# SERVICE PROVIDER PRE-REQUISITES AND THE PROCESS OF PRE-QUALIFICATION OF SERVICE PROVIDER FOR WORK PACKAGE

## I. WORK PACKAGE SKILL SETS:

This is a "work package" intended for carrying out all the activities as defined in the scope of work as detailed below

Skill set no	Work Package- Technical Skill Grouping	kill Technical Skill Grouping Description						
1	Realisation support for cryogenic and semi-cryogenic engine and stage systems	<ul> <li>Support for preparation of design drawing and fabrication requests.</li> <li>Coordination of hardware realization activities and hardware clearance activities.</li> <li>Assistance in realization of test article, test activities and data analysis.</li> <li>Documentation in MS Word, Excel &amp; Powerpoint</li> <li>Human resource category: Diploma</li> </ul>						
2	3D modelling in mechanical area.	Support for preparation of 3D models using Siemens NX / Inventor/ CATIA software for system components, systems, assemblies and parts including assembly feasibility checks.  Human resource category: Diploma, ITI						
	Software Development support (Java / DOT NET)	Supporting the following activities in Java Platform / DOT NET:  Development & implementation of application software  Website development  Testing & Documentation  Application Deployment on Server  Maintenance for operational software packages and websites  Human resource category:  (Senior Developer): B Tech / BE / MCA / MSc. Computer Science or higher + Minimum 1 year prior experience in development of software projects  (Junior Developer): Diploma/ BCA/ B.Sc Computer Science or higher + Minimum 1 year prior experience in development of software projects						

Skill set no	Work Package- Technical Skill Grouping	Technical Skill Grouping Description
4	Video Conferencing (VC) operations, maintenance and coordination	Support for operating Video conferencing operations and maintenance.  Conducting video conferencing with other ISRO Centres / Agencies in Multiparty / Point-to-Point mode  Provide support for the live video telecast of various events  Carrying out equipment diagnostics tests  Coordinating with other centres /institution's video conferencing team as and when required  Support for carrying out the events at auditoriums  Troubleshooting and maintenance of VC units and Desktop conferencing units.  Day to day operations and Up keeping of VC facility with log maintenance  Human resource category:  Supervisor: Diploma in (Electronics/Electrical/Computer) with 1 year of experience in VC operations and supervision  or ITI (Electronics/Electrical) with 2 years of experience in VC operations and supervision  Operator: ITI in Electronics/Electrical/Computer with 1 year experience in VC operations

Skill set no	Work Package- Technical Skill Grouping	Technical Skill Grouping Description					
5	IT/Computer facilities and Application software operation support	"" GOLD INTELLED CHAPT CIDA Arror fiving					
6	Software Maintenance support	<ul> <li>Software Maintenance Activities including</li> <li>Troubleshooting of issues by debugging of source code and fixing of bugs for software developed in JAVA / HTML / CSS</li> <li>Support for digital certificate installation</li> <li>User account creation, card activation and password management for software</li> <li>Online health monitoring and resolving issues of various software facilities</li> <li>Human resource category:         <ul> <li>Diploma in Electronics/ Electrical/Computer with 1-year experience in</li> </ul> </li> </ul>					
7 L	ibrary activities support	Liectifical/					

Skill set no	Work Package- Technical Skill Grouping	Technical Skill Grouping Description
		English/Malayalam/Hindi, working knowledge in computers.  Binder: KGTE in printing technology with minimum 2 years experience
8	Conceptual artwork/designing support	Preparation of presentations/pamphlets/brochures etc. in Photoshop, InDesign, Illustrator and similar software for carrying out Conceptual artwork/graphic designing activities.  Human resource category: 12th pass + certificate in DTP/computer graphic designing etc
9	Human Resource training and development activities support.	Support in conducting In-house Training Programmes viz logistics and coordination of participants, Faculty, procurement of training kits, etc. Compilation of applications of student projects, processing of student projects (M.Tech & B.Tech) & internships, nomination of personnel for external training programmes, conferences, seminars etc., assistance in preparation of Reports & Training Calendar. Assistance in feedback analysis of training programmes.  Human resource category: MBA in HR
10	Realisation of electronics packages and PCB layout preparation and related supports.	<ul> <li>Assisting in component selection, schematic generation, preparation of files and components for Wiring of PCBs, preparation of test reports. Testing of wired PCBs, electronic packages, motors, actuators and feedback sensors using checkout systems as per test plan, Schematic and Layout preparation in PADS adhering to specific design rule and constraints.</li> <li>Generation of gerber files for PCB fabrication.</li> <li>Assisting in wiring of PCBs, connectors, winding of electromagnetic components, harnessing of cables and chassis integration for aerospace application, wiring of test consoles and proto type PCBs for design validation.</li> <li>Human resource category: Diploma, ITI,</li> </ul>

