

## **1.0. PREAMBLE**

- 1.1. Liquid Propulsion Systems Centre (LPSC)/ISRO is looking for reputed companies/agencies having reputed/capable and diligent personnel to carry out the activities related to work package mode of operating machines/facilities of Proto Fabrication Facility of Material and Manufacturing Entity at LPSC, Valiamala, Thiruvananthapuram.
- 1.2. LPSC proposes to avail the services for work package mode of operating machines/facilities of Proto Fabrication Facility of Material and Manufacturing Entity from a reputed/capable agency.

## **2.0. DEFINITIONS**

- 2.1. The term "Service Receiver" means Liquid Propulsion Systems Centre (LPSC), a Centre under the Indian Space Research Organization (ISRO) of the Department of Space (DOS) hereinafter called "Service Receiver" includes its Units/Entities/Groups/Divisions of LPSC located at Valiamala P.O, Thiruvananthapuram - 695547.
- 2.2. The term "Service Provider" includes any registered Establishment which will be deemed responsible and held accountable for performing the work contract.
- 2.3. The term "Work Package" shall mean a Work Package Contract to provide services at different Entities/Groups/Divisions of Service Receiver as per the Scope of Work.
- 2.4. The terms "Employees" 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 defined in the Work Package Order(s).
- 2.5. The term "Focal Point" shall mean the designated officials of Service Receiver, who will be coordinating with the Supervisor of the Service Provider. The Focal point of Service Receiver shall be mentioned in the Work Package Order(s).
- 2.6. The term "Supervisor" shall mean the Identified/ qualified persons of "Service Provider", who will supervise the works carried out by the qualified work force of "Service Provider"
- 2.7. The term "Paying Authority" shall mean the Accounts Officer of the Service Receiver.

## **3.0. SERVICE PROVIDER PRE-REQUISITES**

The Service Provider shall fulfil the following requirements.

- a. Should be a registered firm/Company/society and not an individual having core competency with CNC machine tools for manufacturing of precision parts at their facility.

- b. The service provider shall have at least one senior personnel with Engineering Graduation /Diploma with an experience of 10 years, in the operation and running of facilities for realizing aerospace parts, in the management grade.
- c. The service provider shall have sufficient work force capable of handling time bound works of precise nature or shall have an infrastructure and financial background to provide sufficient personnel.
- d. Should have valid registration certificate issued by any Government Agency. The Bye-Law/Registration Certificate should permit undertaking the proposed work.
- e. Should have Registration with Labour Department, EPF Organization and ESI Corporation.
- f. Should have Income Tax (PAN)
- g. Should have GST Registration
- h. Should have employees with adequate experience/ expertise to undertake activities elaborated in Annexure 1.
- i. Should submit 6 months' Bank statement showing minimum bank balance for paying at least 4 months' wages to the work force.

#### 4.0. MANDATORY DOCUMENTS

- 4.1. The following documents shall be submitted by the Service Provider alongwith documentary proof (wherever required); without which your offer will NOT be considered.

No.	Details	Annexure
1.	The details of Service Provider's establishment in their letter head	A
2.	Declaration Form	B
3.	Declaration with respect to Court Cases, if any pending or being contemplated against the Service Provider	C
4.	"Near Relative" Certificate declaration in the format inline with Para 4.1	D
5.	Compliance Statement	E
6.	Bank statements for six months	
7.	ITR for the last two financial years	
8.	Balance sheet or P & L Account for the last two years	

The Service Provider shall engage required number of employees with relevant qualifications for the execution of work as per Scope of Work (Para 6.0).

4.2. Near Relative:-

- The Service Provider shall furnish a Declaration (Annexure-D) of the details of "Near Relative" of the Service Provider (of the owner, partner, member of board of directors, members of governing body, or similar authorized bodies responsible to perform the management functions of the Service Provider's Firm) who is/are working/employed in VSSC & IISU, Liquid Propulsion Systems Centre (LPSC), a Centre of ISRO located at Thiruvananthapuram and any other ISRO Centre/Unit. The "Near Relative (s) means:

a) Spouse

b) The one is related to the other in a manner as father, mother, son(s) & son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) and brother's wife, sister, sister-in-law, sister's husband (brother-in-law) in relation to the Partner / Shareholders / Directors / Executives / Office bearers of the Service Provider.

- Declaration of the details of "Near Relative"

If any "Near Relative" are engaged as above (Para 4.1), a declaration to the effect that the said employees of ISRO has no connection/partnership/share-holding or any other business interest in the Service Provider's firm shall be certified and provided.

5.0. PERIOD OF WORK PACKAGE ORDER

5.1. The proposed Work Package Order(s) will be valid for a period of 24 months from commencement of the contract with an option to extend the same for a further period of one year, with the same terms and conditions on mutual consent. The commencement of the contract shall be within one month from the date of placement of work contract.

6.0. SCOPE OF WORK

6.1. The details work content for this "Work Package" is mentioned at Annexure I and which includes the scope of work, category of work force and the minimum number required to execute the work.

6.2. The Service Provider shall ensure that the works assigned to them are completed within the prescribed time-limit, under their supervision.

6.3. The Service Provider shall engage required number of persons with relevant qualifications and experience to carry out various activities listed in Annexure 1.

## 7.0. WORKING HOURS

- 7.1. Normal Working Hours: Generally the working hours of the centre are from 08.45 hours to 17.15 hours with half an hour lunch break. The Service Provider has to execute the work from Monday to Saturday in the normal working hours.
- 7.2. Extended working hours: Based on the requirement, the Service Provider should be prepared to undertake the work during extended hours as well as on holidays.
- 7.3. Change in working hours: The Service Provider shall also adhere to any changes made in the present shift timings in the specified area of the Service Receiver and shall follow the said changed timings.

