**Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:**[1695814913.pdf](#)

#### **Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Data Entry Operator ( 5 )**

#### **Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	Graduate
Specialization	computer

Specification	Values
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Designation	Call Centre Staff

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Pravakar Swain	751022,BHAVISHYANIDHI BHAWAN, UNIT-9, JANPATH	5	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 832</li> <li>• Bonus (INR per day) : 0</li> <li>• EDLI (INR per day) : 4.16</li> <li>• EPF Admin Charge (INR per day) : 4.16</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• ESI (INR per day) : 27.04</li> <li>• Provident Fund (INR per day) : 99.84</li> <li>• Number of working days in a month : 22</li> <li>• Tenure/ Duration of Employment (in months) : 12</li> </ul>

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

### 1. Generic

**OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. Payment

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

#### 4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

REGIONAL PROVIDENT FUND COMMISSIONER  
payable at  
BHUBANESWAR

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

#### 5. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

#### 6. **Certificates**

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

#### 7. **Service & Support**

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

#### 8. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

#### 9. **Past Project Experience**

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

#### 10. **Buyer Added Bid Specific SLA**

File Attachment [Click here to view the file.](#)

### **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.

4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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 within 4 days of bid publication on GeM. 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.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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 General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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./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 कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**



**GOVERNMENT OF INDIA**  
**MINISTRY OF LABOUR AND EMPLOYMENT**  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
**Regional Office, Bhubaneswar**  
**BhavishyanidhiBhawan, Janpath, Unit-IX, Bhubaneswar-751022**  
**Email: ro.bhubaneshwar@epfinida.gov.in**



**NOTICE INVITING TENDER FOR ENGAGEMENT OF DATA ENTRY OPERATORS FOR  
CALL CENTER AT EPFO, REGIONAL OFFICE, BHUBANESWAR**

The EPFO, Regional Office, Bhubaneswar invites tenders from reputed and registered firms/Companies/Institutions to provide (05) Five numbers of DEO for Call Centre at EPFO, Regional Office, Bhubaneswar (the number may undergo change) for a period of one year.

**Eligibility Criteria**

The agency shall be considered for award of contract only if, it agrees to abide by the following terms and conditions:

1. The firm participating in the tender should have been successfully providing Data Entry Operators (DEO) and Call Centre Staffs each to Central/State Government/ Public Sector Units and other Private reputed offices institutions for a minimum period of **3 years**.
2. The firm participating in the tender should have an annual turnover of Rs. 1 crore and above during each of the 3(three) preceding financial years (2022-23). Copies of profit & Loss Account and balance Sheet duly certified by a Chartered Accountant and copies of I.T Return for the last 3 years have to be enclosed with the tender documents.
3. The firm should possess its own office with telephone/fax facility. The firm should compulsorily satisfy all Government Statutory Norms. Marketing agencies are not considered for tender.
4. The firm participating in the tender is required to quote the rate per DEO cum Call Centre Staff which should include wages, Provident Fund & allied dues, ESI dues, Insurance, Service Charges etc.
5. The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late.
6. The firm should be registered under the Provident Fund, ESI and other relevant statutory enactments to the employment of Labour. The firm should adhere to all the relevant statutory norms dealing with employment of Labour. All existing statutory regulation of both the State and the Central Government should be adhered to, by the Firm and the prescribed records should be maintained and available for scrutiny by this office. Any failure to comply with any of the regulation or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to be initiated by the statutory bodies. In such Cases, the Security Deposit made by the firm will be forfeited.
7. Bid received from Defaulters in respect of payment of any statutory dues shall be outrightly rejected.
8. The Service provider's persons shall not claim any benefit/compensation/ absorption / regularization of services with the office, under the provisions of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from Service Providers) persons to this effect will be required to be submitted by the service provider to this office.