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Skill se no	t Work Package- Technical Skill Grouping	Technical Skill Grouping Description					
		BSc. Electronics					
11	Operation and maintenance activities at Propulsion labs.	<ul> <li>Operation and maintenance of feed lines valves for different gases, water feed lines valves, connectors etc.</li> <li>Operation of vacuum pumps, LN2 system high pressure lines, maintenance of too and instruments and test data preparation.</li> <li>Human resource category: Diploma, IT 10th standard</li> </ul>					
12	Operation and maintenance of vacuum chambers & systems.	Operation & maintenance of Dry pumps, Roots pumps, Turbo molecular pumps, Cryo pumps, Xenon cold heads, chiller units, air compressor, LN2 systems, Laser based equipments, maintenance of tools and instruments.  Human resource category: Diploma, ITI  Operation of aerospace materials lab including mechanical testing, heat treatment, material					
13	Operation& maintenance of Aerospace Materials lab						
14	Fabrication/ realisation support for liquid engines, control components and stages.	Support for preparation of free issue of material (FIM), issue of FIM to external industries, collection of components, inspection, audit and clearance.  Human resource category: Diploma					
15	Mechanical Quality Control (QC) / Inspection Activities support	Support for the following activities such as:  Raw material clearance certificate verification, Visual inspection, dimensional inspection using conventional and high-end machines like CMM, Roundness Tester, form and surface finish Tester, Video measuring equipment, optical profile projector etc. and preparation of Deviation reports, Final Inspection Reports, Non conformity Report, clearance certificates etc. (for both in-house and external work centres)  Online quality surveillance including verification of clearance status of parts, auditing of parts list, visual inspection, surveillance during calibration, preliminary					

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Skill set no	Work Package- Technical Skill Grouping	Technical Skill Grouping Description			
		integration, functional assembly and testing, logging of all test data, test data analysis, test reports, consumables lot clearance, Auditing and certification of delta document, preparation of Non conformity report, pre-shipment presentations and visual inspection before shipment, maintenance of QC checklist & Preparation of QC documents (for both inhouse and external work centres).  Human resource category: Diploma, ITI			
16	Non Destructive Evaluation support for control components, engine, stage & thruster elements	Support for NDE of forgings, machined components, investment casting, plumbing lines, welded and brazed assemblies with NDT techniques like X-ray radiography, Ultrasonic testing, dye penetrant testing, remote visual inspection, eddy current testing, fluorescent penetrant testing and Computed Metro Tomography (for both at in-house and external work centres).  Human resource category: Diploma, ITI			
17	Quality Assurance (QA) Activities support for Mechanical Systems.	Support for verification of Drawings/Documents, Clearance for Raw material/Standard parts/fabricated parts/surface treatment/welding/Part list/hardware, Test data analysis, Auditing of Critical Dimension/check lists, raising non-conformances/Failure intimation notes/QA alerts, preparation of QA assessment reports, maintaining records, surveillance of critical assembly/ testing.  Human resource category: Diploma			
18	Quality Assurance and Quality Control support for electronic packages	<ul> <li>Support in Visual inspection of EEE components, component tinning inspection, position verification of components on cards, inspection of solder joints and crimped joints on wired PCBs and packages, inspection after re-work /repair, inspection of wired connectors, wire routing, harnessing etc.</li> <li>Support in quality control activities (Electrical) such as functional testing of electrical parts, Control components &amp;</li> </ul>			

Skill se no	et Work Package- Technical Skill Grouping	Technical Skill Grouping Description
19	Assembly and testing support for control components and umbilical systems assembly and testing.	<ul> <li>Pre-assembly activities</li> <li>Realization of sub-assembly</li> <li>Realization of final assembly</li> <li>Testing of hardware</li> <li>Preparation of final reports</li> </ul>
20	Operation and maintenance of Control Systems and Components facilities.	<ul> <li>Human resource category: Diploma, ITI</li> <li>Operation and maintenance of facilities includes:         <ul> <li>Facility operation as per the operation manual provided by the department.</li> <li>Maintaining the machines &amp; equipments in good working conditions.</li> <li>Ensuring calibration frequency of machines/equipments.</li> <li>Pre &amp; Post test activities such as test hardware assembly/disassembly, delivering the test hardware and restore the facility to the original configuration.</li> </ul> </li> <li>Human resource category: Engineer, Diploma, ITI, technical helpers (8th standard)</li> </ul>
21	Welding (TIG) support for realisation of aerospace assemblies.	<ul> <li>X-ray quality manual TIG welding SS 304L</li> <li>Feed lines from 6 mm to 45 mm.</li> <li>X-ray quality orbital TIG welding of feed lines from 6 mm to 45 mm.</li> <li>Human resource category: ITI</li> </ul>
22	Valiamala for documents/ files/ letters.	Despatch of documents/files/letters to various divisions/groups within LPSC campus.  Preparation of movement registers for the tame.  Human resource category: 10th standard
23	Support for safety related activities.	<ul> <li>Safety inspection at construction sites, conducting daily toolbox talk and</li> </ul>