## 8.0. LEGAL

- 8.1. The Service Provider shall abide by the Law of the land including, CLR Act, EPF,ESI Minimum Wages, TDS Liabilities, Service Tax etc. Service Receiver shall in no way be responsible for any default regarding statutory obligation. The Service Provider has to ensure compliance of the 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.
- 8.2. Compensation Act 1923 -Keeping in view of liability under employees compensation Act, 1923, in case of the occurrence of any Accident during the course of execution of this Contract/ Order/Agreement involving any of the persons engaged by the Contract/agency/firm/company occupied within the premises of the work site specified by LPSC and during the discharge of duties, resulting in:

Death or permanent disability from loss of both limbs

or

In the event of other permanent disability

- The victim/dependant shall be eligible for a compensation of Rs.10 lakhs and Rs.7 lakhs for a & b, respectively. This compensation is applicable irrespective of whether or not there has been any wrongful act, neglect or default and notwithstanding anything contained in any other law. The liability for this shall rest with the Contractors/Agencies/Firms/Companies concerned. Whenever such incident occurs, as per the guidelines of the Department, Department shall make arrangements for disbursing this amount and shall recover the same from the Contractors/Agencies/Firms/ Companies concerned.
- For this purpose, without limiting any of the other obligations or liabilities, the Contractors/Agencies/Firms/Companies concerned shall

at his own expense take a Comprehensive Insurance for his workforce and for all the work during the execution period from any of the Insurance Companies as approved by the Insurance Regulatory & Development Authority of India (IRDA).

- The Contractors/Agencies/Firms/Companies concerned shall have to furnish originals along with premium receipts and other papers related thereto to the Officer concerned at LPSC within 15 days from the date of placement of Contract/Order/Agreement and work shall commence only thereafter.
- 8.3. The Service Providers shall discharge all the legal obligations in respect of the workforce engaged by them for the execution of the work in respect of their remuneration 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 Service Receiver 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 Service Receiver shall be final and binding on the Service Provider.
  - 8.4. The timely payment of remuneration to the workforce, remittance of EPF and ESI shall be the sole responsibility of the Service Provider. For any default with regard to statutory obligation, the Service Provider is solely responsible.
  - 8.5. The Service Provider shall also be liable for all Taxes, Levies, Cess etc., on account of service rendered by them to the concerned authorities from time to time as per extant rules and regulations in the manner.
  - 8.6. The Service Provider shall completely be responsible to maintain the Attendance, Acquittance of wages paid, EPF, ESI and Comprehensive Medi-claim policy as the case may be. Government authorities shall have the right to inspect these records at any time and take necessary penal action for non-compliance of these provisions, if any.
  - 8.7. 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.
  - 8.8. Payment disbursement shall be made to the Service Provider by the Service Receiver on monthly basis for the actual units of work completed on piece rate and rate thereof and on receipt of the invoice/bill which is duly certified by the Focal Points and approved by Divisional Head/group Head of the Service Receiver/JRT, as the case may be and submitted to the Accounts Officer, LPSC, in the prescribed format together with the following documentary proof.

- i. Proof of payment of remuneration made to the work force for the preceding month duly certified by the Service Provider.
  - ii. Proof of remittance of both Employees and Employer's contribution towards EPF,ESI or Medi-claim Policy, as the case may be, made for the preceding month.
- 8.9. The Service Provider should issue signed wage slip/statement on their letter head to the work-force containing details of remuneration paid, recoveries made etc.
- 8.10. The Service Provider upon being served with the Work Package Order(s) shall engage the work force as per the requirements sought for the Service Receiver for which the Service Provider shall provide the bio-data of their qualified workforce.
- 8.11. Issue of entry pass: For arranging entry pass to enter the Service Receiver's premises, the Service Provider should submit the details of their work force to the respective focal point and the same shall contain the following documents. The respective focal point shall scrutinize the same and shall forward it to the Senior Administrative Officer, GAD/P&GA duly approved by their Divisional Head:
  - a. Police Clearance Certificate
  - b. ID card issued by the Service Provider
  - c. Any valid Photo Id card issued by any Government Agency and
  - d. Two copies of Stamp size photographs.

**Police Clearance 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 antecedents shall be got verified through record check by Service Provider at their own cost from the concern Police authorities (Police Clearance Certificate) and submit the original report.

**Identity Card to be issued by the Service Provider :** The Service Provider shall issue tamper proof necessary Identity Card in their firm's/society's/agency's /company's logo to the work force deployed by them to Service Receiver.

- 8.12. The Service Provider shall submit to the respective Paying authority of the Service Receiver, the detail of the monthly remuneration in the form of a pay slip made by them to their workforce including the deduction, by 10<sup>th</sup> of the following month.
- 8.13. In case, the Service Provider fails to comply with any statutory/taxation liability under the appropriate law and as a result, if Service Receiver is put under any loss/obligation, monetary or otherwise, Service Receiver will be entitled to get itself reimbursed either out of the outstanding bills

against any of the Work Package Order(s) or from the Security Deposit to the extent of the loss or obligation in monetary terms.

