

F.No: D-24012/01/2018-Gen II  
Government of India  
NITI Aayog

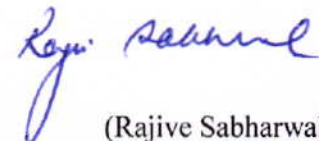
NITI Bhawan, Sansad Marg,  
New Delhi, Date: November, 2018.

Tender Invitation Notice Number F.No. D-24012/01/2018-Gen II dated 27.11.2018.  
Tender for the services of Female Telephone Console Operators

NITI Aayog invites online bids under the two bids system for entering into a contract agreement for availing the services of three (03) female telephone console operators for an initial period of two years from the date of award of contract. The contract may be extended for a further period of one year, subject to satisfactory performance and mutual consent, provided the requirement still exists, at that time. The Tender Document may be seen at: <https://eprocure.gov.in/eprocure/app> or [niti.gov.in](http://niti.gov.in)

**Brief Description:**

Title of the tender	Tender for the services of Three Female Console Operators
Reference Number	Tender invitation Notice No. D-24012/01/2018-Gen II dated 27 <sup>th</sup> November, 2018.
Tender Type	Contract Agreement
Work Description	Providing the services of Three Female Console Operators to NITI Aayog.
Bid validity	90 days from the last date for submission of bids.
Type of Bidding	Two Bid System
Method for Participation	Online through <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Pre-Qualification	As per eligibility criteria conditions stipulated in the tender document
Tender Value	Rs. 10.00 lakhs per annum approximately
EMD Value	Rs.50,000/- (Rs. Fifty Thousand only)
Performance Security	Bank Guarantee of Rs.1,00,000/- (Rs.One Lakh Only)
Last date & time for Submission of original EMD in the EMD Box	2.30 PM on 19.12.2018
Last date & time for Submission of Bid	3 PM on 19.12.2018.
Technical Bid Opening	3 PM on 20.12.2018.
Financial Bid Opening	Will be intimated to the technically qualified bidders
Successful Bidder	After completion of selection process, successful Bidder will be issued a Letter of Intent.
Acceptance of contract and submission of Performance Security	After receiving letter of intent, the successful bidder will convey his acceptance and submit Bank Guarantee of Rs.1,00,000/- (Rupees one lakh only) towards Performance Security.
Signing of contract Agreement	The contract agreement will be signed after receipt of Performance Security.



(Rajive Sabharwal)  
Deputy Secretary to the Govt. of India  
Tel: 23736035

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नई दिल्ली/New Delhi  
Tele.: 011-23736035


**General Information:**

- i. **PLEASE READ THE COMPLETE TENDER DOCUMENT CAREFULLY BEFORE SUBMISSION OF BID.**
- ii. NITI Aayog invites online bids under the two bids system for entering into a rate contract agreement for availing the services of three (03) female telephone console operators for an initial period of two years from the date of award of contract. The contract may be extended for a further period of one year, subject to satisfactory performance and mutual consent, provided the requirement still exists, at that time.
- iii. The tender should be submitted online in the prescribed two bid system, i.e., Technical Bid and Financial Bid, as per performa given at Annexures-I and II of the tender document, respectively.
- iv. Earnest Money Deposit (EMD) of Rs.50,000/- (Rs. fifty thousand only) in the form of Pay Order/ Demand Draft/Banker's Cheque drawn in favour of "the Pay & Accounts Officer, NITI Aayog", payable at New Delhi should be put in a sealed envelope superscribed "EMD for telephone operators" and dropped in the EMD box kept at reception area of NITI Aayog on or before 2.30 P.M. of last date of submission of bids.
- v. The EMD should have been issued by the bank on a date after issue of this notice inviting tender and it should be valid for 3 months from the date of its issue.
- vi. The tender will be opened by the Tender Opening Committee (TOC) of NITI Aayog.
- vii. Only one authorized representative of each bidder will be permitted to attend tender opening in NITI Aayog.
- viii. NITI Aayog reserves the right to reject any time/stage or relax/ amend/ withdraw any term and conditions of the tender document without assigning any reason thereof.
- ix. After submission, if the bidder withdraws from the bidding process, the bidder's EMD will be forfeited.
- x. The successful bidders will be informed in writing and his consent for acceptance for the contract will be sought in writing.
- xi. No enquiries will be entertained after submission of bids. The detailed tender document may be downloaded from:

<https://eprocure.gov.in/eprocure/app>

or

[niti.gov.in](https://niti.gov.in)

  
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- xii. Any corrigendum, if issued, will also be available on the above URLs.
- xiii. The technical and financial bids should be filled on company letter head, as per format given at Annexures-I and II of the tender document, respectively. After filling the form, it should be signed by the authorized signatory and company seal affixed on the technical and financial bids. After that scanned copies of the bids along with all supporting documents should be uploaded on the e-procure portal. The method of submission may be seen at Annexure-IV –“instructions for online bid submission” and the list of supporting document may be seen at Annexure-V.
- xiv. Incomplete bids or bids without EMD will be outrightly rejected.
- xv. NITI Aayog reserves the right to reject any/all bids without assigning any reason thereof.