Skill set no	Work Package- Technical Skill Grouping	Technical Skill Grouping Description				
		<ul> <li>preparation of inspection reports.</li> <li>Safety inspection of critical facilities and preparation of inspection reports.</li> <li>Assisting in quarterly inspection of smoke detection system installed at various building at LPSC, Valiamala.</li> <li>Assisting in accident investigations.</li> <li>Assisting in preparation of documents and manual related to safety and fire.</li> <li>Assisting in organizing of various safety training programs.</li> <li>Preparation of Safety awareness posters.</li> <li>Safety standby for various safety critical activities.</li> <li>Assisting in internal safety audit related activities.</li> <li>Identifying unsafe actions and conditions in the facilities and preparation of safety alert.</li> <li>Assisting safety engineer in safety related studies and safety related meetings.</li> <li>Human resource category: Engineer</li> </ul>				
24	Deploying drivers for Department vehicles.	Providing experienced drivers for Department heavy vehicles and light vehicles. The requirements for the drivers are as follows:  • Should have skill to drive Passenger Bus, Mini bus, Traveller, Car, SUV/ MUV, Heavy Truck, ICV (Tata 709/ 407), LCV (Dost/ Bolero, Delivery van, Tata 207) etc.  • Should have valid Indian union license with badge for driving Transport and Non Transport vehicles (LMV, HGMV & HPMV).  • Should have 5 years experiences in Non transport vehicles (HGMV / HPMV).  Human resource category: Drivers				

## II. SERVICE PROVIDER PRE-REQUISITES

The service provider shall fulfil the following requirements to be eligible for short listing for issue of RFP.

- a. Should be a Registered Firm and not an individual.
- b. Should have valid registration certificate issued by any Government Agency. The Bye-Law/Registration Certificate should permit undertaking the proposed work.
- c. Should have Registration with Labour Department, EPF Organisation and ESI Corporation.
- d. Should have Income Tax (PAN) and GST Registration.
- e. Should have employees with adequate qualification/ experience/ expertise to undertake technical activities elaborated under the various skill sets as given in Section I above.
- f. Should submit the Bio-data of the employees to be deployed for verification and approval by Service Receiver after the award of Work Package Order.

# III. SELECTION PROCESS FOR PRE-QUALIFICATION OF SERVICE PROVIDERS:

The service provider will be shortlisted based on:

- a. The compliance of all the pre-requisites.
- b. Experience/ expertise in at least one skill set and the ability to provide employees of different qualifications as mentioned in each skill set.
- c. Complying with all the terms and conditions.
- d. Evaluation by an appropriate committee of the service receiver.

In the absence of non-availability of any of the documents sought for, the EOI will not be considered and **no clarification** will be sought for by the Servicer Receiver in this regard.

## IV. Eol Terms and conditions

#### 1.0 Definitions:

- 1.1 The term "LIQUID PROPULSION SYSTEMS CENTRE (LPSC)", a centre under the Indian Space Research Organisation (ISRO) of the Department of Space (DOS), hereinafter called "Service Receiver", includes its entities/groups/divisions and facilities located at Valiamala, Thiruvananthapuram, Kerala.
- 1.2 The term "Service Provider" shall mean any registered establishment which will be performing the Work Package activities.
- 1.3 The term "Work Package" shall mean a Work Package Contract to provide services at different entities/groups/divisions of LPSC as per the skill set.
- 1.4 The term "Employees" means all the employees, Supervisors and staff of the Service Provider deploys by the Service Provider to carry out the Work Package tasks as defined in the Work Package Order.

## 2.0 Mandatory Documents:

2.1 The following documents shall be submitted by the Service Provider along with documentary proof (wherever required): without which the expression of interest will Not be considered.