- 8.14. The Service Provider shall be bound by the details furnished by them to the Service Receiver while submitting the tender or at any subsequent stages. 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 conditions of the Work Package Order(s) making the Service Provider liable for legal action besides termination of Work Package Order(s) and forfeiture of Security deposit.
- 8.15. The Service Provider shall be solely responsible for the redressal of grievances/resolution of disputes relating to the work-force engaged by them. Service Receiver shall in no way be responsible for the settlement of such disputes. Service Provider should maintain a record of grievance received from the work force and action taken for settlement.
- 8.16. 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 by Service Receiver's site. The work force engaged by the Service Provider to the Service Receiver shall not have any claim whatsoever of "Master and Servant" relationship nor have any "Principal and agent" relationship with or the Service Receiver for the said services.
- 8.17. The Service Provider upon being served with the Work Package Order(s) by the Service Receiver shall obtain all necessary labour license from the Labour Department and all the license shall be valid till the currency of the Work Package Order(s) and shall be extended whenever required.
- 8.18. Any other terms, conditions or clauses not covered in this document shall be in accordance with other statutory rules/acts applicable to DOS/ISRO.
- 8.19. 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 the Service Receiver's establishment and shall be made known by the Service Provider to their work force before being engaged.
- 8.20. 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.
- 8.21. The Service Provider shall not assign, transfer or convey in whole or part, this work/Work Package Order(s) to anyone. The Service Provider shall also not delegate any of its obligations or duties under this Work Package Order(s) to anyone. The Service Provider shall not assign, pledge or

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 Order(s).

- 8.22. 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 Order(s).
- 8.23. The Service Provider shall maintain a register for the execution of the work and get endorsement of the same from the focal point of the Service Receiver for having completed the work satisfactorily.
- 8.24. 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 mandatorily provided by the Service Provider as specified in Annexure B.
- 8.25. The Service Receiver reserves the right to reject any of the work-force engaged by the Service Provider, if the present or activity of such work force is detrimental to the interest or discipline or security of the Service Receiver.
- 8.26. The work force once engaged for the Service shall not be changed without the prior concurrence of the Focal Point of the Service Receiver. It is the responsibility of the Service Provider to replace/substitute suitable personnel, in case of discontinuation/termination of the service personnel.
- 8.27. The Government of India has enacted the Micro, Small and Medium Enterprises Development (MSMED) Act 2006 and the preferences that are extendable to the MSME units including women and SC/ST Entrepreneur's as issued by the Government of India from time to time and wherever feasible, will be applicable for this RFP. In order to avail of the benefits extended by the Government of India to Micro and Small enterprises, Service Providers are requested to submit entrepreneur Memorandum Part II duly signed by the General Manager, District Industries Centre or NISC Registration, UdhyaogAadhar, Udhyaam details.

## **9.0. FINANCIAL**

- 9.1. Service Receiver shall pay the rates agreed upon to the Service Provider on monthly basis on completion of the assigned work units mentioned in the Work Package Order.
- 9.2. The rate(s) mentioned in the Work Package Order(s) shall be firm and fixed during the currency of the Order/Contract.
- 9.3. The Service Provider shall ensure that the remuneration paid to workforce engaged shall not be less than the Minimum Wages fixed by the Ministry of Labour and Employment, Government of India/State Government whichever is beneficial to the workforce engaged.



- 9.4. It may specifically be noted that the bids quoted with unreasonably low prices to undercut or predatory pricing with an intention to obtain the Work Package Order(s) are liable to be rejected by Service Receiver in order to ensure quality.
- 9.5. In case of breach of any conditions under the Work Package Order(s), the Security Deposit shall be liable to be forfeited by the Service Receiver. In addition, the Work Package Order(s) is also liable to be terminated and any amount due to the Service Provider from the Service Receiver is also liable to be appropriated.
- 9.6. 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 firm, the tender/Work Package order(s) will be cancelled and 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 concerned unit of the Service Receiver.

#### **10.0. SUBMISSION OF BILLS AND PAYMENT**

- 10.1. The Service Provider's bill shall be submitted before 3<sup>rd</sup>(third) of every month with due certification from the LPSC focal point and approved by GD/Entity Chief to the respective Paying Authority with the following components:
- 10.2. Income Tax or any other Tax/Taxes/Fees/Cess/Levy (ies) as applicable and payable by the Service Provider as per rules will be recovered from the monthly bills payable to the Service Provider.
- 10.3. In case the Service Receiver is made liable to pay any statutory liability arising due to the default of the Service Provider in relation to the Work Package Order(s), the Service Receiver shall be entitled to deduct/recover the same from the payment against the Work Package Order(s) due to the Service Provider.

#### **11.0. SAFETY AND SECURITY**

- 11.1. The Service Receiver's premises being a High Security Area, the workforce engaged for the work by the Service Provider, will be required to follow the security requirements such as possessing a valid Entry Pass issued by the Service Receiver and ID Card issued by the Service Provider while entering the campus, maintaining high order of discipline while on duty. It should be ensured by the Service Provider that only Indian nationals between the age of above 18 years and upto 60 years are included in the workforce and they should not have any criminal back ground. Individual Character and Antecedents (Police Clearance Certificate) in respect of the workforce are to be submitted for issue of Entry Pass.