9. The service Provider should ensure that the DEOs cum Call Centre Staffs having graduate Degree in any discipline, Computer knowledge with minimum typing speed of 6000 key depression per hour with comprehensive knowledge of MS Office and Browser/Mobile based applications may be preferred. The DEOs cum Call Centre Staff should read, write and speak Odia, English & Hindi languages.
10. The persons deployed by the service provider shall not have any claim to any "Master & Servant" relationship against this office.
11. 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.
12. The service provider's personnel should be in formal dress at all times and should possess identity card during the office/duty hours.
13. The transportation, food, medical and other statutory requirements under the various Acts/Government's Rules and Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
14. The Service Provider shall comply with the statutory provisions of the labour laws like minimum wages, bonus etc. and shall pay the personnel deployed, the minimum wages as per the Central Government legislation. Complying with the legal rules and regulations of the Central Government governing such Security services, DEOs cum Call Centre Staffs contract would be the sole responsibility of the contractor.
15. The service provider shall make payment of wages to the personnel deployed for the services through Bank Account only by 5th of the following month.
16. The Service providers shall furnish the bill (in duplicate) towards his services on or before 8th of the following month. Along with the bill, proof regarding payment of wages through the bank account as well as payment of ESI/PF/GST dues deposited during the preceding month should also be furnished.
17. The Service provider should possess proper GST Registration certificate.
18. The Service provider shall not sublet/transfer/assign this contract or any part thereof to a third party without the prior approval of the Regional P.F. Commissioner-I, Regional Office, Bhubaneswar.
19. The work Performance must be satisfactory.
20. Rates/Quotations duly filled in, will be received up to the date and time mentioned in the letter.
21. The Regional P.F. Commissioner-I, Bhubaneswar reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same without assigning any reason thereof.
22. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition.
23. Rates/Quotations should be submitted and signed by the firm with its current business address.
24. The Contractors should satisfy themselves before submission of the Rates/Quotation to the Regional P.F. Commissioner-I that they meet the qualifying criteria and capability.

25. Notwithstanding anything contained herein, the Regional P.F. Commissioner-I reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability what so ever to the Contractor.
26. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act 1948, shall be taken care by the contractor. The Contractor shall arrange necessary insurance cover for any person deployed by him even for short duration. The Regional P.F. Commissioner-I shall not entertain any claim arising out of mishap, if any, he/shall be reimbursed/ indemnified by the contractor.
27. No other person except Service Provider's authorized representative shall be allowed to enter the office. Within the premises of the offices, the Service Provider's personnel shall not do any private work other than their normal duties.
28. Service Provider shall be directly responsible for any/all dispute arising between him and his personnel and keep the Regional P.F. Commissioner-I indemnified against all actions, losses, damages, expenses and claims what so ever arising thereof.
29. Service Provider shall be solely responsible for payment of wages/salaries, other benefits and allowances to his personnel that might become applicable under any Act or order of the Government. The Regional P.F. Commissioner-I, Bhubaneswar shall not have liability whatsoever in this regard and the Service Provider shall indemnify this Regional P.F. Commissioner-I against any/all claims which may arise under the provisions of various Acts, Government Orders etc.
30. Service Provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
31. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
32. In the event of satisfactory performance of the Service provider (Contractor) during the contract period, the contract may be extended by 1(One) year on the same terms & conditions of this tender.
33. Any dispute between the tenderer and the Department shall be subject to the exclusive jurisdiction of courts of Bhubaneswar (Odisha) only.
34. The person signing the tender form (or any other document forming part of the contract) on behalf of another, shall be deemed to warrant that he has the authority to sign such documents and if, on inquiry it appears that the person so signing had no authority to do so, the purchaser, may without prejudice to other civil and criminal remedies against the contract, hold the signatory liable for all costs and damages and forfeiture of the earnest money, and may act accordingly.
35. The agreement for supplying of DEO personnel can be terminated by either this Office or supplying Agency after serving 60 days advance notice on the other.
36. The agency should have deployed/is deploying its manpower in the state of Odisha.
37. Bidding agencies which fulfill the eligibility conditions may upload the technical bid along with the scanned copy of the following documents failing which their bids may be rejected.
  - a. Registration/ Incorporation Certificate of the Agency

- b. EPF (Under the EPFO Regional Office, Bhubaneswar, Odisha and not a defaulter of the Scheme) / ESI / PAN / GST Registration Certificates and Contract Labour License from Central Labour Department.
- c. License from the Controlling authority under the "Private Security Agencies (Regulation) Act, 2005 (from Odisha) with upto date validity
- d. Minimum wages payment certificate from Labour Enforcement Office.
- e. The firm participating in the tender should have been an annual turnover of Rupees One Crore and above during each of the 3 (three) preceding financial years (2022-23). Copies of the profit and Loss Account and balance sheet duly certified by a Chartered Accountant and copies of IT Return for the last 3 years have to be enclosed with the tender documents.
- f. The Agency must have minimum 3 years' experience for providing manpower services of DEOs and Call Centre Staffs each. Details of work orders copy for works carried out (only related to DEOs & Call Centre Staffs) must be attached with list of clients along with satisfactory performance certificate from 3 such clients.
- g. An affidavit duly certified by notary that the partners of the firm are sole proprietor or company has never been blacklisted by any Department. They should also certify that there is no Police case/enquiry and /or ever been punished by the Hon. Court
- h. The registered office of the service provider must be located in Bhubaneswar, Odisha and there should be no case pending with Police against the Proprietor/ Firm/ Partner or the Company (Agency)
- i. Only those bidders who have their offices and workforce in Bhubaneswar City may post their bids, they will have to provide valid address proof as evidence for the same.
- j. The agency must have a full-fledged/fully functional office at Bhubaneswar with the availability of an authorized official.
- k. The firm participating in the tender must have ISO 9001 : 2018 or recent related certificates.
- l. The firms must submit the required declarations as per Annexures with this Bid.