No.	Details	Annexure
2	The details of Service provider's establishment in their letter head	Α
a.		В
p.	Declaration form	

C.	Declaration with respect to court cases, if any pending or being contemplated against the Service Provider	С
d.	"Near Relative" Certification declaration in the format in line with Para 4.2	D
e.	Compliance Statement	F

- 2.2 The Service Provider should choose one or more skill set for short-listing. The Service provider shall engage required number of employees with relevant qualification for the execution of various works falling under different skill sets. Service Provider seeking to bid for the EoI shall have experienced employees with adequate qualifications/expertise. Necessary documentary evidences shall be submitted.
- 2.3 With an objective to provide employment to local residents, the Service Provider shall source as many numbers of employees from the locality of LPSC wherever possible.

#### 3.0 Period of contract:

The proposed work package will be valid for a period of 12/24 months or any such period as defined in the scope of Work package and with an option to extend the same for a further period, with same terms and conditions.

#### 4.0 Near Relative:

**4.1** 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 or directors, members of governing body, or similar authorised bodies responsible to perform the management functions of the service provider's firm) who is/are working/employed in LPSC, VSSC & IISU (Centres 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 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/Share holders/Directors/Executives/Office bearers of the Service Provider.

#### 4.2 Declaration of the details of "Near Relative"

In 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 Submission of forged documents:

If the prospective Service Providers submit any forged or false documents along with EoI, such EoI's will be summarily rejected and such service providers will be blacklisted for all future requirements.

#### 6.0 Validity

The EoI submitted by the Service Provider shall be valid for a minimum period of Ninety Days from the date of opening of the EoI.

# <u>DETAILS OF SERVICE PROVIDER'S ESTABLISHMENT</u> (To be provided by the Service Provider with Eol)

1,	Name of Service Provider	
2. (a)	Full Postal Address of the Service Provider	
2. (b)	Telephone No.	
2. (c)	Mobile no. (mandatory)	
2. (d)	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)	E-mail Id (mandatory)	
4.	Indicate the organizational status of the service provider	<ol> <li>Proprietorship</li> <li>Society</li> <li>JV Firm</li> <li>Partnership</li> <li>Private Limited Co.</li> <li>Public Limited Co.</li> <li>PSU/PSE</li> <li>Others (please indicate)</li> <li>(please tick any one of the above which is applicable)</li> </ol>
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 the Partners/ Shareholders (of privately owned/Directors/Executives/ Officers of the Service Provider (if required attach additional sheet)	
9.	Whether any near relative of the proprietor/ Office bearer is/ are working in LPSC/VSSC/IISU, if so details (please see para 4.1 of the EoI and fill in Annexure-D)	
10.	Copy of the Byc law/ Establishment Registration Certificate issued by any Government Agency (para II-b)	

11.	Labour Department Registration No. (para II c)								
12.	EPF Registration No. (Para II c)								
13.	ESI Registration No. (Para II c)								
14.	PANN	o. (Para II d	1)						
15.	Goods	s and Servi	e T	ax registration (Para II d)					
	В			anker's Name					
	Bank A/c Details		В	anker's Address					
16.	of the	service	Ва	ank Account No.					
	provid	ler	IF	SC Code					
			PI	MS No. (if available)					
	Syster	n followed	fo	r prompt payment of re	muneration				
17.				such as Wages, PF, ESI					-
17.				may be) etc. shall be exp					-
	docun	nentary sup	po	rt					
18.	Whetl	Whether the Service Provider undertakes any contractua						stablishm	nents in
10,	Thiruv	ananthapu	rar	n other than LPSC/VSSC/II	SU. If so, giv	en the o	letails	as below	:
	Details of client							Contract period	
	along with addres		SS,	Scope of work	Value of c	n Lakhs) F			
			•	,	(Rupees in			From	To
18 a							(DD/MM/YY)		(DD/MM/YY)
18 b									
18 c									
18 d									
10 0	Thoso	miss seed	d =	ah - II I I I					
	THE 26	Tvice provi	aer	shall select appropriate s	kill set to be	conside	red fo	or issue of	RFP.
	Skill set no.  Work package-Technical sk grouping  Realisation support for cryo and semi-cryogenic engine stage systems		_	Tick mark against the skill set preferred	Avail numb emple s for skill	er of byee the	to be mandate details of emp	of availability loyees with e experience	
			1i-c	ryogenic engine and					
	2	3D model	ling	g in mechanical area.					
	3	Software (Java / DC		Development support					
	4			ferencing operations, and co-ordination					