- 11.2. The Service Provider shall take all safety precautions required for the execution of the work. They shall be responsible for any loss or damages caused to Service Receiver's Property/Personnel due to negligence of the workforce and shall make good the losses by the Service Provider at their own cost, failing which cost thereof, shall be recovered from the outstanding/running bills/Security Deposit of the Service Provider.
- 11.3. The Service Receiver shall not be responsible for any damages, losses, claims, financial or other injury to any of the work force engaged by the Service Provider in the course of performing the functions/duties, or for payment towards any compensation. The work force shall adequately be insured by the Service Provider against accidents including loss of life.
- 11.4. The Service Provider shall solely be responsible for any theft, pilferage or misbehaviour committed by any of the workforce while carrying out the Service(s) and the Service Receiver reserves the right to forfeit the Security Deposit/Running bills/ any outstanding payment to the Service Provider.
- 11.5. In case, the workforce engaged by the Service Provider commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Service Provider shall forthwith remove the workforce, in addition, shall take appropriate disciplinary action against such persons under intimation to the Focal Point. The Service Provider shall replace immediately any of its workforce who is/are found unacceptable because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from Service Receiver.
- 11.6. The workforce engaged by the Service Provider at the Service Receiver's campus shall not carry any Technical/Electronic Gadgets inside the Service Receiver's Campus and shall follow all security and safety norms as prescribed by the Service Receiver, from time to time.
- 11.7. The Service Provider shall ensure that the work force engaged by them are disciplined and do not participate in any acts prejudicial to the interest of the Service Receiver.
- 11.8. The Service Provider shall solely be responsible for the redressal of grievances/dispute relating to work force engaged.
- 11.9. The workforce engaged by the Service Provider at Service Receiver's campus shall wear uniform dress while they are at work and the colour of the said uniform shall be decided by the Service Provider in consultation with the Service Receiver.

#### **12.0. JOINT AND SEVERAL LIABILITY**

If the Service Provider is a joint entity, consisting of more than one, partnership, corporation or other business organization, all such entities

shall be jointly and severally liable for carrying out the activities and obligations of this Work Package and for any default of activities and obligations.

**12.1. Severability**

If any provision of this Work Package Order(s) is determined by a Court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this Work Package Order(s).

**12.2. Immunity from liability**

Every person who is a party to the Work Package Order(s) is hereby notified and agrees that the State, LPSC and all its employees, agents, successors and assigns are immune from liability and suit for or from Service Provider's activities involving third parties and arising from the Work Package.

**13.0. TRANSPORTATION**

13.1. Transportation of the work force to LPSC and back shall be the responsibility of the Service Provider.

**14.0. INTELLECTUAL PROPERTY**

14.1. The Service Provider agrees that they should not use the Name/logos of the Service Receiver in any manner, including commercial advertising or as a business reference, including ID cards without the approval of the Service Receiver. Any violation will result in cancellation of the Work Package Order(s) including forfeiture of Security Deposit.

**15.0. DOWN TIME COMPENSATION**

15.1. In case Service Provider fails to complete the required work units specified/month by the focal point, down time compensation @ 0.5% of cost of thenon-completed work units will be recovered per week. The quantum of Down Time Compensation to be recovered will be decided by the Service Receiver after assessing the quantum of work units not completed and the decision will be final and binding on the Service Provider.

15.2. The Service Provider is responsible to complete the assigned work as specified in the Work Package Order(s) and as required by the Service Receiver and in case of absence of the work force, the successful Service Providers 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.

**16.0. TERMINATION AND SHORT CLOSING OF CONTRACT**

16.1. Under the normal circumstances, termination/short closing of the Work Package is not foreseen. However, in case of repeated non-performance of

the Work Package, owing to deficiency of service, breach of order conditions or cessation of the requirement, the Service Receiver reserves the right to terminate the Work Package Order(s) wholly or partially by giving a prior notice of not less than 30 days, without any obligation on its side.

- 16.2. The Work Package Order(s) is liable to be terminated without notice and the security deposit under the Work Package Order(s) shall be liable to be forfeited in the following circumstances.
  - 16.2.1. For the breach of any term, condition or provision of this Work Package Order(s) by Service Provider.
  - 16.2.2. In case the Service Provider provides any statement, representation or certification and the same is found false, deceptive or incorrect or incomplete.
  - 16.2.3. The Service Provider or any of its work force and agents commits or has committed or engages/engaged in fraud, misappropriation, embezzlement, malfeasance or misfeasance.
  - 16.2.4. If the Service Provider terminates or suspends his business without giving prescribed notice.
  - 16.2.5. The Service Provider's license or certification is suspended, terminated, revoked or forfeited.
  - 16.2.6. If the Service Provider failed to comply with any applicable Law of the land.
  - 16.2.7. In the event of sustenance of loss by the Service Receiver due to the premature termination of Work Package Order(s) by the Service Provider, the same shall be recovered from the security deposit.

#### **17.0. SECURITY DEPOSIT**

- 17.1. The Service Provider shall guarantee faithful execution of the Work Package Order(s) in accordance with the terms and conditions specified. As a performance security, the Service Provider shall furnish security deposit for 10% of total Work Package Order value apportioned for one year in the form of Demand Draft, Fixed Deposit Receipt, Banker's Cheques or Bank Guarantee issued by a Nationalised/scheduled bank as approved by the Reserve Bank of India and shall be valid beyond 2 months from the date of completion of the Contract. In the case of Fixed Deposit Receipt, it should be endorsed in favour of Accounts Officer, LPSC. The Security Deposit shall not carry any interest and shall be returned by the Service Receiver on completion of all the contractual obligations. The security deposit has to be executed within 30 days after the receipt of Work Package Order(s) as per the prescribed format. No extension of the date for submission of the Security Deposit will be entertained by the Service Receiver and failure to submit in time will result in cancellation of the Work Package Order(s).

**18.0. PARALLEL/ ADHOC /SPLIT WORK PACKAGE ORDER(S)**

18.1. Service Receiver reserves the right to enter in to parallel/ad-hoc Work Package with one or more Service Provider in order to facilitate deployment of work force during the currency of the Work Package for availing the same or similar services. The Service Receiver reserves the right to split the Work Package Order(s), if needed, to one or more Service Provider either equally or in any other ratio, and the Service Provider shall accept such split Work Package Order(s) at the L1 rates.