## 2. Background

NITI Aayog has a strength of approximately 1000 employees and 1200 telephone lines. The telephone exchange installed in NITI Aayog facilitates in intercommunication of the employees as well as to receive and make calls outside NITI Aayog. The telephone operators assist people calling from outside in connecting them to the officers in NITI Aayog. They also assist in inter communication of NITI Aayog employees within the office.

## 3. Purpose

NITI Aayog seeks to enter into a contract agreement for providing the services of three (03) female telephone console operators for an initial period of two years from the date of award of contract. The contract may be extended for a further period of one year, subject to satisfactory performance and mutual consent, provided the requirement still exists, at that time.

## 4. Scope of work

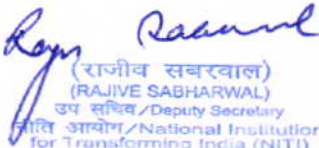
The TOs will be required to: (a) receive all incoming telephone calls and forward them to the desired Extension numbers. (b) provide assistance to officers of NITI Aayog for internal telephonic conversations.

## 5. Submission of technical bid (Annexure-I)

The technical bid should be filled on company letter head, as per format given at Annexures-I of the tender document. After filling the form, it should be signed by the authorized signatory and company seal affixed on it. Each page of the bid may be numbered. After that, scanned copies of the technical bid along with all supporting documents should be uploaded on the e-procure portal. The method of submission may be seen at Annexure-IV –“instructions for online bid submission” and the list of supporting document may be seen at Annexure-V.

## 6. Submission of financial bid (Annexure-II)

The financial bid should be filled on company letter head, as per format given at Annexures-II of the tender document. After filling the form, it should be signed by

  
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 (RAJIVE SABHARWAL)  
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 नई दिल्ली/New Delhi  
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the authorized signatory and company seal affixed on it. After that, scanned copy of the financial bid should be uploaded on the e-procure portal. The method of submission may be seen at Annexure-IV –“instructions for online bid submission” and the list of supporting document may be seen at Annexure-V.

**7. Earnest Money Deposit/Bid Security**

- i. Earnest Money Deposit (EMD) of Rs.50,000/- (Rs. fifty thousand only) in the form of Pay Order/ Demand Draft/Banker's Cheque drawn in favour of “the Pay & Accounts Officer, NITI Aayog”, payable at New Delhi should be put in a sealed envelope superscribed “EMD for female telephone console operators” and dropped in the EMD box kept at reception area of NITI Aayog on or before 3 P.M. on 19.12.2018.
- ii. The EMD should have been issued by the bank on a date after issue of this notice inviting tender and it should be valid for 3 months from the date of its issue.
- iii. **Exemption from depositing bid security:** Bidders who are registered as Micro and Small Enterprises (MSEs), as defined in MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) and/or bidders who are registered with Central Purchase Organisation (CPO) are exempted from depositing bid security. Such bidders should upload scanned copy of the document/certificate in support of exemption being availed from depositing EMD, and furnish the original certificates for verification before opening of financial bid.
- iv. **Other conditions of EMD:** EMD of unsuccessful bidders shall be released within one month after opening of technical bid. EMD of the successful bidder will be released after the successful bidder deposits Performance Security and signs the contract agreement.
- v. If the EMD is not in the name of the Pay & Accounts Officer, NITI Aayog, the bid will be outrightly rejected.
- vi. If the bidder submits a late bid and also deposits EMD, the EMD will be returned only when the EMD of other unsuccessful bidders are returned.
- vii. **Forfeiture of EMD:** EMD is liable to be forfeited if the bidder:
  - a. Withdraws his bid during the validity period.
  - b. Does not accept letter of intent.
  - c. Fails to sign the contract agreement.
  - d. Fails to deposit the Performance Security Amount within the specified date and time.

**8. Instruction, terms and conditions:**

- i. The bidder should have an office in Delhi/Gurugram/Noida.
- ii. The bid should be unconditional.
- iii. The bidder should have all statutory registrations, viz., registration of company, PAN, GST, ESI, EPF, etc.

*Rajiv Sabharwal*  
 (राजीव सबरवाल)  
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