5	IT/Computer facilities and Application software operation support	
6	Software Maintenance support	Λ
7	Library activities support	
8	Conceptual artwork/designing support	
9	HR training and development activities support.	
10	Realisation of electronics packages and PCB layout preparation and related supports.	
11	Operation and maintenance activities Propulsion labs.	
12	Operation and maintenance of vacuum chambers & systems.	
13	Operation & maintenance of Aerospace Materials lab	
14	Fabrication/ realisation support for liquid engines, control components and stages.	
15	Mechanical Quality Control / Inspection Activities support	
16	Non Destructive Evaluation support for control components, engine, stage &thruster elements	
17	Quality Assurance Activities support for Mechanical Systems.	
18	Quality Assurance and Quality Control support for electronic packages	
19	Assembly and testing support for control components and umbilical systems assembly and testing.	
20	Operation and maintenance of Control Systems and Components facilities.	
21	Welding (TIG) support for realisation of aerospace assemblies.	
22	Despatch related support at LPSC, VMC for documents/files/letters.	
23	Assistance for safety related activities.	
24	Deploying drivers for Department vehicles.	

Note: 1.If any of the above columns are kept unfilled and not supported by documentary proof, such EoI 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 o	of
my/our knowledge and belief.		

Date:

(Signature of authorized Signatory with seal)

Place:

Name in full:

## **DECLARATION BY THE SERVICE PROVIDER**

(to be provided by the Service provider with EoI on the letterhead of Service Provider)

	(to be provided by the same )
	We,(Proprietor/Director/ Authorized signatory of the /Firm), I am competent to sign this declaration and execute this Eol.
	I/We have carefully read and understood all the enclosed terms and conditions and undertake to abide by the same.
	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 anyfalseinformation/fabricateddocumentwouldleadtorejectionofmy/ourEolatanystage besides liabilities towards prosecution under appropriate law.
Date:	(Signature of the Authorized Signatory with Seal) Full Name:

# **DECLARATION BY THE SERVICE PROVIDER REGARDING COURT CASES**

(to be provided by the Service provider with EoI on the letterhead of 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 ground softward turp it under for violation of laws in force.

OR

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

Sl.No.	Case Number and Details Of The Honorable Court	Nature of the case	Name of the parties involved

Note: Strike out whichever is not applicable

Date:

(Signature of the Authorized Signatory with Seal)

Full Name

Place:

# PROFORMA FOR NEAR RELATIVE(S) CERTIFICATE

certify that	on behalf of her
a. None of my r	elative are working in LPSC/VSSC/IISU
b. Following re	lative(s) as defined in Clause 4.1 of the Expression of Interest Terms
conditions to	r Work Package is/are employed in LPSC/VSSC/IISU.
Sl.No.	Name of the person, Designation, Staff code no., Organization
	, , , sagnetisti, stan code no., Organization
. It is also	certified that the employee/(c) as also a second
c. It is also connection/pa Provider's firm	rtnership/ share-holding or any other business interest in the Sory
Provider's firm	irtnership/ share-holding or any other business interest in the Serv
Provider's firm  In case at any	stage, it is found that the information given by me/us is false/incorrect, t shall have the absolute right to take any action as deemed fit without a
Provider's firm  In case at any Department/ISRO	stage, it is found that the information given by me/us is false/incorrect, t shall have the absolute right to take any action as deemed fit without a
Provider's firm  In case at any Department/ISRO	stage, it is found that the information given by me/us is false/incorrect, t shall have the absolute right to take any action as deemed fit without a

To be executed on Rs.200/- Non-judicial stamp paper & attested by Notary Public/ Executive Magistrate by the Service Provider, on award of the contract for Work Package

## **COMPLIANCE STATEMENT**

SI. No.	Conditions in EoI/ 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 EoI)			
2,	Declaration form (Annexure B of EoI)			
3.	Declaration with respect to Court cases, if any pending or being contemplated against the Service Provider (Annexure C of EoI)			
4,	A declaration in line with "Near Relative" Certification as at Para 4.1 (Annexure D of EoI)		4	
5.	Valid Registration Certificate of Service Provider's Establishment issued by any Government Agency (Para II-b)			
6,	Details of similar works executed under any of the skill set and details of experienced employees with adequate qualification/ experience (Para II-e and Para 2.2)			
7.	The Bye-law/ Registration Certification issue by any Governmental Agency of such establishment of the Service Provider permitting the permit undertaking of the assigned work (Para II-b) of EoI Terms and conditions)			
8.	Labour Department Registration (Para II-c)			
9,	EPF Organization Registration No. (Para II-c)			
10.	ESI Corporation Registration No. (Para II-c)			
11,	Bank Account Details (Annexure A column 16)			
12.	Copy of PAN Card (Para II-d)			
13.	Copy of the Goods and Service tax Registration Certificate (Para II-d)		-	

Date:

(Signature of the Authorized Signatory with Seal)

Place:

Full Name