**19.0. VOLUME OF WORK**

19.1. The requirement of workforce purely depends upon the activities of Service Receiver of the Work Package. The mere mention of the number of work force against this Work Package does not by itself confers 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. 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 defined volume of work which will be entrusted to the Service Provider at any time or during the period of the Work Package Order(s).

**20.0. FORCE MAJEURE CLAUSE**

20.1. In case, completion of job is delayed by any circumstances such as acts of god, sabotages, civil commotion, riots, insurrections, revolutions, earthquake, fire, flood or other natural events beyond the control of the Service Provider, which makes his workforce unable to complete the tasks assigned to them in time, then the Service Provider shall give notice within 15 days to the Service Receiver in writing of his claim for an extension of time. The Service Receiver on receipt of such notice after verification if necessary may agree to extend the period of Work Package as may be reasonable without prejudice to other terms and conditions of Work Package Order(s).

**21.0. APPLICABLE LAW, JURISDICTION AND ARBITRATION**

21.1. The contract shall be interpreted, construed and governed by the laws in India. In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Work Package Order(s), such dispute/s of difference/s or claim/s shall be settled amicably by mutual consultations of the good office of the respective parties and recognizing 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 shall be referred to the Sole Arbitrator appointed by the parties by mutual consent in accordance with the rules and procedures of Arbitration and

Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Bengaluru in 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 "English" only.

Work under Work Package Order(s) shall be continued by the Service Provider during the pendency of arbitration proceedings, without prejudice to a final award in accordance with the decision of the Arbitrator unless otherwise directed in writing by the Service Receiver or unless the matter is such the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.

## **22.0. SUBMISSION OF FORGED DOCUMENTS**

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

## **23.0. COMPLIANCE STATEMENT**

23.1. The Service Provider shall mandatorily submit the compliance statement as at Annexure along with their tender/bid failing which the said tender/bid will not be evaluated.

## **24.0. EVALUATION OF OFFERS:**

24.1. Service providers will be qualified based on the following criteria.

- i. The compliance of all the pre-requisites
- ii. Experience/expertise in execution of work and the ability to provide employees of required qualification & expertise to carry out various technical activities as demanded in Work package.
- iii. Complying with all the Terms and Conditions.

24.2. In the absence of non-availability of any of the documents sought for, offer will NOT be considered by the Service Receiver.

## **25.0. OFFER VALIDITY**

25.1. The offer/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.

## **26.0. JOINT REVIEW TEAM (JRT)**

26.1. A Joint Review Team (JRT) shall be formed by Service Receiver (with representatives from Service Receiver & SERVICE PROVIDER) to review the progress and clearing the bills submitted by the Service Provider.

**27.0. PRE BID DISCUSSION**

27.1. There shall be a mandatory pre-bid discussion for this RFP, before submission of your offer/bid. The date, time and place of the Pre-bid discussion/ link for the web meeting will be communicated to you. Participation in the pre-bid discussion is compulsory/mandatory. The offers/bids of those Service Providers who participate in the pre-bid discussion only will be considered for further evaluation. After attending the pre-bid discussion, the Service Provider shall submit a written consent conveying that they have understood all the terms and conditions and the quantum of work.

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### Terms and Conditions

#### 1. Scope of work

- 1.1. Scope of the work is to operate below listed equipments by deputing the required number of personnel as per the terms and conditions furnished hereunder.

Sl. No.	Equipment	Major Specification (mm)	Qty.	Indicative list of products to be realised
1.	Conventional Precision Lathes	Turning diameter up to 400	4	Machining of Proto hardware, Adaptors, T adaptors, Nipples, flanges, Nuts, brackets, clamps, spherical adaptors, elbows Assembly set-ups etc.
2.	Conventional Milling Machines	Table size : 750 x 300	2	
3.	CNC Lathes	Turning diameter up to 600	6	
4.	CNC Milling Machines	600 x 500 x 500	3	
5.	CNC Wire EDM	400 x 300 x 250	1	
6.	CNC Bandsaw Cutting Machine	Cutting diameter up to 300	1	
7.	Welding Shop	Gas Tungsten Welding Machine	1	
8.	Fitting Shop	Sheet metal and deburring works	2	
9.	Inspection	Dimensional inspection	1	
<b>Total</b>			<b>21</b>	

#### 2. Mode of operation

- 2.1. After finalizing the contract, Service Receiver will provide manufacturing drawings of works to be executed on daily or weekly basis to the Service Provider along with the indicative sizes & forms of raw material that will be supplied.
- 2.2. The Service Provider shall be responsible for the completion of works assigned to them on the allotted machines, which mainly includes raw material preparation, process planning, scheduling, programming if any,



Inspection, necessary documentations, obtaining clarifications from Service Receiver if any etc.