(The submission of the bid without the documents mentioned above is liable for rejection. If the tenderer gives wrong information deliberately to create conditions for acceptance of the tender, the tender/bid is liable for rejection)

#### **CODE OF CONDUCT:**

The contractor shall strictly observe that its personnel

- Are always smartly turned out and vigilant
- Are punctual and arrive at least 15 minutes before start of their duty time
- Take charges of the duties properly and thoroughly
- Perform their duties with honesty and sincerity
- Read and understand their post and site instructions and follow the same
- Remain courteous
- Shall not drink on duty, or come drunk and report for duty
- Will not gossip or chit chat while on duty
- Will not use mobile phone during duty time
- Will never sleep while on duty post
- Will not read newspaper or magazine while on duty
- Will immediately report if any untoward incident/misconduct or misbehaviour occurs, to officer concerned
- When in doubt, approach concerned officer immediately
- Get themselves checked by security personnel whenever they go out
- Do not entertain visitors

- Shall not smoke in the office premises
- Must obtain the permission of the concerned officer while going out of office during duty time
- Shall not to misuse the telephone facility of the Office.

#### **SCOPE OF WORK**

- 1) The scope of work is handling all inbound calls through telephone and reply to queries and also to work on computer assigned by Officers like in Word, Excel, Power Point, Internet and other day to day system based work as assigned by the office.
- 2) The Service Provider shall carry out surprise checks and monitor the alertness and performance of all DEOs cum Call Centre Agents.
- 3) 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 improper conduct upon receiving written notice from the Office.
- 4) If the Manpower staff is absent in his duties another person should be deployed in his place so that the work is not affected. No excuse will be entertained for the lapse. If the performance of the DEOs cum Call Centre Agents is not satisfactory even after intimation to the Supervisor or any authorized staff of the firm.
- 5) For the purpose of proper identification of the DEO cum Call Centre Agents deployed for services the firm shall issue photo identity cards to them and the personnel shall display the identity cards at the time of duty.
- 6) The Commissioner or any other person authorized by the Commissioner shall be at liberty to carry out surprise checks on the personnel deployed by the firm in order to ensure that the personnel are properly carrying out their duties.
- 7) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, data and records and administrative organizational matters and such other matters of confidential/secret nature. In case, the Department comes to know about any such act done by the service provider's personnel, the office reserves the right to cancel the agreement and in that case the Security Deposit will be liable to be forfeited.
- 8) The successful bidder of the contract has to submit a Security Deposit (Performance Guarantee/Security) 2-10% of the total value for one year either by way of Fixed Deposit or Bank Guarantee Receipt within 15 days from the day of award of the contract. The Performance Guarantee will be refunded after completion of the contract period.

Sd/-

**REGIONAL PROVIDENT FUND COMMISSIONER-I**  
**REGIONAL OFFICE, BHUBANESWAR**

“ANNEXURE – A”

DECLARATION FOR HAVING CLEAN TRACK RECORD AND NOT BEEN BLACKLISTED

I \_\_\_\_\_ hereby solemnly undertake/ declare  
that, we

M/s \_\_\_\_\_ / sister concern/any group company or any of our partners/directors are not been black listed/debarred by any of the Government departments/CPSU/SPSU/Autonomous body or have not been found guilty of moral turpitude or convicted any economic offense or violated any labour laws by any court or any authority appointed to enforce any labour laws. We have maintained clean track record and not foreclosed the services for non-fulfillment of contractual obligations till date.

Date:

Place:

SIGNATURE OF THE BIDDER

(With official Seal)

"ANNEXURE – B"

DECLARATION FOR NO POLICE CASE AGAINST BIDDER/COMPANY

I \_\_\_\_\_ hereby solemnly undertake/ declare that, NO police case has been registered against our company and Proprietor/Director of the company. We do not hold any litigations / Arbitration cases with any of the customer.

Date:

Place:

SIGNATURE OF THE BIDDER

(With official Seal)

"ANNEXURE – C"

DECLARATION FOR NON EMPLOYMENT OF CHILD LABOUR

I \_\_\_\_\_ hereby solemnly undertake/ declare  
that, we M/s

\_\_\_\_\_ neither employed any child labour nor any violation of  
rules and regulations under Child Labour (Prohibition and Regulation) Act, 1986.

Date:

Place:

SIGNATURE OF THE BIDDER

(With official Seal)