

F. No: D-24012/01/2021-Gen. II

Government of India

NITI Aayog

NITI Bhawan, Sansad Marg,
New Delhi, Date: April 19th, 2022.

Tender Invitation Notice Number F. No. D-24012/01/2021-Gen. II dated 19.04.2022.

Tender for the services of Four (04) Female Telephone Console Operators

NITI Aayog invites online bids under the two bid system for entering into a contract agreement for availing the services of four (04) 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 on the same terms and conditions, subject to satisfactory performance and approval of competent authority in NITI Aayog, provided the requirement still exists, at that time. The Tender Document may be seen at: <https://gem.gov.in> and <https://niti.gov.in>

Brief Description:

Title of the tender	Tender for the services of Four (04) Female Telephone Console Operators
Reference Number	Tender invitation Notice No. D-24012/01/2021-Gen II dated 19 th April, 2022
Tender Type	Contract Agreement
Work Description	Providing the services of Four (04) Female Telephone Console Operators to NITI Aayog.
Bid validity period	75 days from the last date for submission of bids.
Bid Security Declaration Validity	120 days
Type of Bidding	Two Bid System
Method for Participation	Online through https://gem.gov.in
Pre-Qualification	As per eligibility criteria conditions stipulated in the tender document
Tender Value	Rs.12.00 lakhs per annum approximately
Performance Security	3% of total contract value
Last date & time for Submission	5 PM on 13.05.2022
Technical Bid Opening	3 PM on 18.05.2022
Financial Bid Opening	3 PM on 24.05.2022 (Tentative)
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/Insurance Surety Bonds/Demand Draft/FDR of value of 3% of total contract value towards Performance Security.
Signing of contract Agreement	The contract agreement will be signed after receipt of Performance Security.



(Niraj Singh)

Under Secretary to the Govt. of India

Tel: 23042509

1. 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 four (04) 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 on the same terms and conditions, subject to satisfactory performance and approval of competent authority in NITI Aayog, 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. **Bid Security Declaration:** Each bidding firm will have to submit a Bid Security Declaration that it will not withdraw or modify its bid during the bid security period. If a bidding firm withdraws or modifies its bid during the bid security period or if it fails to sign the contract or submit the Contract Performance Security Deposit after award of contract, the bidding firm shall be blacklisted and debarred from participating in any bid/tender floated by NITI Aayog for a period of three (03) years from the date of such orders from NITI Aayog. The Bid Security Declaration should be valid for One Hundred and Twenty (120) days from the last date of submission of bids.
- v. The tender will be opened by the Tender Opening Committee (TOC) of NITI Aayog.
- vi. Only one authorized representative of each bidder will be permitted to attend tender opening in NITI Aayog.
- vii. 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.
- viii. The successful bidders will be informed in writing and his consent for acceptance for the contract will be sought in writing.
- ix. No enquiries will be entertained after submission of bids. The detailed tender document may be downloaded from:

<https://gem.gov.in>

or

<https://niti.gov.in>

- xii. The Technical and Financial Bids must be submitted through GeM Portal online. No physical bids shall be accepted.
- xiii. Any corrigendum, if issued, will also be available on the above URLs.
- xiv. 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 GeM portal.
- xv. Conditional, Optional bids or NIL Bids will not to be entertained and will be summarily rejected.
- xvi. NITI Aayog reserves the right to reject any/all bids without assigning any reason thereof.

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2. **Background**

NITI Aayog has strength of approximately 1000 employees and 1200 telephone lines. The telephone exchange installed in NITI Aayog facilitates in intra-communication 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 intra-communication of NITI Aayog employees within the office.

3. **Purpose**

NITI Aayog seeks to enter into a contract agreement for providing the services of four (04) 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 on the same terms and conditions, subject to satisfactory performance and mutual consent, provided the requirement still exists, at that time.

4. **Scope of work**

The Telephone Operators 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. After that, scanned copies of the technical bid along with all supporting documents should be uploaded on the GeM portal. 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 the authorized signatory and company seal affixed on it. After that, scanned copy of the financial bid should be uploaded on the GeM portal. The list of supporting documents may be seen at **Annexure-V**.

7. **Bid Security Declaration:** Each bidding firm will have to submit a Bid Security Declaration that it will not withdraw or modify its bid during the bid security period. If a bidding firm withdraws or modifies its bid during the bid security period or if it fails to sign the contract or submit the Contract Performance Security Deposit after award of contract, the bidding firm shall be blacklisted and debarred from participating in any bid/tender floated by NITI Aayog for a period of three (03) years from the date of such orders from NITI Aayog. The Bid Security Declaration should be valid for One Hundred and Twenty (120) days from the last date of submission of bids.

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