- 2.3. The work shall be executed by the service provider's personnel under the supervision and control of the service provider's supervisory staff.
- 2.4. The service provider shall implement a suitable operational structure, consisting of engineers and supervisors, technicians and unskilled labourer for contract execution.
- 2.5. On receipt of drawings, the Service Provider shall prepare a work breakdown structure and an operation wise time estimate (machine hours) based on the work breakdown structure with the concurrence of focal point of Service Receiver.
- 2.6. Each job shall be loaded to the respective machines as per the loading chart. Running time of machine for realizing the jobs will be monitored and logged on daily basis and the same shall be approved by the focal point of Service Receiver. Running time shall include job setting time; job/ programme prove out, fixture realisation if any and online inspection.
- 2.7. The service provider shall carry out 100% inspection of the completed works by his own personnel and the same shall be logged in to the respective log book.
- 2.8. All jobs will be counter inspected by Service Receiver. If any rework is called for to achieve the dimensions/parameters specified in the drawings, the service provider shall be liable to carry out the same without accounting for additional machine hours.
- 2.9. In case of any rejection, due to poor workmanship, during manufacture or after inspection, the service provider shall manufacture a fresh part without accounting for any additional machine hours.
- 2.10. Any idling time of machines for confirming clarifications, preventive maintenance, machine breakdown etc. during normal working hours shall be logged separately with concurrence of Service Receiver's focal point.
- 2.11. The jobs shall be completed as per stipulated time that was mutually agreed as at Sl. No.2.6 Any deviation from this shall be intimated to focal point of Service Receiver and his concurrence shall be obtained.
- 2.12. Total machine running hours shall be calculated based on the actual running hours logged as per Clause No. 2.6 and any additional hours accounted as per Clause No. 2.10 and 2.11.

### **3. Work force**

- 3.1. The minimum work force to be deputed for executing this contract shall be as per the following table. Personnel shall possess sufficient operational/ working knowledge of machines as listed in Clause No. 1.1.

- 3.2. The workforce shall contain both operators of machines and supervisory category personnel as well as unskilled labourer as detailed below.
- 3.3. Operator shall be responsible for the operation of the machines. The supervision shall include process planning, preparation of process drawing, CNC programming, job prove out, raw material management, inspection & rework, follow up of jobs etc. The supervisors shall have thorough knowledge of understanding manufacturing drawings, 3D modelling, CAM software etc. The service provider shall ensure the minimum monthly attendance of supervisory category (Supervisors) in the ratio 4:21 to that of operators (i.e. 19% of the total attendance of operators).
- 3.4. Proportional amount will be deducted for absenteeism in supervisory category in case the service provider is not able to maintain the attendance of supervisory category on monthly basis.
- 3.5. Personnel engaged shall be employees of the company being operated by the service provider.

Sl. No.	Designation	Qualification	Nos.
1.	Supervisor : CNC Programmer	Diploma in Mechanical Engineering/Production with minimum 3 year experience in using CAD/ CAM software	2
2.	Supervisor for Milling/ Turning/Welding works	Diploma in Mechanical Engineering/ Production with minimum 3 years' experience in respective area.	1
3.	Supervisor for online Planning, inspection works, inspection follow up	Diploma in Mechanical Engineering/ Production with minimums 3 years' experience in respective area	1
4.	Operators for Conventional Precision Lathes	ITI with 2 years' experience in operating conventional lathes	4
5.	Operator for Conventional Milling Machines	ITI with 2 years' experience in operating conventional milling machines	2
6.	Operator for CNC Lathes	ITI with 4 years' experience in operating CNC Lathes	6
7.	Operator for CNC Milling Machines	ITI with 4 years' experience in operating CNC Milling machines	3
8.	Operator for CNC Wire EDM	ITI with 2 years' experience in operating CNC Wire EDM machines	1

Sl. No.	Designation	Qualification	Nos.
9.	Operator for CNC Bandsaw Cutting Machine	ITI with 2 years' experience in operating CNC band saw cutting machines	1
10.	Welder	ITI with 2 years' experience in SMAW and GTAW	1
11.	Precision Fitters	ITI with 4 years' experience in precision fitting and sheet metal working	2
12.	Inspector for online inspection	ITI with 2 years' experience in inspection of precision components	1
13.	Unskilled labourer	Capable of performing sporadic nature of work	1
<b>Total</b>			<b>26</b>

- 3.6. Service provider shall submit the details regarding the qualification and experience of the work force being deployed initially before commencing the contract and also whenever manpower is changed during the course of contract.
- 3.7. Personnel meeting the aforesaid pre-requisites should be able to demonstrate their skills in the presence of Service Receiver representative.
- 3.8. During the period of contract, in case of attrition of any qualified manpower, the contractor shall take advance actions to induct suitable experienced personnel duly concurred by Service Receiver.
- 3.9. In case of any absenteeism, the requisite number of personnel shall be replaced with experienced personnel duly concurred by Service Receiver. Service Receiver may seek for fresh skill demonstration of personnel, so as to ensure minimum number of skilled manpower available with them always as a redundant measure for substituting the absentees.

#### 4. Raw material

- 4.1. Raw material to the required size shall be supplied as free issue by Service Receiver.
- 4.2. For rejections attributable to Service Receiver, the raw materials shall be supplied free of cost. Manufacturing cost incurred by the service provider till such stage of rejection shall be assessed and mutually agreed amount shall be reimbursed to the service provider.
- 4.3. For rejections attributable to poor workmanship of the service provider, the raw materials for rejection replacement shall be supplied by Service

Receiver. However, in such cases, the root cause of the rejection shall be assessed by the service provider and corrective action implemented. In case of repeated rejections from a particular operator, service provider shall take necessary action to train him to requisite level and in case of further rejections, necessary action shall be taken by service provider to replace him if decide by Service Receiver. Report of the root cause analysis shall be made available. No additional payment shall be applicable.

- 4.4. Raw materials for fixtures and tooling shall also be supplied by Service Receiver. However consolidated list shall be prepared and correctness of the same shall be ratified by the Service Receiver on monthly basis.

## **5. Payment**

- 5.1. The payment shall be calculated based on the machine hours finalised as per clause No. 2.12 and the corresponding machine hour rate quoted by the service provider. The format (price bid pattern) for quoting the machine hours is given at the end of this annexure.
- 5.2. Proportional amount will be deducted for absenteeism in supervisory category in case the service provider is not able to maintain the attendance of supervisory category on monthly basis as stipulated in the Clause No.3.3.
- 5.3. The service provider shall submit a monthly bill to this effect to focal point of LPSC for certification and approval by Joint Review Team and payment

## **6. Service provider's responsibilities**

- 6.1. Service provider shall operate all the machines/ work stations provided by Service Receiver.
- 6.2. Service provider shall provide all the required manpower in uninterrupted way for the operation of facilities.
- 6.3. Service provider shall replenish on real-time basis the required manpower in the case of leave or absenteeism or during attrition.
- 6.4. Service provider has to ensure that all the machines/ work stations are in proper working condition by doing all the necessary daily verification as per a predefined schedule as defined.
- 6.5. Service provider shall remove the chips from the machines and transfer the same to the identified chip disposal point. ServiceReceiver shall organize further safe disposal of chips.
- 6.6. No Sub-contracting of work in any form, either part or full shall be permitted.
- 6.7. Service provider shall ensure personal protective devices like safety shoes, safety goggle, gloves, Apron, uniform etc. for their personnel are provided. All personal of the service provider shall compulsorily wear the uniform on all working days. Soiled & torn uniform shall not be worn. Clarification regarding the safety protective equipments shall be sought from LPSC.

## **7. Service Receiver's responsibilities**

- 7.1. Service Receiver shall provide the machine tools and auxiliary equipment such as tool grinding machine etc. in good working condition.
- 7.2. Service Receiver shall provide necessary inspection facilities and equipments for carrying out inspection by the service provider.
- 7.3. Service Receiver shall identify a focal point as Contract Manager (CM) or person(s) identified on his behalf for proper coordination of work.
- 7.4. Service Receiver shall carry out all preventive and breakdown maintenance of the machine tools including replacement of spares at their own cost.
- 7.5. Service Receiver shall provide necessary cutting tools, measuring instruments, consumables including power, air, coolant, water, log books, registers and other stationeries for preparation of inspection reports free of cost. However maintaining the cutting tools by regrinding in required interval shall be the responsibility of the service provider.
- 7.6. Service Receiver shall supply all raw materials
- 7.7. Service Receiver shall provide all technical clarifications within the shortest possible time with minimal idle time.
- 7.8. Service Receiver shall provide office PCs - 2 Nos., Printer - 1 No. and CAD CAM software required for planning and execution of the work.
- 7.9. Service Receiver shall be responsible for coordinating and completing the acceptance formalities of parts in the minimum possible time.
- 7.10. Service Receiver shall provide first aid facilities available at the campus and transport to the nearest hospital for service provider's personnel during instances of emergency.
- 7.11. Service Receiver shall complete the necessary formalities for entry of service provider's staff into its premises.
- 7.12. Service Receiver shall also extend canteen facilities to the service provider's workforce at rates fixed by Service Receiver.

## **8. Other general responsibilities**

- 8.1. The assigned activity must be completed as per stipulated schedule that was mutually agreed. Immediate mobilization and completion of works as per mutually agreed targets is pre-requisite for such work, and failing to comply with the same may lead to termination of contract.
- 8.2. In the event of any impending delay to the execution of work that is understandable, advance sanction has to be obtained from Service Receiver focal point.
- 8.3. Raw materials, tools, minor equipments, utilities, spares and consumables have to be collected from the tool crib / storage point after fulfilling

necessary formalities. Consumption status duly certified by service provider's Engineer in charge has to be submitted for regularization purposes. Excess materials are to be returned to storage point.

- 8.4. Completion of any work will include completing the following activities too
  - Cleaning of machine.
  - Return of excess material and / or scrap.
  - Return of temporary facility / equipment, mobilized for the work.
  - Submission of completion statement to the Service Receiver focal point.
- 8.5. Apart from job specific technical competence, the Engineers, Supervisors, Technicians and the unskilled labourer deployed by the service provider shall be aware of industrial safety norms.
- 8.6. The work shall be executed as per work instructions, codes, standards and guidelines as mentioned in the work instructions complying with good engineering practices.
- 8.7. In case, the workforce engaged by the service provider commits any act of omission / commission that amounts to misconduct/ indiscipline /incompetence, the service provider shall forthwith remove the work force, in addition, shall take appropriate disciplinary action against such persons under intimation to focal point, Service Receiver. The service provider shall replace immediately any of its workforce who is/ are found unacceptable because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from Service Receiver.
- 8.8. In case of damages to Service Receiver's machine/ equipment, due to negligence of / reasons attributable to service provider's personnel, the incident will be reviewed in detail by Service Receiver and if found to be intentional, the cost of repairing of the machine/equipment will be recovered from the service provider's bill.

**Price bid Pattern**

Sl. No.	Equipment	Qty.	Total Capacity (@ 48 hrs per week for 104 weeks)	Machine hour rate Rupees	Amount Rupees
A	B	C	$D = C \times 48 \times 104$	E	$F = D \times E$
1	Conventional Precision Lathes	4	19968		
2	Conventional Milling Machines	2	9984		
3	CNC Lathes	6	29952		
4	CNC Milling Machines	3	14976		
6	CNC Wire EDM	1	4992		
7	CNC Bandsaw Cutting Machine	1	4992		
8	Welding Shop	1	4992		
9	Fitting Shop	2	9984		
10	Inspection	1	4992		
	<b>Tax and others (Rupees)</b>				
	<b>Gross Amount (Rupees)</b>				

## DETAILS OF THE SERVICE PROVIDER'S ESTABLISHMENT

(To be provided by the Service Provider with offer)

1	Name of the Service Provider	
2 (a)	Full postal address of the Service Provider	
2(b)	Telephone No.	
2 (c)	Mobile No. (Mandatory)	
2(d)	Fax. No.	
2(e)	E-mail id (mandatory)	
3.	Full Postal Address of operating branch office, if any	
3 (a)	Telephone No.	
3(b)	Mobile No. (Mandatory)	
3 (c)	Fax. No.	
3(d)	E-mail id (mandatory)	
4	Indicate the Organizational status of the Service Provider	1. Society 2. JV Firm 3. Partnership 4. Private Limited Co. 5. Public Limited Co. 6. PSU/PSE 7. Others (please indicate) (Please tick anyone of the above which is applicable)
5.	Act/Rule under which the Service Provider is registered	
6	Registration No. & Date of Registration	
7	Name of the Proprietor/ Manager/ President/Secretary/ Chief Executive with address and contact phone No.	
8	Name of Partners/Shareholders(of privately owned)/Director/ Executives/ Officers of the Service Provider (if	



	required attach additional sheet)	
9	Whether any near relative of the proprietor/Office bearers is/ are working in LPSC/VSSC/IISU, if so details (Please see Para 4.1 of the tender document and fill in Annexure D)	
10	Copy of the Bye-law/Establishment registration Certificate issued by any Governmental Agency	
11	Labour Department Registration No.	
12	EPF Registration No.	
13	ESI Registration No.	
14	PAN No.	
15	Goods & Service Tax Registration No.	
16	Bank Account Details of Service Provider	Banker's Name
		Banker's Address
		Bank Account No.
		IFSC Code
		PFMS No. (if available)
17	Whether the Service Provider undertakes any contractual work at any establishments in Thiruvananthapuram other than LPSC/VSSC/IISU. If so, give the details	

Note: 1. If any of the above columns are kept unfilled and not supported by documentary proof, such offer 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:  
with Seal)

(Signature of Authorised Signatory

Place:

Name if full

ANNEXURE B

DECLARATION BY THE SERVICE PROVIDER

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

1. I/We,

\_\_\_\_\_  
Son/Daughter/Wife/Husband

of

\_\_\_\_\_  
Shri./Smt.

\_\_\_\_\_  
(Proprietor/Partner/Director/Authorised Signatory of the firm), I am  
competent to sign the declaration and execute this offer.

2. I/We have carefully read and understood all the enclosed terms and conditions and undertake to abide by the same.
3. The details of work handled by our work force, Supervisor and establishment should be kept secret and should not be divulged to any person or outside agencies.
4. 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 offer at any stage besides liabilities towards prosecution under appropriate law.

Date:  
with Seal)

(Signature of Authorised Signatory

Place:

Name if full:

## DECLARATION BY THE SERVICE PROVIDER REGARDING COURT CASES

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

I/We, hereby undertake that our establishment do not have any legal suit/criminal case either pending against me/us/partner(s)/proprietor or any of our Directors in the case of company) or being contemplated and have not been earlier convicted on the grounds of moral turpitude or for violation of laws in force.

OR

I/We hereby undertake that our establishment is having the following legal suit/criminal case pending against me/us/proprietor/ partner(s)/Directors in the case of company), of which the details are furnished below:

Sl.No.	Case Number and the details of the Honorable Court	Nature of the Case	Name of the parties involved
1.			
2.			
3.			

Note: Strike out whichever is not applicable.

Date:  
with Seal)

(Signature of Authorised Signatory

Place:

Name if full:

## PROFORMA FOR NEAR RELATIVE(S) CERTIFICATE\*

I,

\_\_\_\_\_  
 S/o or D/o Shri./Smt. \_\_\_\_\_ on behalf  
 of \_\_\_\_\_ hereby certify  
 that

- None of my relatives are working in VSSC/IISU/LPSC.
- Following relative(s) are defined in Clause 4.1 of the Tender Terms and conditions for work package is/are employed in LPSC/VSSC/IISU.

Sl.No.	Name of the person, Designation, Staff Code No., Organisation

- It is also certified that the employee/(s) as above of ISRO has/have no connection/partnership/share-holding or any other business interest in the Service Provider's firm.

In case at any stage, it is found that the information given by me/us is false/correct, the Department/ISRO shall have the absolute right to take any action as deemed fit, without any prior intimation to me/us.

(Signature of Authorised Signatory  
 Of the Service Provider/Service Provider with Seal)

Date:

Place:

Name if full:

## COMPLIANCE STATEMENT

Sl.No.	Conditions in tender Requirements	Compliance Yes/No	Explanation Comments	Details of relevant documents attached
1.	The details of Service Provider's establishment in their letter head (Annexure A of Tender document)			
2.	Declaration Form (Annexure B of Tender document)			
3.	Declaration with respect to Court cases, if any pending or being contemplated against the Service Provider (Annexure C to Tender document)			
4.	A declaration inline with "Near Relative" Certificate as at Para 4.1 (Annexure D to Tender document)			
5.	Valid Registration Certificate of Service Provider's Establishment issued by any Governmental Agency			
6.	The Bye-law/Registration Certificate issued by any Government Agency of such establishment of the Service Provider permitting the permit undertaking of the assigned work			

Sl.No.	Conditions in tender Requirements	Compliance Yes/No	Explanation Comments	Details of relevant documents attached
7.	Labour Department Registration			
8.	EPF organization Registration			
9.	ESI Corporation Registration			
10.	Bank Account Details			
11.	Copy of PAN card			
12.	Copy of the goods and service tax registration certificate			
13.	Acceptance of clauses from 3 to 25 in the RFP.			

Date:  
with Seal)

(Signature of Authorised Signatory

Place:

Name if full: